INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

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TELEMATIC, DATA TRANSMISSION, ISDN BROADBAND, UPT AND TELECONFERENCE SERVICES:

OPERATIONS AND QUALITY OF SERVICE

OPERATIONAL PROVISIONS FOR THE INTERNATIONAL PUBLIC FACSIMILE SERVICE BETWEEN PUBLIC BUREAUX (BUREAUFAX)

Recommendation F.170

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.170 was revised 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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Recommendation F.170

OPERATIONAL PROVISIONS FOR THE INTERNATIONAL PUBLIC FACSIMILE SERVICE BETWEEN PUBLIC BUREAUX (BUREAUFAX)[1)]

(revised 1992)

1 General provisions

1.1 In accordance with the general conditions of Recommendation F.160, Administrations may operate an international public facsimile service between public bureaux[2)] provided that terminals are compatible or compatibility is ensured by the network from the standpoint of the characteristics specified in the relevant Recommendations and in accordance with bilateral or multilateral agreements.

Note – The operation of the international public facsimile service between public bureaux and subscriber stations and vice versa is covered by Recommendation F.190.

1.2 Facsimile terminals should have automatic operation of the called station. The operational procedures applicable in relations between the different types of stations are set out in the relevant Recommendations in the T-Series.

2 Conditions for acceptance

2.1 Documents for facsimile transmission shall normally be accepted up to a maximum size of ISO format A4 (210 × 297 mm). Documents with larger sizes can be accepted only if the transmission can be done within the ISO format A4. Exceptionally, documents of a different size may be accepted by bilateral agreement between those Administrations concerned, for example the North American "legal" size (216 × 356 mm).

2.2 For faithful transmission, contents of documents must leave minimum blank margins of 10 mm on all four sides. With regard to the reproduction in formats other than A4 which have been bilaterally agreed, the margins to be left on all four sides of the documents shall be 15 mm.

2.3 Where the area to be transmitted exceeds the area reproducible by facsimile, a document should be divided by the sender or his authorized representative.

2.4 Care must be taken to ensure that there is no loss of the reproducible part transmitted.

2.5 To ensure the satisfactory facsimile transmission of a document, senders should be advised not to submit documents with insufficiently sharp contrast or inadequate definition.

2.6 If the sender or his authorized representative presents a document containing colours of half-tones, he should be informed that, with existing equipment, faithful reproduction at the distant end will not be possible as printing will be in black and white only.

2.7 If, after having been informed that the quality of the document to be transmitted is unsuitable for satisfactory facsimile transmission (this includes all photographs and documents in colour), the sender of the document or his authorized representative still insists on its transmission, it shall be accepted by the public bureau only at the sender's own risk. In this event the service instruction **RISQUES EXPEDITEUR** (abbreviated **RE**) must be inserted in box 6 on the transmittal sheet. When the service instruction **RE** is not applicable to the whole document, the relevant pages must be designated in box 6 of the transmittal sheet, for example: **RE 3 + 5 + 12**.

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1) See Resolution No. 13, Fascicule I.2, *Blue Book,* Geneva, 1989.

2) Public bureaux may be offices of telecommunication or of postal administrations.

2.8 Administrations shall reserve the right to refuse the transmission of documents in the circumstances described in Articles 19 and 20 of the International Telecommunication Convention [1] and in Article 25 of the Universal Postal Union Convention [2].

3 Composition of a facsimile transmission

3.1 Every facsimile transmission shall include:

- a transmittal sheet as the first page, in accordance with § 3.2; and
- a sender's document in accordance with § 3.3.

3.2 *Transmittal sheet*

3.2.1 The transmittal sheet must permit the identification of the following information:

1) originating office and optional, originating number of the document;
2) international transmitting bureau (sending office);
3) document sending number;
4) number of pages (including the transmittal sheet);
5) date and, if necessary, time of acceptance;
6) service instruction **RE** (**RISQUES EXPEDITEUR**) in accordance with § 2.7, if applicable;
7) delivery mode, in coded form, and other service instructions, if any and the call number for delivery modes **E**, **F**, **G** and **H**;
8) the addressee's address containing all the particulars necessary to ensure the routing and delivery of the facsimile document without enquiries or requests for information. As a general rule, it should indicate:
   i) the designation of the addressee;
   ii) his full postal address (including, if it exists, the postal code) and, if available, his telephone, telex and teletex number;
9) sender's address (including, if it exists, the postal code) and, if available, his telephone, telex or teletex number.

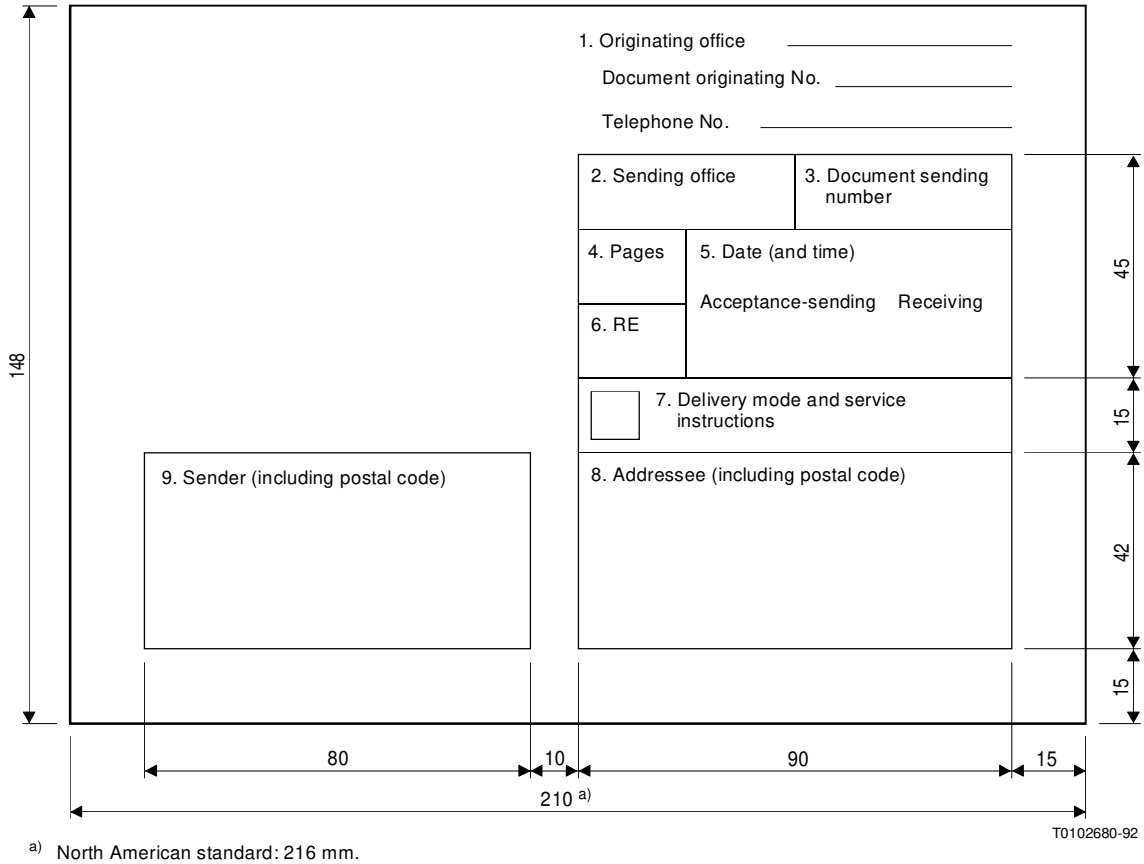
Note – Items 1) and 9) may be omitted from the transmittal sheet if this information can be traced from other information provided elsewhere on the form.

3.2.2 The various parts of the transmittal sheet shall be contained within ISO format A5 (210 × 148 mm). They may also be located in the upper half of a sheet of ISO format A4 so that the sender can use the lower half to write a document.

Note – If a North American format is used for the transmittal sheet, the width of the sheet will be 216 mm (instead of 210 mm).

3.2.3 The various parts of the transmittal sheet shall be designated at least in French or in English or in Spanish. Other languages may be added by Administrations.

3.2.4 Figure 1/F.170 shows the measurements, locations and designations of the various parts of the transmittal sheet.



a) North American standard: 216 mm.

Note 1 – The information in boxes 1 and 9 need not necessarily be transmitted and may be inserted elsewhere on the sheet. When the information in box 9 (sender) is given on the front of the sheet, it must appear in the left-hand part.

Note 2 – In box 5, the time and words "acceptance-sending" and "receiving" are optional.

Note 3 – Concerning box 7, the following delivery modes may be supplied on the basis of agreements between the terminal Administrations concerned (for definitions, see Annex A to this Recommendation):

A	Ordinary mail	Courrier ordinaire
B	Special delivery	Porteur spécial
C	EMS (express mail service)	EMS (service de courrier exprès)
D	Counter collection	Retrait au guichet
E	Counter collection with telephone advice to the indicated call number	Retrait au guichet avec avis téléphonique au numéro indiqué
F	Telefax (with call number and CCITT group when known)	Téléfax (avec numéro d'appel et, s'il est connu, groupe CCITT)
G	Counter collection with telex advice to the indicated call number	Retrait au guichet avec avis télex au numéro indiqué
H	Counter collection with teletex advice to the indicated call number	Retrait au guichet avec avis télétex au numéro indiqué

Other modes of delivery may be agreed between Administrations.

FIGURE 1/F.170

Measurements, locations and designations of the various parts of the transmittal sheet in accordance with § 3.2

3.3 Sender's document

3.3.1 The document for facsimile transmission can contain written or printed matter, drawings, or any other graphic, subject to the limitations referred to under conditions for acceptance in § 2. A signature is optional.

4 Acceptance

4.1 A document for facsimile transmission may be handed in at the counter of a public bureau. Other means of acceptance and the modes of returning the original to the sender after transmission may be designated by the Administration responsible for the public bureau.

4.2 The sender may use transmittal sheets that consist of the A4 version in accordance with § 3.2.2, if available, for writing out a document in the lower half of the sheet.

4.3 The sender of a facsimile document shall be required to establish his identity if called upon to do so by the accepting public facsimile bureau.

5 Transmission

5.1 In principle, documents shall be transmitted by a public bureau in the order in which they are accepted, except where a priority system is established.

5.2 At the request of the transmitting public bureau, on a case-by-case basis and immediately after the transmission, the receiving public bureau will acknowledge the satisfactory receipt of a facsimile document.

5.3 A transmission prevented by adverse conditions shall be repeated as soon as conditions allow.

In case of unsatisfactory receipt, the receiving public bureau should indicate service instruction **RPT PAGE ...** in box 7 of the transmittal sheet.

5.4 If a facsimile document received at the international receiving public facsimile station is unsatisfactory after a maximum of three attempts, in principle no further attempts shall be made. The sender will be informed of the situation, by the transmitting bureau.

5.5 If transmission cannot be effected by the international transmitting public bureau within four hours of acceptance by the public facsimile bureau, the sender should be informed as soon as possible.

5.6 On no account will the international receiving public bureau request repeat transmissions in an attempt to improve the quality of facsimile reproduction of pages designated as unsuitable by the service instruction **RE**.

5.7 Any two Administrations may agree to apply special operational procedures in their mutual relation when there is a large volume of messages being sent to a given office, or in other special cases.

6 Delivery

6.1 The Administrations determine the mode of delivery they use for the facsimile documents they receive, according to Figure 1/F.170, Note 3. The modes of delivery used by each Administration should figure in the bureaufax table (see § 11).

6.2 The facsimile documents received by a destination public bureau are, as far as possible, delivered to the addressee according to the mode of delivery indicated in box 7 of the facsimile transmittal sheet.

6.3 The receiving public bureau shall, if required, record the date and time of receipt and the mode of delivery of each facsimile document.

6.4 Facsimile documents should be delivered to the addressee within the following times from the moment when the receiving public bureau is able to process the documents received (the hours when the receiving public bureau is closed are not taken into account for delivery times):

Mode of delivery A:	delivery next working day after receipt;
Mode of delivery B:	places of delivery having a bureaufax bureau: four hours;
	places of destination without a bureaufax bureau: as provided by the Administration responsible for the receiving bureaufax bureau;

Mode of delivery C:	processing by the receiving bureau before 1200 noon on working days: delivery the same day.
	processing by the receiving bureau after 1200 noon on working days: delivery the next working day.
Mode of delivery D:	collection from the counter one hour after processing by the receiving bureau;
Mode of delivery E, F, G, H:	the addressee is called within one hour. If the public bureau cannot reach the addressee within three hours, the destination Administration may apply another method of delivery, to deliver the facsimile document to the addressee as soon as possible.

Note – If the destination Administration cannot comply with the established times, other times may be agreed between Administrations in relation to the ordinary postal service times.

6.5 The addressee of a facsimile document must establish his identity if required to do so by the destination public facsimile bureau.

6.6 The addressee of a facsimile document with the service instruction **RE** in accordance with § 2.7 shall be obliged to accept the quality of facsimile reproduction offered.

6.7 When a facsimile document cannot be delivered to the addressee, the destination Administration must advise the international transmitting office of the origin Administration, giving the reason for non-delivery. Box 7 of the bureaufax transmittal sheet can be used to this effect. The Administrations can agree to transmit this information through other telecommunication services like telex, teletex, etc. The origin Administration should notify the sender giving the reason why a document was not delivered.

7 Service facsimile correspondence

7.1 By agreement between Administrations (see Recommendation F.17), service facsimile correspondence may be exchanged between the Administrations concerned for the purposes mentioned below:

- to exchange communications between the Administrations concerned for the efficient operation of the bureaufax service as necessary, including communications concerning enquiries or claims from customers in connection with the bureaufax service;
- to exchange communications between the Administrations concerned in connection with other telecommunication services provided mutually by these Administrations, in particular urgent communications that cannot be effected by other telecommunication means, e.g. by international telex or telegram services, because they contain diagrammatic material or other material where it is important for the original to be exactly reproduced.

Note – The indication **SERVICE** should be clearly shown on the transmittal sheet.

7.2 The Administrations should reply to the requests for information and claims by correspondence within 15 days of receipt of the request.

8 Archives

8.1 The maintenance of archives shall be at the discretion of the individual Administrations concerned which will decide on the most suitable arrangements to answer any subsequent queries, in particular on the international accounts.

9 Charging, refunds and accounting

9.1 Charging principles, refund of charges and international accounting for the transmission of documents in the international public facsimile service between public bureaux are governed by Recommendations, agreements and/or Conventions such as are given in Recommendation D.70.

10 Cancellation at the request of the sender

10.1 Where permitted by the Administration concerned, the sender of a facsimile document, or his authorized representative, may, upon establishing his identity or authority, cancel his document provided its international transmission has not begun.

10.2 In the case of multipage facsimile documents pages of which the international transmission has not yet begun may be cancelled. If pages have already been transmitted the transmitting public bureau must amend accordingly the number of pages cited on the transmittal sheet and request the receiving public bureau to do likewise.

This amendment goes at the end of the transmission, through a new transmittal sheet, giving the correct number of pages effectively transmitted. This second transmittal sheet shall contain the necessary information to identify the sheet initially transmitted.

10.3 At the sender's request, pages already received by the receiving public facsimile bureau may be either delivered to the addressee or destroyed according to the instructions of the sender.

11 Bureaufax table

11.1 Each Administration participating in the bureaufax service should supply information required for the bureaufax table to the ITU Secretariat, either directly or through the Internaional Bureau of the UPU. All subsequent amendments should be communicated by the Administration concerned in the same manner as they arise.

11.2 This table contains the information required for routing traffic as well as useful information concerning other operational aspects of the service provided by the Administration concerned.

11.3 The ITU General Secretariat publishes the bureaufax table with information received from the Administrations, while any subsequent amendments appear in the Operational Bulletin.

12 Bureaufax service via the public switched telephone network, via a public data network, via the ISDN or via facilities dedicated to bureaufax service

12.1 The special provisions applicable in the case of international public facsimile service via the public switched telephone network are normally those indicated in Recommendation F.182.

12.2 Special provisions applicable in the case of international public facsimile service via a public data network are being studied.

12.3 Special provisions applicable in the case of international public facsimile service via the integrated services digital network are for further study.

12.4 Special provisions applicable in the case of international public facsimile service via dedicated circuits are for further study.

12.5 Special provisions applicable in the case of international public facsimile service using store-and-forward switching facilities are those indicated in Recommendation F.171.

12.6 Special provisions applicable in the case of international public facsimile service using MH services are for further study.

ANNEX A

(to Recommendation F.170)

Definitions of delivery modes

(see Figure 1/F.170)

A.1 ordinary mail (mode A)

This delivery mode enables the receiving Administration to transport and deliver the bureaufax message in the mode available through the ordinary letter mail service in the country of destination. This is the default action for the transport and delivery of a physical message

A.2 special delivery (mode B)

This delivery mode allows an originating user to instruct the receiving Administration to transport the bureaufax message through the ordinary letter mail circulation system and to deliver it by special messenger delivery.

A.3 EMS (express mail service) (mode C)

This delivery mode allows an originating user to instruct the receiving Administration to transport and deliver the bureaufax message through accelerated letter circulation and delivery service (such as express mail service (EMS) or the equivalent domestic service) in the destination country.

A.4 counter collection (mode D)

This delivery mode allows an originating user to instruct the receiving Administration to keep the bureaufax message ready for counter collection at the bureaufax office specified by the originator, or at the bureaufax office which offers counter collection service closest to the given recipient's address.

A.5 counter collection with advice (modes E, G, H)

This delivery mode allows an originating user to instruct the receiving Administration to keep the bureaufax message ready for counter collection at the bureaufax office specified by the originator, or at the bureaufax office which offers counter collection service closest to the given recipient's address, and to inform the recipient via telephone, or telex, or teletex, using the number provided by the originator.

A.6 telefax (mode F)

This delivery mode allows an originating user to instruct the accepting Administration to transmit the message to the Telefax terminal of a private subscriber.

These definitions are in alignment with the respective definitions of physical delivery elements of service as given in Annex B to Recommendation F.400.

References

[1] *International Telecommunication Convention,* Nairobi, 1982.

[2] *Universal Postal Union Convention,* Washington, 1989.