



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

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

**HARMONIZATION OF THE GENERAL
INFORMATION PAGES OF
THE TELEPHONE DIRECTORIES
PUBLISHED BY ADMINISTRATIONS**

ITU-T Recommendation E.126

(Extract from the *Blue Book*)

NOTES

1 ITU-T Recommendation E.126 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.

**HARMONIZATION OF THE GENERAL INFORMATION PAGES OF THE
TELEPHONE DIRECTORIES PUBLISHED BY ADMINISTRATIONS**

1 General

1.1 It is recognized that users should normally have recourse to the General Information pages of telephone directories when looking for the information they need to obtain the required telephone services and to apply the operating procedures correctly.

1.2 In addition, appropriate information in the General Information pages of telephone directories may promote the development of national and international telephone traffic and the utilization of services by the national users.

1.3 Obviously foreign visitors too need to consult the General Information pages of the telephone directories of each country they visit and a similar presentation of the information in the various countries will make their research easier.

1.4 Administrations should therefore see that the composition of the General Information pages of telephone directories is harmonized along the lines indicated below, with a view to making available to all users of the telephone service a uniform source of information which is satisfactory and easy to consult.

2 Guidelines

To obtain the required harmonization, Administrations should set out the General Information pages of their telephone directories along the lines indicated below:

2.1 The General Information pages of telephone directories published in various countries should contain similar indications so as to facilitate consultation and the search for information by foreign users.

2.2 The data listed in Annex A should always be included in the General Information pages of the telephone directories published by Administrations.

2.3 Each item of information should be presented, as far as possible, in the order of priority indicated in Annex A.

2.4 The graphical presentation of information should be suggestive and attractive to users (for example, through use of letters and colours, and an appropriate arrangement in the opening pages of the directory). The examples given in Annex A are illustrative only and no particular format is recommended.

2.5 For the sake of efficiency and to achieve the desired purpose, especially for foreign visitors, care should be taken:

- to present the information in brief, concise and clear texts, expressed in simple language;
- to use recognized and specific terms;
- to group all the information concerning a particular subject in a logical manner;
- to present the operating procedures in schematic form, using symbols to explain the different sequences and not lengthy descriptive texts, and using examples;
- to use the standardized symbols to identify important numbers and services (symbols of national interest may be used until such standardization is achieved) (see Recommendation E.121);
- to use representative charts to facilitate the application of operating procedures.

2.6 The last group of General Information pages should be devoted specifically to foreign visitors; they should therefore be printed in the most appropriate foreign languages and contain in a shortened form most of the information and instructions necessary for the correct exploitation of the telephone service (see Recommendation E.127).

- 2.7 National trunk codes should be given either in the telephone directory or in a separate publication.
- 2.8 The national and the international prefixes and a list of country codes for all accessible countries should be given in the General Information pages. A sample of foreign trunk codes may also be listed in these pages; a more complete list may be provided in a separate publication not necessarily published at the same time as the telephone directories, and not necessarily distributed to all subscribers.
- 2.9 The validity and usefulness of the information and instructions given in the General Information pages and in the separate "Guide" should be checked every time the telephone directories are reprinted.
- 2.10 Every Administration should be free to compose its telephone directories in the way it considers most appropriate from the national point of view, both with regard to form and content, and taking due account of production costs. However, the type of information to be included in the General Information pages, their sequence and order of priority, should be in conformity with this Recommendation, with a view to obtaining the harmonization required.

ANNEX A
(to Recommendation E.126)

**List of data to be included in the General Information pages
of telephone directories**

Table A-1/E.126 gives the data and its priority for inclusion in the General Information pages.

TABLE A-1/E.126

Priority	Data
1	<p><i>Index and emergency services</i></p> <ul style="list-style-type: none"> - Various subjects dealt with in the opening pages - Call numbers of safety services
2	<p><i>Important and useful numbers, hours of service and charges, if any</i></p> <p>Public utility services</p> <ul style="list-style-type: none"> - Water - Gas - Post and telephone - Railways - Etc. <p>Auxiliary services</p> <ul style="list-style-type: none"> - Information - Breakdowns - Telegrams - Etc. <p>Optional services</p> <ul style="list-style-type: none"> - Alarm call - Speaking clock - Weather - Etc.
3	<p><i>Instructions for using the telephone</i></p> <ul style="list-style-type: none"> - Operating procedure - Tones
4	<p><i>Procedures for obtaining different types of call</i> (Symbolized representation and use of charts where possible.)</p> <p>Types of call</p> <ul style="list-style-type: none"> - Local - Trunk - International (continental and intercontinental) <p>Trunk and international prefixes and codes (shown in the directory and/or in a separate guide)</p> <p>Charging for calls</p> <p>Time zones</p>
5	<p><i>Instructions for using the directory and explanation of symbols and abbreviations</i></p>

TABLE A-1/E.126 (cont.)

Priority	Data
6	<p><i>Public telephone</i></p> <ul style="list-style-type: none"> Offices Booths Telephones made available for public use
7	<p><i>Maps</i></p>
8	<p><i>Other information</i></p> <ul style="list-style-type: none"> Specific information <ul style="list-style-type: none"> – Recommended presentation of national and international numbers General information <ul style="list-style-type: none"> – Commercial and miscellaneous product service – Subscription and invoicing – List of directories and how to obtain them – Administration: addresses and telephone numbers
9	<p><i>Pages intended for foreign visitors</i></p>

Priority 1

Index

Emergency services

Important and useful numbers

- Public utility services
- Auxiliary services

Instructions for using the telephone

- Operational procedure and tones

Procedures for obtaining different types of calls

- Automatic service
- Codes
- Operator service
- Charging for calls
- Time zones

Instructions for using the directory and explanation of symbols and abbreviations

Public telephone

- Offices
- Booths
- Telephones made available for public use

Maps

Other information

- Recommended presentation of national and international numbers
- Commercial and miscellaneous product service
- Subscription and invoicing
- List of directories and how to obtain them
- Administration: addresses and telephone numbers

Pages intended for foreign visitors



SOS


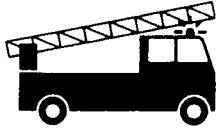
Emergency services

Telephone No.

Description

Safety services

	Ambulance	Telephone No.
	Medical aid Hospital Anti-toxin centre	Telephone No.(s)

	Police	Telephone No.
	Fire brigade	Telephone No.

CCITT - 81 910

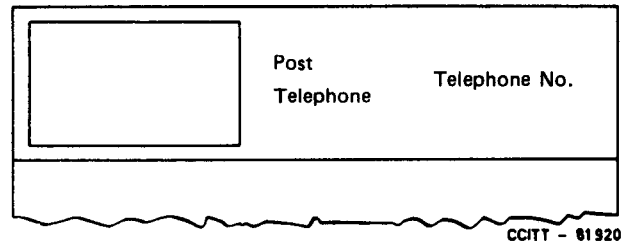
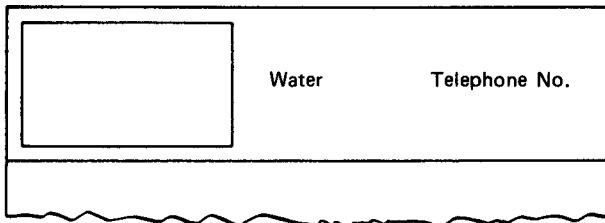
Diagram

Symbol (colour)	Title Telephone No.(s) Sub-title Details
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Note – The symbols are taken from Recommendation E.121.

Important and useful numbers


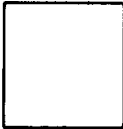

Public utility services



Diagram

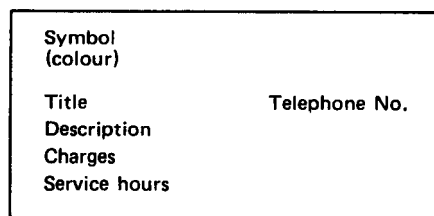
Symbol (colour)	Title	Telephone No.(s)
	Sub-title	
	Details	

Note – The services are given as an example.

	Telephone No.		Telephone No.		Telephone No.
Information Description Charges Timetables		Breakdowns		Telegrams Description Charges Timetables	

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Diagram



Note – The symbol is taken from Recommendation E.121.

Priority 3

Instructions for using the telephone

Operating procedure and tones

- Make sure of the number of your correspondent or of the service required by consulting the telephone directory or your own address book.
- When you lift the receiver, the dialling tone you will hear will be as follows:



- After dialling the number, you will hear either the ringing tone, which is as follows:



or the busy tone, which is as follows:



- Others: to be described as necessary.

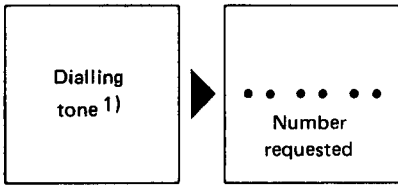
Note – The tones are given as an example. For the graphical representation of tones, see Recommendation E.121.

Procedures for obtaining different types of calls

Representational charts: left to the discretion of each country

Automatic service

– Local calls, i.e. within a district



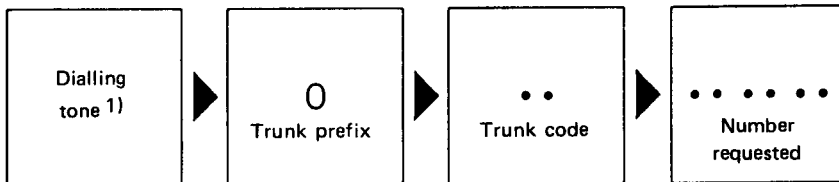
Information

Telephone No.

(Administration may provide an example)

– Trunk calls, i.e. between two districts

Prefix : 0



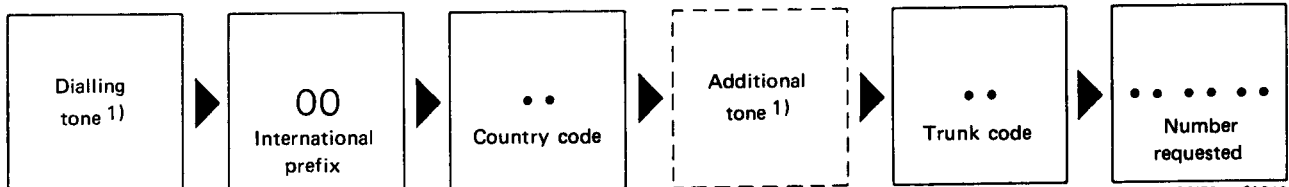
Information

Telephone No.

(Administration may provide an example)

– International calls, i.e. between two countries

Prefix : 00



Information

Telephone No.

(Administration may provide an example)

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1) For graphical representation of tones, see Recommendation E.121.

Codes

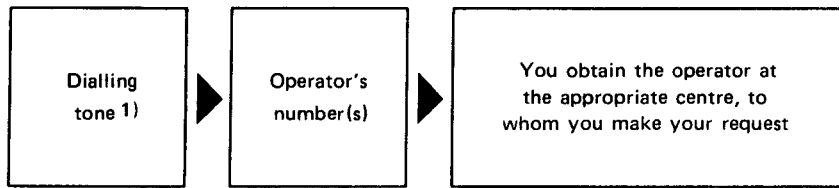
The “Guide to Codes” gives the trunk codes for all national districts and the various country codes, possibly followed by frequently used foreign trunk codes.

Operator service

- Local calls
- Trunk calls
- International calls

Information

Telephone No.



(Administration may provide an example)

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1) For graphical representation of tones, see Recommendation E.121.

Charging for calls (The publication of this information is left to the discretion of each country)

- Local calls (automatic and via the operator)
- Trunk calls (automatic and via the operator)
- Charging periods
- International calls (automatic and via the operator)

Time zones (The publication of this information is left to the discretion of each country)

Priority 5

Instructions for using the directory and explanation of symbols and abbreviations

(The publication of this information is left to the discretion of each country)

Priority 6

Public telephone

Offices

Information concerning:

- the services provided
- the charges applied
- other subjects, at the discretion of each country

Booths

Possible calls and charges

Telephones made available for public use

Permitted calls and charges

Maps

Maps may be used to indicate which areas are covered by the telephone directory and which directories cover adjacent areas.

(The publication of this information is left to the discretion of each country.)

Other information

Specific information

- Recommended presentation of national and international numbers

In personal or business relations, every subscriber should communicate to his correspondents:

- his national number, with the trunk prefix, for receiving trunk calls, and
- his international number, for receiving international calls, preferably in accordance with the following grouping method:

Telephone	National	(06) 78 21 91
	International	+39 6 78 21 91

corresponding for example, to subscriber number 78 21 91 in Rome (6), Italy (39). The symbol “+” represents the international prefix of the country of departure.

Warning – The trunk prefix zero that precedes the national trunk code in several countries should be omitted after the country code in international dialling. For example, to call Amsterdam (020) from another country, you dial 20 after the country code for the Netherlands, which is 31. Some countries have a different trunk prefix that should be omitted in international dialling. For example, in Finland the trunk prefix is 9, while the trunk code for Helsinki is 0; to call Helsinki (90) from another country, you dial 0 after the country code for Finland which is 358.

Other countries do not normally include their trunk prefix with the trunk code when writing telephone numbers: in such cases you should not omit the first digits in international calling.

General information (left to the discretion of each country)

- Commercial and miscellaneous product service

Description:

Information Tel. No.

- Subscription and invoicing

Information concerning:

- a) categories of subscribers
- b) contributions to installation, removal and replacement costs
- c) periodic rentals
- d) conditions of subscription
- e) data entered on periodic invoice
- f) methods of paying invoices
- g) conditions for delayed payment

Information Tel. No.

- List of directories and how to obtain them

- a) list of volumes covering various districts
- b) conditions of sale of volumes
- c) address of sales centre

- Administration: address and telephone numbers

Priority 9

Pages intended for foreign visitors

Description

One or more pages in one or more languages containing the necessary information to enable foreign visitors to obtain correct access to basic and vitally important services. The information should cover the following points:

- general
- emergency services
- operating procedure
- tones
- national calls
- international calls
- reference for finding code numbers
- directory enquiries service
- charging periods
- telephone offices, telephone booths and telephones made available for public use: operating details and special tones.