



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

D.171

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

**CHARGING AND ACCOUNTING IN INTERNATIONAL
TELECOMMUNICATION SERVICES**

**ADJUSTMENTS AND REFUNDS IN THE
INTERNATIONAL TELEPHONE SERVICE**

ITU-T Recommendation D.171

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation D 171 was published in Fascicle II.1 of the *Blue Book*. This file is an extract from the *Blue Book*. While the presentation and layout of the text might be slightly different from the *Blue Book* version, the contents of the file are identical to the *Blue Book* version and copyright conditions remain unchanged (see below).

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

Recommendation D.171

ADJUSTMENTS AND REFUNDS IN THE INTERNATIONAL TELEPHONE SERVICE

The CCITT recommends that the following procedure for adjustments and refunds should be used in the international telephone service.

1 Any complaint made after the completion of an international telephone call which cannot be dealt with by operators shall be investigated by the international exchange of origin. According to circumstances, the other international exchange or exchanges concerned shall communicate direct to the international exchange of origin the information which may be necessary for the inquiry.

2 When a refund is granted, the international exchange responsible for charging is entitled to modify the entries in the documents used for the establishment of international accounts, if necessary after agreement with the other international exchanges concerned.

3 Any refunds granted to a subscriber which it has not been possible to deduct from the international accounts before they were sent out shall, in principle, be borne by the Administration which levied the charge for the call in question. However, international accounts may be adjusted on condition that an agreement is reached between the Administrations concerned.

4 When an Administration is able to show that a collect call has been connected, by a distant operator, to a payphone station equipped with payphone recognition tone, and as a result is not able to raise a charge for that call, that Administration can, on the basis of bilateral agreements, exclude that call from the international accounts. Details of all such calls should be forwarded to the Administration responsible for the call being set up.