

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

D.170
Supplement 1
(05/2010)

SERIES D: GENERAL TARIFF PRINCIPLES

General tariff principles – Drawing up and exchange of
international telephone and telex accounts

Monthly telephone and telex accounts

Supplement 1 – Dispute management guidelines

Recommendation ITU-T D.170 – Supplement 1



International
Telecommunication
Union
Documents

Document Sharing Hub

ITU-T D-SERIES RECOMMENDATIONS

GENERAL TARIFF PRINCIPLES

TERMS AND DEFINITIONS	D.0
GENERAL TARIFF PRINCIPLES	
Private leased telecommunication facilities	D.1–D.9
Tariff principles applying to data communication services over dedicated public data networks	D.10–D.39
Charging and accounting in the international public telegram service	D.40–D.44
Charging and accounting in the international telex service	D.45–D.49
Principles applicable to GII-Internet	D.50–D.59
Charging and accounting in the international telex service	D.60–D.69
Charging and accounting in the international facsimile service	D.70–D.75
Charging and accounting in the international videotex service	D.76–D.79
Charging and accounting in the international phototelegraph service	D.80–D.89
Charging and accounting in the mobile services	D.90–D.99
Charging and accounting in the international telephone service	D.100–D.159
Drawing up and exchange of international telephone and telex accounts	D.160–D.179
International sound- and television-programme transmissions	D.180–D.184
Charging and accounting for international satellite services	D.185–D.189
Transmission of monthly international accounting information	D.190–D.191
Service and privilege telecommunications	D.192–D.195
Settlement of international telecommunication balances of accounts	D.196–D.209
Charging and accounting principles for international telecommunication services provided over the ISDN	D.210–D.269
Charging and accounting principles for next generation networks (NGN)	D.270–D.279
Charging and accounting principles for universal personal telecommunication	D.280–D.284
Charging and accounting principles for intelligent network supported services	D.285–D.299
RECOMMENDATIONS FOR REGIONAL APPLICATION	
Recommendations applicable in Europe and the Mediterranean Basin	D.300–D.399
Recommendations applicable in Latin America	D.400–D.499
Recommendations applicable in Asia and Oceania	D.500–D.599
Recommendations applicable to the African Region	D.600–D.699

For further details, please refer to the list of ITU-T Recommendations.

Recommendation ITU-T D.170

Monthly telephone and telex accounts

Supplement 1

Dispute management guidelines

Summary

This supplement is intended to assist telecommunication carriers in the development of efficient processes that might be used to resolve disputes in international settlements. Before a dispute can be raised, parties should have agreed to a reconciliation or dispute criteria and such criteria should preferably be specified in the signed agreement or contract.

The supplement is focused on revenue and costs assurance and it mitigates any revenue and/or cost risk. It describes the details of the criteria which may be taken into consideration before raising and verification of any dispute, possible sources of dispute, and determination of validity of dispute or discrepancy.

The supplement provides guidance on managing the resolution of disputes resulting from poor reference data maintenance (rate discrepancy, destination or dial code) and transactional data (recovery rate shortfall, volume discrepancy, time zone differences, calls crossing midnight and one month to the next, negative declarations, double counting, volume committed agreements, reverse charged calls, call durations, etc.).

It also describes a method of CDR exchange and comparison process and how to proceed with unresolved disputes.

It is recognized that telecommunication carriers use their own procedures which depend upon internal processes, resources, knowledge, experiences and bilateral agreements with counterparts. Commercial arrangements typically determine venue and choice of law for dispute resolution, as well as any requirements for negotiation that must be exhausted before formal arbitration may commence. There are many existing mechanisms worldwide through which disputes arising in these commercial arrangements are settled. These existing mechanisms have usually operated successfully in the past and show no signs of failing to address current or anticipated connectivity issues.

This supplement proposes a set of common practices and standards that could be included in bilateral agreements between the partners.

History

Edition	Recommendation	Approval	Study Group
1.0	ITU-T E.270	1972-12-15	
2.0	ITU-T E.270	1976-10-08	
3.0	ITU-T D.170/E.270	1980-11-21	
4.0	ITU-T D.170/E.270	1984-10-19	
5.0	ITU-T D.170/E.270	1988-11-25	
6.0	ITU-T D.170	1993-03-12	III
7.0	ITU-T D.170	1995-03-20	3
8.0	ITU-T D.170	1998-06-12	3
9.0	ITU-T D.170	2006-06-27	3
10.0	ITU-T D.170	2010-05-21	3
10.1	ITU-T D.170 Suppl.1	2010-05-21	3
10.2	ITU-T D.170 Suppl.2	2010-05-21	3

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T 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 World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

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

Compliance with this publication is voluntary. However, the publication may contain certain mandatory provisions (to ensure e.g., interoperability or applicability) and compliance with the publication is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the publication is required of any party.

INTELLECTUAL PROPERTY RIGHTS

ITU draws attention to the possibility that the practice or implementation of this publication may involve the use of a claimed Intellectual Property Right. ITU takes no position concerning the evidence, validity or applicability of claimed Intellectual Property Rights, whether asserted by ITU members or others outside of the publication development process.

As of the date of approval of this publication, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this publication. However, implementers are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database at <http://www.itu.int/ITU-T/ipr/>.

© ITU 2010

All rights reserved. No part of this publication may be reproduced, by any means whatsoever, without the prior written permission of ITU.

CONTENTS

		Page
1	Scope	1
2	References.....	1
3	Definitions	1
4	Abbreviations and acronyms	1
5	What is a dispute management?	1
6	Dispute resolution process.....	2
6.1	Criteria.....	2
6.2	Analyse dispute or discrepancy	3
6.3	Disputes relating to poor reference data maintenance.....	4
6.4	Disputes relating to transactional data.....	5
6.5	CDR exchange and comparison	7
6.6	Unresolved disputes.....	7
7	Possible technical causes resulting in disputes.....	8
8	Dispute process flowchart	9