



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

D.177

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

**CHARGING AND ACCOUNTING IN INTERNATIONAL
TELECOMMUNICATION SERVICES**

**ADJUSTMENT OF CHARGES AND REFUNDS
IN THE INTERNATIONAL TELEX SERVICE**

ITU-T Recommendation D.177

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation D.177 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.177

**ADJUSTMENT OF CHARGES AND REFUNDS
IN THE INTERNATIONAL TELEX SERVICE**

(Melbourne, 1988)

1 If a subscriber claims a reduction in charges as a result of difficulties or irregularities during the call, he may be requested by his Administration to supply copies of the message in question as transmitted and received. If the faults are clearly attributable to either of the subscribers, no reduction of the charge shall be made. If the difficulty was due to the telex service, the chargeable duration of the call shall be reduced to the total period during which telex conditions were satisfactory.

2 Any complaint made after the completion of the call shall be investigated by the international exchange of origin. According to circumstances, the international exchange or exchanges concerned shall communicate directly to the international exchange of origin the information that may be necessary for the inquiry.

3 When a refund must be 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 international exchanges affected.

4 In the case of refusal by the calling station or in the absence of a reply from the latter when it is called, the cost of one minute of ordinary private call exchanged between the two stations concerned during the charge period in which the refusal or non-reply took place shall be payable. This charge shall not be posted in the international accounts. However, Administrations and recognized private operating agencies concerned may, by special agreement, collect total charges different from those mentioned above.

5 A call booked to a wrong number and established with the station having that number shall be charged as for a call with a correct number.

6 However, if the international telex position is advised by the calling subscriber immediately after the establishment of the call, the charge payable for the call to the wrong number may be an amount not exceeding the cost of one minute's telex call for the charge period during which the request for the call to the wrong number was made.

7 The amount of this charge shall not be entered in the international accounts.