



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

E.127

**TELEPHONE NETWORK AND ISDN
OPERATION, NUMBERING, ROUTING
AND MOBILE SERVICE**

**PAGES IN THE TELEPHONE DIRECTORY
INTENDED FOR FOREIGN VISITORS**

ITU-T Recommendation E.127

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation E.127 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.

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1 General considerations

1.1 The number of people travelling abroad on business, for tourism or for any other reason is steadily increasing; in general such persons move about a great deal and thus have to contend with the problems this involves.

1.2 To satisfy their needs, foreign visitors have to make frequent use of the telephone; consequently Administrations strive to provide them with the essential instructions on how to use the telephone service for domestic and international calls.

1.3 In the interest of both users and Administrations, clear and easily understandable official information should be available wherever the telephone service may be used.

1.4 The telephone directory is the main official vehicle for the circulation of correct, up-to-date information on the use of the telephone.

1.5 To facilitate consultation of the General Information pages in the telephone directory by foreign visitors, one needs to include one or more pages in one or more languages to assist them during the consultation process.

1.6 Administrations should therefore ensure, if there is a need, that there are pages in the telephone directory specifically intended for foreign visitors and that they are standardized on the basis of the following basic provisions.

2 Basic provisions

To provide the greatest possible assistance in the use of the telephone service, Administrations should apply the following basic provisions:

2.1 Instructions enabling foreign visitors to use the most common basic services and information concerning domestic and international calls and the rates charged should appear in one or more appropriate foreign languages and be assembled on one or more pages inserted at the end of the General Information pages in telephone directories.

2.2 The pages included specifically for foreign visitors should contain a summary of the principal information and instructions requested for correct operation of the telephone service and also a number of references to the more complete General Information pages in the telephone directory, which foreign visitors will have no difficulty in consulting if their contents are standardized as is desirable (see Recommendation E.126).

2.3 The pages in the telephone directory intended for foreign visitors should cover the main points listed below, developed on the basis of criteria adopted for the directory itself.

2.3.1 Introduction

2.3.2 Regular information

- numbers of the emergency services
- prefixes (national and international)
- dialling codes of countries connected by the international automatic service (with references to the General Information pages or to a separate publication supplementing the telephone directory)
- principal tones (with graphic representation): “dialling tone”, “ringing tone” and “engaged tone”, with mention to other tones, if necessary
- Telephone Directory Information and trunk codes within the country and abroad.

2.3.3 *Operating instructions for outgoing calls*

- local
- trunk
- international (automatic or through the operator) from:
 - a) ordinary telephones
 - b) payphones
 - c) public telephone offices.

Note – A reference to the operating instructions (if there are any) in schematic form (see, for example, Recommendation E.126, Annex A) in the General Information pages would be useful.

2.3.4 *Payphones*

- identification
- characteristics of the system (signals, credit, coin return) and picture of currency and token used for payphones.

2.3.5 *Public telephone offices*

- identification
- service hours
- operator services.

2.3.6 *References to the General Information pages relating to:*

- domestic and international telephone charges
- full rate and reduced rate periods
- time zones
- Administrations or Recognized Private Operating Agencies: addresses and telephone numbers.