



## Radiocommunication Bureau (BR)

Circular Letter  
**CR/462**

Geneva, 1 July 2020

**To Administrations of Member States of the ITU**

Subject: **Suspension of the fax service for official correspondence**

The purpose of this Circular Letter is to inform the ITU Membership about the temporary suspension of the fax service for the exchange of official correspondence with administrations.

As you are certainly aware, due to the limitations caused by the [COVID-19 outbreak](#) many telecommunication administrations are working remotely. This makes it difficult to send correspondence by fax, which requires a physical access to fax machines that are normally located in offices.

As a result, the exchange of official correspondence by fax between the BR and administrations of the ITU Member States was suspended, *de-facto*, as from 17 March 2020 and fully switched to the e-mail service and other types of e-communications.

To date, the COVID-19 situation in several geographical areas remains challenging, and a number of telecommunication regulators are still teleworking. In addition, communications by e-mail and web services proved to be working well. Indeed, since March 2020 the BR has received no indication of problems related to the absence of communications by fax.

**In view of the above, the suspension of the fax service for the exchange of official correspondence from the BR to administrations will be prolonged until further notice. Please note that the Bureau is still able to receive, and will take into account, telefax communications sent by administrations.**

The BR would like to take this opportunity to remind Administrations about the importance of ensuring that the Bureau's information regarding official email addresses is up to date. Any necessary update in that regard should be communicated through a duly signed letter as described in Circular Letter CR/366 dated 19 June 2014. The BR highlights that, in the current situation, surface mail will not be sent in case e-mails and e-communications do not function.

Please be kindly informed that the BR is constantly monitoring the situation and will resume the fax service as soon as the situation improves.

The BR remains at the disposal of your Administration via the [brmail@itu.int](mailto:brmail@itu.int) address for any clarification or assistance you may require on the matters contained in this Circular Letter.

Mario Maniewicz  
Director

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