INTERNATIONAL TELECOMMUNICATION UNION

CCITT

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CONSULTATIVE COMMITTEE

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

Operation, numbering, routing and mobile service –
International operation – General provisions concerning
Administrations

Instruction of staff operating international positions

Reedition of CCITT Recommendation E.119 published in
the Blue Book, Fascicle II.2 (1988)

NOTES

1   CCITT Recommendation E.119 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.119

INSTRUCTION OF STAFF OPERATING INTERNATIONAL POSITIONS

The professional instruction of operating and supervising staff is of the greatest importance in ensuring the efficient use of circuits in the international telephone service; to this end, it is extremely desirable to improve supervisors' and operators' knowledge of the language of other countries and to enable them to become informed about the customs of the subscribers, the organization of the service and the manipulation of equipment at the other end of the circuit.

It is therefore recommended:

1)	that, during the training of these operators, they should be provided with some information about methods and operating procedures used in the countries with which they might be connected;

2)	that there should be frequent exchanges of supervisors and operators between the telephone exchanges of different countries.

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