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| itu_logo | **国际电信联盟**  **电信标准化局** |  |

2016年3月16日，日内瓦

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| 文号： | **电信标准化局第207号通函**  COM3/LS | * 致国际电联成员国主管部门 |
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| 电子 邮件： | [tsbsg3@itu.int](mailto:tsbsg3@itu.int) | **抄送：**   * ITU-T部门成员； * ITU-T第3研究组部门准成员；   - 国际电联学术成员；   * 第3研究组正副主席； |

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| 事由： | **有关“解决收费和开具发票争议”的第3研究组问卷调查表** |

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| 行动： | 请于**2016年7月25日**前交回问卷调查表 |

尊敬的先生/女士：

1 国际电联电信标准化部门第3研究组（ITU-T SG3）在其2016年2月22日至3月1日召开的会议中，同意起草一份有关 “解决收费和开具发票争议”的问卷调查表。

2 本函旨在收集可能有助于该组工作的信息。为此，本通函**附件1**中包含了一个与此主题相关的问卷调查表。

3 如您能填妥所附的附件1并在**2016年7月25日**前将结果寄送电信标准化局第3研究组秘书处（[tsbsg3@itu.int](mailto:tsbsg3@itu.int)），我将不胜感激。

顺致敬意！

电信标准化局主任  
李在摄

**附件：1件**

ANNEX 1  
(to TSB Circular 207)

**Questionnaire on Dispute Resolution Related to Charging and Invoicing (ITU-T SG3)**

**Introduction and Background**

The Dispute Resolution Rapporteur Group was established with the purpose of developing guidelines or recommendations with a view to standardizing the handling of disputes by encouraging the use of standard processes and forms in order to ensure resolution of disputes in an effective, cost- and time-efficient manner. To this end, the Dispute Resolution Rapporteur Group developed several supplements and guidelines to Recommendations D.170 and D.195 ranging from Dispute Management Guidelines to generic templates and Credit Management guidelines among others.

The existing D.170 and D.195 supplements were developed over 5 years ago and as such there is need for their review in order to take cognizance of the continuing technical, policy, and regulatory evolution of the telecommunication sector.

The questionnaire below seeks to update key baseline information regarding the following focus areas:

* Sources of disputes
* Scope of dispute resolution procedures
* Existing dispute resolution mechanisms
* Technological advancements in the area of dispute resolution through the use of automated tools and processes

Responses to the questionnaire will provide insights that will facilitate the assessment of existing Dispute Management Processes and the evolution thereof as well as determine whether there is need to update existing supplements and guidelines or develop new recommendations.

**Questions and Explanatory Notes**

| **Focus Area** | **Question(s)** | | **Explanatory Notes** | ***Example of Possible Responses*** |
| --- | --- | --- | --- | --- |
| **Source of disputes** | 1 | **What are the 3 most common sources of disputes?** | The questions under this focus area seek to gain insight into some of the main causes of disputes and which services or processes they emanate from. | 1. *Discrepancies on invoices for international interconnection settlements?* 2. *Application of wrong AA14 rates for IOT in International mobile roaming?* 3. *Poor maintenance of reference data and application of different cut off dates?* |
| 2 | **What services are more susceptible to disputes?** | 1. *International Termination?* 2. *International Mobile Roaming?* 3. *International Internet Connectivity?* |
| **Future sources of disputes** | 3 | **How has the dispute process evolved over the years?** | Responses to questions under this focus area should address the changes in methods and processes for handling disputes over the years, if any. It attempts to elicit thoughts and consideration over where dispute resolution started, where it is today and where it is likely to go in future. It is important to consider whether 5 years from today we will still be dealing with the same type of disputes or whether there will be new services and transactions that are likely to be more susceptible to disputes. | *Are there more efficient systems/tools that aid in the verification and validation process?* |
| 4 | **What are the future sources of disputes likely to be?** | *Discrepancies arising from M2M roaming?* |
| **Scope of dispute resolution procedures** | 5 | **Is there need to update the Dispute Management Guidelines contained in** [**Rec. ITU-T D.170/Suppl.1 (05/2010)?**](https://www.itu.int/rec/T-REC-D.170-201005-I!Sup1/en) | Supplements 1 and 2 on Dispute Management Guidelines and Dispute Process Guidelines were developed in 2010. From 2010 to date, there have been significant developments in the ICT Sector not only in terms of technological advancement but also changes in policy and regulatory frameworks. In this regard, there may be need to update certain aspects of these supplements in order to ensure that they reflect current market conditions. There may also be need to widen the scope of the existing dispute management and process guidelines. | *The scope may need to be expanded to include broadband services. These guidelines focus primarily on voice calls?* |
| 6 | **Is there need to update the Dispute Process Guidelines contained in** [**Rec. ITU-T D.170/Suppl.2 (05/2010)?**](https://www.itu.int/rec/T-REC-D.170-201005-I!Sup2/en) |  |
| 7 | **What other areas need to be covered by dispute resolution procedures?** | *Access and co-location agreements for both passive and active infrastructure sharing?* |
| **Dispute resolution mechanisms and procedures** | 8 | **What dispute settlement mechanisms are you currently employing?** | The responses to questions under this focus area should draw on past experience and practice to provide insight into what mechanisms are being included in commercial agreements to facilitate the implementation of dispute resolution procedures and how successful these have been. | *Dispute management guidelines are embedded in all commercial agreements?* |
| 9 | **What has been the most effective method to resolve disputes?** | *Use of standard templates and forms to ensure that all relevant information is available?* |
| **Technological advancement** | 10 | **Are there technological advances or tools that can be used to prevent or resolve disputes more efficiently?** | This question aims to explore whether there are any automated tools or systems that are being employed that are helping to prevent or resolve disputes. | 1. *Billing and revenue assurance systems?* 2. *CDR Analyzers?* |

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