



# COVERING NOTE

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GENERAL SECRETARIAT INTERNATIONAL TELECOMMUNICATION UNION

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Geneva, 3 February 2003

ITU – TELECOMMUNICATION  
STANDARDIZATION SECTOR

**Subject: Erratum 1 to:**

ITU-T Recommendation E.138 (06/2002)

**Human factors aspects of public telephones to improve their usability for older people**

**1) Clause 4 (Abbreviations)**

*Replace:*

"ES European Standard"

*with:*

"ES ETSI Standard"

**2) Clause 7.4 (Information displays and visual indicators)**

*In the last paragraph, add a comma after the word "terminal".*

**3) Clause 10.1.3 (Key characteristics)**

*In the first paragraph, replace "trembling, fingertips" with "trembling fingertips".*

**4) Clause 14.1.1 (Smart cards)**

*In the last bulleted item, replace the colon with a full stop.*

**5) Clause 14.1.4 (Card orientation)**

*Add a full stop at the end of the last sentence of the paragraph.*

**6) Clause 19.1 (Redial)**

*Replace the last two sentences in the paragraph to read as follows:*

"The redial facility should be labelled in the national language of the country in question or with a widely recognized symbol or icon. See also 6.11-6.13/E.137."

**7) Clause 23 (Bibliography)**

*Insert the following references to the list:*

- ETSI ETR 166 (1995), *Human Factors (HF); Evaluation of telephones for people with special needs; An evaluation method.*
- GARBE (D.), STOECKLER (F.), WALD (R.): The state of the art: Telecommunication and the elderly. *Gerontechnology*, IOS Press, H. Bouma and J.A.M. Graafmans: Editors. Amsterdam 1992.

*Delete the following references from the list:*

- ETSI ES 201 381 (1998), *Human Factors (HF); Telecommunications keypads and keyboards; Tactile identifiers.*
- ETSI ETR 029 (1991), *Human Factors (HF); Access to telecommunications for people with special needs; Recommendations for improving and adapting telecommunications terminals and services for people with impairments.*
- ETSI ETR 068 (1993), *Human Factors (HF); European standardization situation of telecommunications facilities for people with special needs.*
- ETSI ETR 165 (1995), *Human Factors (HF); Recommendation for a tactile identifier on machine readable cards for telecommunication terminals.*
- ETSI ETR 166 (1995), *Human Factors (HF); User instructions for public telecommunications services; Design guidelines.*
- ETSI ETR 333 (1997) and (1998), *Human Factors (HF); Text Telephony; Basic user requirements and recommendations.*