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

Operation of the international service

**Preparation of information to customers
travelling abroad**

ITU-T E.300-series Recommendations – Supplement 6

(Formerly CCITT Recommendations)

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Supplement 6 to ITU-T E.300-series Recommendations

Preparation of information to customers travelling abroad

Summary

This supplement lists the different information to be included in a pamphlet distributed to customers planning to travel abroad as a guidance for unusual telephone local procedures.

Source

Supplement 6 was approved in Melbourne (1988) and originally published in Blue Book, Fascicle II.2.

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSC Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this publication, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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Supplement 6 to ITU-T E.300-series Recommendations

Preparation of information to customers travelling abroad

Considering that some Administrations have found it desirable to provide information, usually in the form of a pamphlet, for the guidance of their customers who are planning to travel abroad, it is suggested that such information should include:

- i) information enabling the visitor to identify suitable payphones from which international telephone calls may be made in those countries where not all payphones afford international call facilities;
- ii) operating procedure for payphones in the country visited including dialling instructions for automatic calls, with an example of the composition of the digits to be dialled, i.e. international prefix, country code, trunk code (if necessary) and subscriber's number. Special reference should be made to unfamiliar procedures and particularly to the need to omit the trunk prefix used in the destination country;
- iii) reference to the possibility that unfamiliar tones and recorded announcements may be encountered (see Annex A to Recommendation E.121 which gives guidance in identifying such tones);
- iv) an indication when an additional dialling tone may be encountered and definition of the point in the dialling sequence at which it must be awaited;
- v) description of the paid-time expiration warning signal.

Other useful information that may be considered desirable for inclusion is the following:

- a) time differences between home country and the country to be visited;
- b) the advantage of writing down the required international telephone number before starting the call to minimize the risk of a dialling error;
- c) information on how the traveller may be called from his home country.

Methods by which pamphlets may be distributed include provision of supplies at airport departure lounges, through telecommunications publicity, information points and travel agencies.

It should be noted that no evidence is yet available to indicate whether the production of pamphlets does or does not contribute to the successful completion of international telephone calls.

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