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**ITU-T**

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OF ITU

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SERIES F: NON-TELEPHONE TELECOMMUNICATION  
SERVICES

Telematic services – Public facsimile service

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**Operational provisions for the international  
public facsimile service between public bureaux  
(Bureaufax)**

ITU-T Recommendation F.170

(Previously CCITT Recommendation)

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## **ITU-T RECOMMENDATION F.170**

### **OPERATIONAL PROVISIONS FOR THE INTERNATIONAL PUBLIC FACSIMILE SERVICE BETWEEN PUBLIC BUREAUX (BUREAUFAX)**

#### **Summary**

In accordance with the general conditions of Recommendation F.160, this Recommendation describes an international public facsimile service between public bureaux, provided that terminals are compatibles or compatibility is ensured by the network from the standpoint of the characteristics specified in the relevant Recommendations and in accordance with bilateral or multilateral agreements. This service, known internationally as Bureaufax, may be provided by telecommunication Recognized Operating Agencies (ROA) or by postal Administrations.

#### **Source**

ITU-T Recommendation F.170 was revised by ITU-T Study Group 2 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 9th of March 1998.

## FOREWORD

ITU (International Telecommunication Union) is the United Nations Specialized Agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the ITU. The 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 Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 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 Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

## INTELLECTUAL PROPERTY RIGHTS

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As of the date of approval of this Recommendation, the ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementors are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database.

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## **OPERATIONAL PROVISIONS FOR THE INTERNATIONAL PUBLIC FACSIMILE SERVICE BETWEEN PUBLIC BUREAUX (BUREAUFAX)**

*(revised in 1998)*

### **1 General provisions**

**1.1** In accordance with the general conditions of Recommendation F.160, this Recommendation describes an international public facsimile service between public bureaux, provided that terminals are compatible or compatibility is ensured by the network from the standpoint of the characteristics specified in the relevant Recommendations and in accordance with bilateral or multilateral agreements. This service, known internationally as Bureaufax, may be provided by telecommunication Recognized Operating Agencies (ROA) or by Postal Administrations. For the purposes of this Recommendation only, both are comprised in the term "service providers".

NOTE 1 – The operation of the international public facsimile service between public bureaux and subscriber stations and vice versa is covered by Recommendation F.190.

NOTE 2 – Where agreed between the relevant service providers, telegrams and telemessages may also be transmitted directly via facsimile from the origin country to a public facsimile bureau of the destination country and delivered by the Bureaufax service in the destination country.

**1.2** Facsimile terminals should have automatic operation of the called station. The operational procedures applicable in relations between the different types of stations are set out in the relevant Recommendations in the T-Series.

### **2 Conditions for acceptance**

**2.1** Documents for facsimile transmission shall normally be accepted up to a maximum size of ISO format A4 (210 × 297 mm). Documents with larger sizes can be accepted only if the transmission can be done within the ISO format A4. Exceptionally, documents of a different size may be accepted by bilateral agreement between those service providers concerned, for example the North American "legal" size (216 × 356 mm).

**2.2** For faithful transmission, contents of documents must leave minimum blank margins of 8 mm on all four sides. With regard to the reproduction in formats other than A4 which have been bilaterally agreed, the margins to be left on all four sides of the documents shall be 15 mm.

**2.3** Where the area to be transmitted exceeds the area reproducible by facsimile, a document should be divided by the sender or his authorized representative.

**2.4** Care must be taken to ensure that there is no loss of the reproducible part transmitted.

**2.5** To ensure the satisfactory facsimile transmission of a document, senders should be advised not to submit documents with insufficiently sharp contrast or inadequate definition.

**2.6** If the sender or his authorized representative presents a document containing colours of half-tones, he should be informed that, with existing equipment, faithful reproduction at the distant end will not be possible as printing will be in black and white only.

**2.7** If, after having been informed that the quality of the document to be transmitted is unsuitable for satisfactory facsimile transmission (this includes all photographs and documents in colour), the sender of the document or his authorized representative still insists on its transmission, it shall be accepted by the public bureau only at the sender's own risk. In this event the service instruction **RISQUES EXPÉDITEUR** (abbreviated **RE**) must be inserted in box 6 on the transmittal sheet (see Figure 1). When the service instruction **RE** is not applicable to the whole document, the relevant pages must be designated in box 6 of the transmittal sheet, for example: **RE 3 + 5 + 12**.

**2.8** Administrations shall reserve the right to refuse the transmission of documents in the circumstances described in Articles 34 and 35 of the ITU Constitution [1] and in Article 26 of the Universal Postal Union Convention [2].

### **3 Composition of a facsimile transmission**

**3.1** Every facsimile transmission shall include:

- a transmittal sheet as the first page, in accordance with 3.2; and
- a sender's document in accordance with 3.3.

#### **3.2 Transmittal sheet**

**3.2.1** The transmittal sheet must permit the identification of the following information:

- 1) originating office and optional, originating number of the document;
- 2) international transmitting bureau (sending office);
- 3) document sending number;
- 4) number of pages (including the transmittal sheet);
- 5) date and, if necessary, time of acceptance;
- 6) service instruction **RE (RISQUES EXPÉDITEUR)** in accordance with 2.7, if applicable;
- 7) delivery mode, in coded form, and other service instructions, if any and the call number for delivery modes **E, F** and **G**;
- 8) the addressee's address containing all the particulars necessary to ensure the routing and delivery of the facsimile document without enquiries or requests for information. As a general rule, it should indicate:
  - i) the designation of the addressee;
  - ii) his full postal address (including, if it exists, the postal code) and, if available, his telephone, and telex number;
- 9) sender's address (including, if it exists, the postal code) and, if available, his telephone and/or telex number.

NOTE – Items 1) and 9) may be omitted from the transmittal sheet if this information can be traced from other information provided elsewhere on the form.

**3.2.2** The various parts of the transmittal sheet shall be contained within ISO format A5 (210 × 148 mm). They may also be located in the upper half of a sheet of ISO format A4 so that the sender can use the lower half to write a document.

NOTE – If a North American format is used for the transmittal sheet, the width of the sheet will be 216 mm (instead of 210 mm).

**3.2.3** The various parts of the transmittal sheet shall be designated at least in French or in English or in Spanish. Other languages may be added by service providers.

**3.2.4** Figure 1 shows the measurements, locations and designations of the various parts of the transmittal sheet.

#### **3.3 Sender's document**

**3.3.1** The document for facsimile transmission can contain written or printed matter, drawings, or any other graphic, subject to the limitations referred to under conditions for acceptance in clause 2 above. A signature is optional.

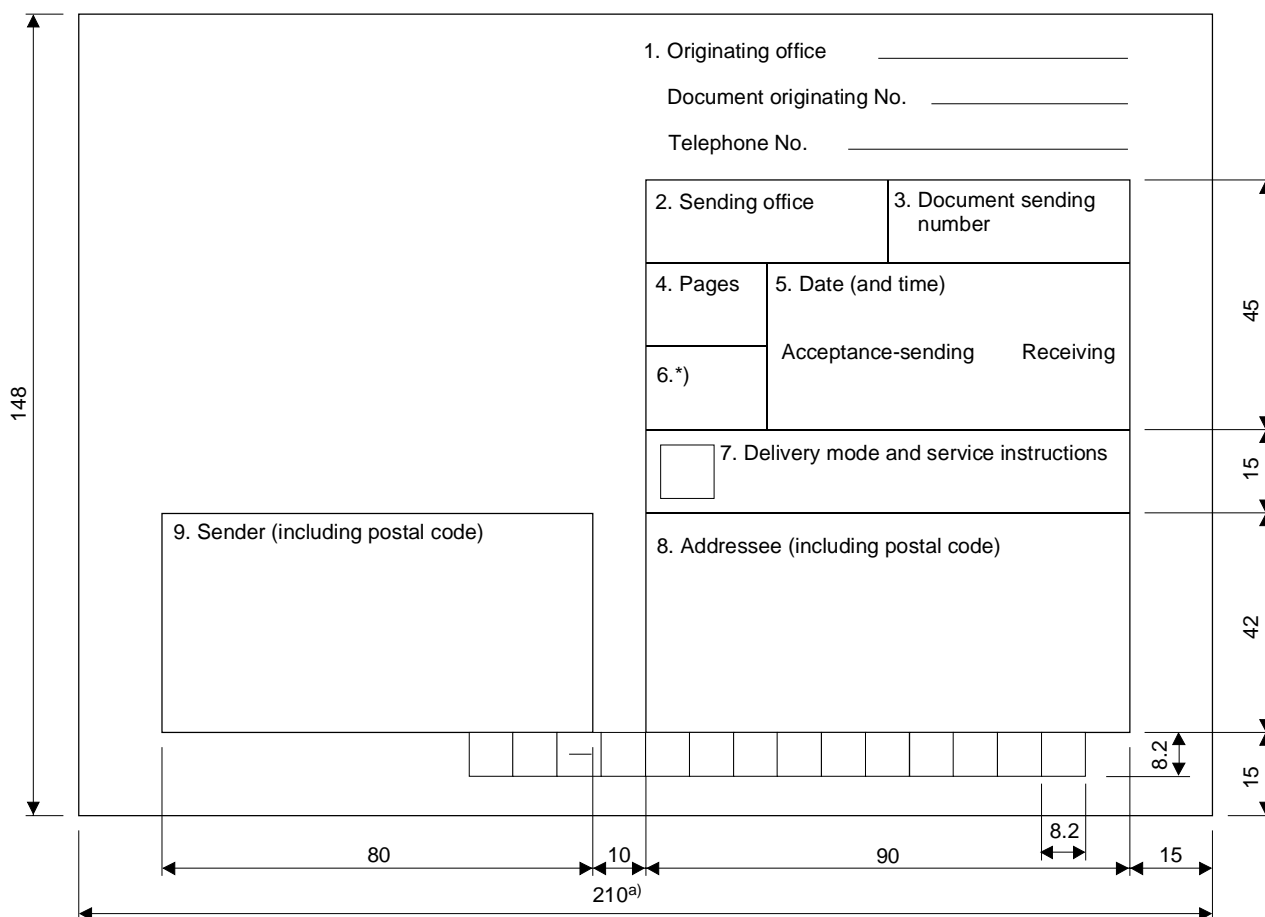
### **4 Acceptance**

**4.1** A document for facsimile transmission may be handed in at the counter of a public bureau. Other means of acceptance and the modes of returning the original to the sender after transmission may be designated by the service provider responsible for the public bureau.

**4.2** The sender may use transmittal sheets that consist of the A4 version in accordance with 3.2.2, if available, for writing out a document in the lower half of the sheet.

**4.3** The sender of a facsimile document shall be required to establish his identity if called upon to do so by the accepting public facsimile bureau.





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a) North American standard: 216 mm.

\*) Insert "RE" in box 6 in case the message is accepted at the sender's own risk.

NOTE 1 – The information in boxes 1 and 9 need not necessarily be transmitted and may be inserted elsewhere on the sheet. When the information in box 9 (sender) is given on the front of the sheet, it must appear in the left-hand part.

NOTE 2 – In box 5, the time and words "acceptance-sending" and "receiving" are optional.

NOTE 3 – Concerning box 7, the following delivery modes may be supplied on the basis of agreements between the service providers concerned (for definitions, see Annex A):

<b>A</b> Letter-post item	<i>Courrier ordinaire</i>	<i>Correo ordinario</i>
<b>B</b> Delivery by special messenger (express item)	<i>Porteur spécial</i>	<i>Urgente (entrega efectuada por un mensajero especial)</i>
<b>C</b> EMS item (Express Mail Service)	<i>EMS (service de courrier exprès)</i>	<i>EMS (servicio de correo urgente)</i>
<b>D</b> Counter collection	<i>Retrait au guichet</i>	<i>Recogida en ventanilla</i>
<b>E</b> Counter collection with telephone advice to the indicated call number	<i>Retrait au guichet avec avis téléphonique au numéro indiqué</i>	<i>Recogida en ventanilla con aviso telefónico al número indicado</i>
<b>F</b> Telefax (with call number and ITU-T Group when known)	<i>Téléfax (avec numéro d'appel et, s'il est connu, groupe de l'UIT-T)</i>	<i>Telefax (con número de llamada y grupo del UIT-T cuando se conozca)</i>
<b>G</b> Counter collection with telex advice to the indicated call number	<i>Retrait au guichet avec avis télex au numéro indiqué</i>	<i>Recogida en ventanilla con aviso télex al número indicado</i>
<b>T</b> Telegram	<i>Télégramme</i>	<i>Telegrama</i>

Other modes of delivery may be agreed between service providers.

**Figure 1/F.170 – Measurements, locations and designations of the various parts of the transmittal sheet in accordance with 3.2**

## 5 Transmission

**5.1** In principle, documents shall be transmitted by a public bureau in the order in which they are accepted, except where a priority system is established.

NOTE – In the case of facsimile transmission of telegrams and telemessages, the priorities for transmission of these services have to be considered.

**5.2** At the request of the international transmitting public bureau, on a case-by-case basis and immediately after the transmission, the international receiving public bureau will acknowledge the satisfactory receipt of a facsimile document.

**5.3** A transmission prevented by adverse conditions shall be repeated as soon as conditions allow.

In case of unsatisfactory receipt, the international receiving public bureau should indicate service instruction **RPT PAGE** ... in box 7 of the transmittal sheet.

After a maximum of three attempts, the international transmitting public bureau should, if practicable, use another transmission means among those listed in 3.4/F.18. If this is not practicable, the sender will be informed of the situation by the transmitting public bureau in his country.

**5.4** If transmission cannot be effected by the international transmitting public bureau within four hours of acceptance by the public facsimile bureau, the sender should be informed as soon as possible by the transmitting bureau in his country.

**5.5** On no account will the international receiving public bureau request repeat transmissions in an attempt to improve the quality of facsimile reproduction of pages designated as unsuitable by the service instruction **RE**.

**5.6** Any two service providers may agree to apply special operational procedures in their mutual relation when there is a large volume of messages being sent to a given office, or in other special cases.

## 6 Delivery

**6.1** The service providers determine the mode of delivery they use for the facsimile documents they receive, according to Figure 1, Note 3. The modes of delivery used by each service provider should figure in the Bureaufax table (see clause 11).

NOTE – If a telegram<sup>1</sup> or a telemesssage<sup>2</sup> is transmitted to a public facsimile bureau for delivery, the delivery modes of the Bureaufax service laid down in 6.4 will apply:

- urgent telegrams are delivered according to the delivery mode B or C;
- ordinary telegrams are delivered according to the delivery mode A;
- letter telegrams and telemesssages are delivered according to the delivery mode A.

**6.2** The facsimile documents received by an international receiving public bureau are, as far as possible, delivered to the addressee according to the mode of delivery indicated in box 7 of the facsimile transmittal sheet.

**6.3** The receiving public bureau shall, if required, record the date and time of receipt and the mode of delivery of each facsimile document.

**6.4** Facsimile documents should be delivered to the addressee within the following times from the moment when the international receiving public bureau is able to process the documents received (the hours when the receiving public bureau is closed are not taken into account for delivery times):

Mode of delivery A: delivery next working day after receipt;

Mode of delivery B: places of delivery having a Bureaufax bureau: four hours;

places of destination without a Bureaufax bureau: as provided by the service provider responsible for the Bureaufax special delivery service;

<sup>1</sup> For details, see Recommendation F.1 for telegrams.

<sup>2</sup> For details, see Recommendations F.40 and F.41 for telemesssages.

- Mode of delivery C: places of delivery having a Bureaufax bureau and places of destination without a Bureaufax bureau: documents received before 1200 noon on working days, delivery the same day; documents received after 1200 noon on working days, delivery the next working day;
- Mode of delivery D: collection from the counter of the receiving public bureau: one hour after receipt;
- Method of delivery E, F, G: the addressee is called within one hour by the receiving public bureau. If this cannot reach the addressee within three hours, the destination service provider may apply another method of delivery, to deliver the facsimile document to the addressee as soon as possible.

NOTE – If the destination service provider cannot comply with the established times, other times may be agreed between service providers in relation to the ordinary postal service times.

**6.5** The addressee of a facsimile document must establish his identity if required to do so by the receiving public bureau.

**6.6** The addressee of a facsimile document with the service instruction **RE** in accordance with 2.7 above shall be obliged to accept the quality of facsimile reproduction offered.

**6.7** When a facsimile document cannot be delivered to the addressee, the destination service provider must advise the international transmitting public bureau of the origin service provider, giving the reason for non-delivery. Box 7 of the Bureaufax transmittal sheet can be used to this effect. The service providers can agree to transmit this information through other telecommunication services like telex, etc. The origin service provider should notify the sender giving the reason why a document was not delivered.

NOTE – If an origin country transmits a telegram or a telemessage to the destination country by facsimile this subclause will also apply.

## **7 Service facsimile correspondence**

**7.1** By agreement between service providers (see Recommendation F.17), service facsimile correspondence may be exchanged between the service providers concerned for the purposes mentioned below:

- to exchange communications between the service providers concerned for the efficient operation of the Bureaufax service as necessary, including communications concerning enquiries or claims from customers in connection with the Bureaufax service;
- to exchange communications between the service providers concerned in connection with other telecommunication services provided mutually by these service providers, in particular urgent communications that cannot be effected by other telecommunication means, e.g. by international telex or telegram services, because they contain diagrammatic material or other material where it is important for the original to be exactly reproduced.

NOTE – The indication **SERVICE** should be clearly shown on the transmittal sheet.

**7.2** The service providers should reply to the requests for information and claims by correspondence within 15 days of receipt of the request.

## **8 Archives**

**8.1** The maintenance of archives shall be at the discretion of the individual service providers concerned which will decide on the most suitable arrangements to answer any subsequent queries, in particular on the international accounts.

## **9 Charging, refunds and accounting**

**9.1** Charging principles, refund of charges and international accounting for the transmission of documents in the international public facsimile service between public bureaux are governed by Recommendations, agreements and/or Conventions such as are given in Recommendation D.70.

## **10 Cancellation at the request of the sender**

**10.1** Where permitted by the service provider concerned, the sender of a facsimile document, or his authorized representative, may, upon establishing his identity or authority, cancel his document provided its international transmission has not begun.

**10.2** In the case of multipage facsimile documents, pages of which the international transmission has not yet begun may be cancelled. If pages have already been transmitted, the international transmitting public bureau must amend accordingly the number of pages cited on the transmittal sheet and request the receiving public bureau to do likewise.

This amendment goes at the end of the transmission, through a new transmittal sheet, giving the correct number of pages effectively transmitted. This second transmittal sheet shall contain the necessary information to identify the sheet initially transmitted.

**10.3** At the sender's request, pages already received by the receiving public bureau may be either delivered to the addressee or destroyed according to the instructions of the sender.

## **11 Bureaufax table**

**11.1** This table contains the information required for routing traffic as well as useful information concerning operational aspects of the service offered by the service provider concerned.

**11.2** With the authorization and/or coordination of the relevant Administration, each service provider participating in the Bureaufax service should supply information required for the Bureaufax table to the ITU, either directly or through the International Bureau of the UPU. All subsequent amendments should be communicated by the Administration concerned in the same manner as they arise.

**11.3** The ITU publishes this information periodically in the Bureaufax table, with subsequent amendments appearing in the Operational Bulletin.

NOTE – The number of gateway bureaux must be kept to a reasonable limit. For guidance, see Bureaufax table.

## **12 Bureaufax service via the public switched telephone network, via a public data network, via ISDN or via facilities dedicated to Bureaufax service**

**12.1** The special provisions applicable in the case of international public facsimile service via the public switched telephone network are normally those indicated in Recommendation F.182.

**12.2** Special provisions applicable in the case of international public facsimile service via a public data network are being studied.

**12.3** Special provisions applicable in the case of international public facsimile service via the integrated services digital network are for further study.

**12.4** Special provisions applicable in the case of international public facsimile service via dedicated circuits are for further study.

**12.5** Special provisions applicable in the case of international public facsimile service using a store-and-forward switching facilities are those indicated in Recommendation F.171.

**12.6** Special provisions applicable in the case of international public facsimile using MH services are for further study.

## Annex A

### Definitions of delivery modes (see Figure 1)

#### A.1 Letter-post item (mode A)<sup>3</sup>

This delivery mode enables the receiving service provider to transport and deliver the Bureaufax message through the letter-mail service in the country of destination. This mode is utilized for the transport and delivery of a physical message in case no other mode is requested (default action). In countries of destination where letter-post items are classified according to speed, Bureaufax messages are sent as priority items (1st class, "A" mail, etc.).

#### A.2 Delivery by special messenger (mode B)<sup>4</sup>

This delivery mode allows an originating user to instruct the receiving service provider to transport the Bureaufax message through the ordinary letter-mail circulation system and to deliver it by special messenger delivery.

#### A.3 EMS (Express Mail Service) (mode C)<sup>5</sup>

This delivery mode allows an originating user to instruct the receiving service provider to transport and deliver the Bureaufax message through the quickest postal service by physical means available in the destination country [Express Mail Service (EMS) or the equivalent domestic service]. Whilst delivery mode B only provides for fast delivery at the place of destination, delivery mode C means both fast transport from the receiving public bureau to the place of destination as well as fast delivery.

#### A.4 Counter collection (mode D)

This delivery mode allows an originating user to instruct the receiving service provider to keep the Bureaufax message ready for counter collection at the Bureaufax office specified by the originator, or at the Bureaufax office which offers counter collection service closest to the given recipient's address.

#### A.5 Counter collection with advice (modes E, G)

This delivery mode allows an originating user to instruct the receiving service provider to keep the Bureaufax message ready for counter collection at the Bureaufax office specified by the originator, or at the Bureaufax office which offers counter collection service closest to the given recipient's address, and to inform the recipient via telephone, or telex, using the number provided by the originator.

#### A.6 Telefax (mode F)

This delivery mode allows an originating user to instruct the accepting service provider to transmit the message to the telefax terminal of a private subscriber.

These definitions are in alignment with the respective definitions of physical delivery elements of service as given in Annex B/F.400.

### Bibliography

- [1] International Telecommunication Constitution, Geneva, 1992.
- [2] Universal Postal Union Convention, Seoul, 1994.

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<sup>3</sup> The corresponding service on international postal level is described in Article 9 of the Universal Postal Convention (Seoul 1994) (Article 19 of the 1989 Washington Convention).

<sup>4</sup> The corresponding express delivery service on international postal level is described in Article 19 of the Universal Postal Convention (Seoul 1994) (Article 35 of the 1989 Washington Convention).

<sup>5</sup> The corresponding service on international postal level is described in Article 57 of the Universal Postal Convention (Seoul 1994) (Article 92 of the 1989 Washington Convention).



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