



INTERNATIONAL TELECOMMUNICATION UNION

# CCITT

THE INTERNATIONAL  
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SERIES E: OVERALL NETWORK OPERATION,  
TELEPHONE SERVICE, SERVICE OPERATION AND  
HUMAN FACTORS

Operation, numbering, routing and mobile service –  
International operation – Operation of international  
telephone services

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**Principles for the operation of international telephone  
services**

Reedition of CCITT Recommendation E.140 published in  
the Blue Book, Fascicle II.2 (1988)

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## NOTES

1 CCITT Recommendation E.140 was published in Fascicle II.2 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 E.140<sup>1)</sup>

### PRINCIPLES FOR THE OPERATION OF INTERNATIONAL TELEPHONE SERVICES<sup>2)</sup>

The following principles should be respected as far as possible by the Administrations in the operation of international telephone services. These principles allow for the fact that certain relations depend exclusively on manually operated radiotelephone circuits. Detailed rules for the application of these principles are to be found in the Instructions for the *International Telephone Service* [8].

#### 1 Classes of calls and facilities offered to users

##### 1.1 *Classes of calls*

The following classes of calls are accepted in the international telephone service:

- distress (emergency) calls;
- government calls;
- service calls;
- private calls.

##### 1.2 *Facilities offered to users*

The following facilities<sup>3)</sup> may be accepted in the international telephone service:

- a) without specific agreement between Administrations:
  - requests for information;
- b) with agreement between the Administrations concerned:
  - station calls;
  - personal calls;
  - collect calls;
  - credit card calls;
  - conference calls;
  - data transmission calls.

1.3 A station call is a call to a specified telephone number.

1.4 A personal call is a call between the number of a caller who may give his name (or the number of an extension) and some specific person (or extension); the person required must be adequately described (by name, position, address, etc.).

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<sup>1)</sup> The provisions of this Recommendation were contained in the Recommendations cited in [1] and [2].

<sup>2)</sup> See also Recommendations D.100 [3], D.101 [4], D.150 [5], D.151 [6] and D.170 [7].

<sup>3)</sup> In relations established on radio links the Administrations concerned may agree to accept subscription calls as a facility, i.e. calls normally exchanged regularly between the same stations, at the same time agreed upon in advance, for the same duration and which have been booked for a specified period. By agreement between the Administrations concerned, reduced charges may be made for subscription calls.

If the Administration of destination admits such a possibility a messenger may be sent if the person desired could not be obtained at a telephone station and, in particular, if he or she is not a telephone subscriber.

## **2 Call requests**

2.1 When making a request for a call which cannot be complied with immediately and subject to the provisions on the validity of call requests contained in § 2.3 below, the caller, in making his request, may specify:

- a) that the call should not be set up until after a particular time, stated by him; or
- b) that the call should not be set up during a given period; or
- c) that the request should be cancelled at a particular time.

*Note* – Except where otherwise provided for in certain relations, these facilities are not admitted if the operating methods used include the setting up of calls without delay.

2.2 For any request which cannot be complied with immediately, the caller shall be free, subject to the provisions relating to the validity of call requests contained in § 2.3 below, to alter his request for a call as long as he has not been told that the call was on the point of being put through.

### *2.3 Validity of call requests*

2.3.1 Requests for calls shall remain valid until 0800 (local time at the exchange of origin) of the day indicated below if not cancelled by the caller or refused by the addressee, when all the exchanges concerned are permanently open, and at the daily closing time when they are not permanently open:

- i) for station calls, the day following the day on which the request was made;
- ii) for personal and conference calls, the second day following the day on which the request was made.

2.3.2 This period, however, may be prolonged by not more than 8 hours:

- i) when traffic routing difficulties have prevented the setting up of the call;
- ii) when justified by time differences between the two corresponding exchanges.

2.3.3 In relations operated by radio circuits working on a part-time basis only, requests for calls may, by agreement between the Administrations concerned, remain valid as long as they have not been complied with, or refused by the addressee, or cancelled by the caller.

## **3 Setting-up of calls**

3.1 In each international telephone relation, the Administrations concerned arrange by common agreement the primary route(s) and, if possible, one or more secondary routes taking into account such factors as hours of service, volume of traffic, accounting rates between Administrations, etc.

3.2 The primary route, which may follow more than one itinerary, is that which should normally be used for routing telephone traffic in a given relation.

3.3 The secondary routes are used, in particular, when there is congestion on the primary route or when transmission on this route is not of sufficiently good quality or when the call is outside the normal hours of service on the route. In advance preparation operating, if a call, after being prepared over a secondary route because the primary route was not available, cannot be put through at the first attempt, it should be completed on the secondary route. The call may, however, be transferred to the primary route, in case of necessity, when that route is no longer congested.

3.4 The collection rate in a given relation is the same, whether the primary or secondary route is used.

#### 4 Chargeable duration of international calls

In principle, the outgoing operator is responsible for fixing the chargeable duration of the call; however, in advance preparation operating, and by agreement between the Administrations concerned, this chargeable duration may be fixed by the operator in the controlling international transit exchange.

For collect or credit card calls, the operator at the incoming exchange may, by agreement between the Administrations concerned, be responsible for fixing the chargeable duration.

##### References

- [1] CCITT Recommendation *Operation of intercontinental telephone service (initial system)*, White Book, Vol. II-A, Rec. E.142, ITU, Geneva, 1969.
- [2] CCITT Recommendation *Operation of intercontinental telephone service (new system)*, White Book, Vol. II-A, Rec. E.143, ITU, Geneva, 1969.
- [3] CCITT Recommendation *Charging for international calls in manual or semiautomatic operating*, Rec. D.100.
- [4] CCITT Recommendation *Charging in automatic international telephone service*, Rec. D.101.
- [5] CCITT Recommendation *New system for accounting in international telephony*, Rec. D.150.
- [6] CCITT Recommendation *Old system for accounting in international telephony*, Rec. D.151.
- [7] CCITT Recommendation *Monthly telephone accounts*, Rec. D.170.
- [8] CCITT, *Instructions for the international telephone service* (1 October 1985), ITU, Geneva, 1985.



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