INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

F.17

(08/92)

TELEGRAPH AND MOBILE SERVICES
OPERATIONS AND QUALITY OF SERVICE

OPERATIONAL ASPECTS OF SERVICE TELECOMMUNICATIONS

Recommendation F.17

Geneva, 1992

FOREWORD

The CCITT (the International Telegraph and Telephone Consultative Committee) is a permanent organ of the International Telecommunication Union (ITU). CCITT is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The Plenary Assembly of CCITT which meets every four years, establishes the topics for study and approves Recommendations prepared by its Study Groups. The approval of Recommendations by the members of CCITT between Plenary Assemblies is covered by the procedure laid down in CCITT Resolution No. 2 (Melbourne, 1988).

Recommendation F.17 was prepared by Study Group I and was approved under the Resolution No. 2 procedure on the 4th of August 1992.

CCITT NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized private operating agency.

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OPERATIONAL ASPECTS OF SERVICE TELECOMMUNICATIONS

(1992)

1 Scope

1.1 This Recommendation lays down the general operational principles concerning service telecommunications.

1.2 Additional operational provisions relating to service telecommunications in the different telecommunication services (telegram, telephone, telex, etc.) may be found in the Recommendations (and Instructions) specific to those services (F.1, E.105, F.60, etc.).

1.3 The principles for charging and accounting for service telecommunications are given in Recommendation D.192.

2 Definition and basic principles

2.1 Article 2 of the International Telecommunication Regulations (Melbourne, 1988) defines **service telecommunications** as:

A telecommunication that relates to public international telecommunications and that is exchanged among the following:

— Administrations;

— recognized private operating agencies; and

— the Chairman of the Administrative Council, the Secretary-General, the Deputy Secretary-General, the Directors of the International Consultative Committees, the members of the International Frequency Registration Board, other representatives or authorized officials of the International Telecommunication Union, including those working on official matters outside the seat of the Union.

2.2 Appendix 3 of the same Regulations states that service telecommunications may be provided free of charge[1)].

2.3 Service telecommunications should be established outside the busiest hours as far as possible, and should be kept to a minimum in number and length consistent with efficient operation.

3 Content of service telecommunications

3.1 Service telecommunications as identified in § 2.1 must relate to the business of providing international telecommunication services, i.e. the doing of all things needful to provide, to administer and to maintain services, such as the establishment and maintenance of circuits, network management, accounting, handling of customer complaints, etc.

3.2 Service telecommunications may only be requested or established by persons authorized to do so by their respective Administration.

4 Corresponding arrangements between Administrations

4.1 An Administration that routes service telecommunications over facilities owned or operated by another Administration in a given relation, should allow its facilities to be used in a similar manner to carry service telecommunications originated by the latter Administration.

4.2 This principle may be applied not only to a given telecommunication service in a relation but also between services in that relation.

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1) Service telecommunications are normally, but not automatically, provided free of charge.

5 Communications with and via the ITU

5.1 Where appropriate, service telecommunications may be used for official communications between Administrations and the ITU, e.g. for the purposes described in Article 8 of the International Telecommunication Regulations and in Resolution No. 7 of the World Administrative Telegraph and Telephone Conference (Melbourne, 1988).

Note — Privilege telecommunications (see Recommendation D.193) are not service telecommunications, although the treatment of this optional class of traffic may be similar.