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

Operation, numbering, routing and mobile services –
International operation – General provisions concerning
users

User instructions for payphones

ITU-T Recommendation E.137

(Previously CCITT Recommendation)

ITU-T E-SERIES RECOMMENDATIONS

OVERALL NETWORK OPERATION, TELEPHONE SERVICE, SERVICE OPERATION AND HUMAN FACTORS

OPERATION, NUMBERING, ROUTING AND MOBILE SERVICES

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ITU-T RECOMMENDATION E.137

USER INSTRUCTIONS FOR PAYPHONES

Summary

This Recommendation contains a set of guidelines for the design of user instructions for public telecommunications terminals. These guidelines are grouped into three main categories: general guidelines, guidelines for fixed (printed) instructions and guidelines for dynamic (displayed) instructions. An example of how the guidelines may be implemented is provided in Annex A.

Source

ITU-T Recommendation E.137 was prepared by ITU-T Study Group 2 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 26th of May 1997.

FOREWORD

ITU (International Telecommunication Union) is the United Nations Specialized Agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the ITU. The 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 their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 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 Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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As of the date of approval of this Recommendation, the ITU had/had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementors are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database.

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