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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.

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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.