



INTERNATIONAL TELECOMMUNICATION UNION

**ITU-T**

TELECOMMUNICATION  
STANDARDIZATION SECTOR  
OF ITU

**E.128**

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

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**LEAFLET TO BE DISTRIBUTED TO FOREIGN  
VISITORS**

**ITU-T Recommendation E.128**

(Extract from the *Blue Book*)

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## NOTES

1 ITU-T Recommendation E.128 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.128**

### **LEAFLET TO BE DISTRIBUTED TO FOREIGN VISITORS**

#### **1 General**

1.1 The ever increasing number of people travelling to foreign countries generally need to use the telephone either to communicate with their own country or with people in the country they are visiting.

1.2 These people make many of their calls from payphones and public telephone offices, where normally they can find appropriate instructions for the use of the telephone service; others who make their calls from hotels or private telephones may encounter difficulties for lack of information.

1.3 To obtain more detailed information, foreign visitors may consult telephone directories containing General Information pages (see Recommendation E.126) and “Pages intended for foreign visitors”, prepared in one or more languages to facilitate consultation (see Recommendation E.127).

1.4 In addition, a leaflet containing general information and instructions for the use of the telephone is printed and distributed to foreign visitors, either by the Administration of the country of origin on departure or by the Administration of the foreign country on arrival. Cooperation between Administrations is necessary to ensure that information contained in leaflets is accurate, and also to prevent possible duplication of leaflets.

1.5 Administrations should therefore ensure that the leaflets to be distributed to foreign visitors have the widest possible application and, in principle, are drafted in a uniform manner on the basis of the following guidelines. However, each Administration can prepare its own leaflet to be distributed either at home or in any other country, with the content it considers most appropriate from the national point of view.

#### **2 Guidelines**

The leaflets to be prepared for foreign visitors should have the following features:

##### *2.1 Structure*

The leaflet should be of assistance to foreign visitors who wish to use payphones connected to the trunk service and the international automatic service or who apply to public telephone offices, besides being assisted by hotel operators.

##### *2.2 Title*

“Telephone Information”.

##### *2.3 Format*

It should be of a convenient size (e.g. A4 format where this standard is utilized), folded in three to form six small-size pages.

The exact design of the cover need not be identical between countries to permit designers some freedom of interpretation, but should include the standard title and some indication of the country to which the leaflet applies, a prominent representation of the telephone symbol (see Figure 1/E.121), an illustration of the payphone widely used in the country, and some reference to the public telephone service.

*Note* – A model of the leaflet in the required format and with the particulars it should contain is given in Annex A.

##### *2.4 Contents*

- Introduction
- General information:
  - a) SOS – emergency numbers
  - b) Prefixes (national and international)
  - c) Destination codes of countries which can be reached by fully automatic means

- d) Main tones with graphical representation
- e) Information about reduced rates, if any
- f) Telephone directory information and trunk codes.
- Payphones:
  - a) How to find them
  - b) How to use them
  - c) System characteristics (signals, credit, return of coins) and pictures of currency and token used for payphones.
- Public telephone offices:
  - a) How to find them
  - b) Hours of service
  - c) Operator services
- Hotel and private telephones:
  - a) How to call
  - b) Surcharge
- Supplementary notes:
  - a) Reference to the “Pages intended for foreign visitors” (that is, the last of the front pages of the telephone directory)
  - b) Reference to the “Trunk code publication”
  - c) Time differences: time zones (front pages)

*Note* – An example of the text in general form is given in Annex B.

## 2.5 *Layout*

It should be pleasing to the eye, in order to attract the reader's attention, printed in black and white and in colour, with clearly legible characters and also boldface type to display the most significant information, with graphic representation of tones and with pictograms and standardized symbols if these appear frequently in the text. Sentences should be short, concise and simply formed of words in current use.

## 2.6 *Production and distribution*

- Preferably, the version produced by each country concerned in the appropriate language, should be available at the places of arrival of foreign visitors, at public telephone offices, travel agencies, etc.
- Optionally, the version produced by each country may be made available at the places of departure of travellers, at travel agencies, airports, railway station ticket offices, etc.

The choice of the method should be made on the basis of consultation between the two countries concerned.

## 2.7 *Validity*

This should be clearly indicated with reference to the last updating, and should be checked according to changes in contents and distribution.

ANNEX A  
(to Recommendation E.128)

**Model of leaflet to be distributed to foreign visitors**

Page No. 5

*List of countries* (in alphabetical order) which the customer can dial direct, with relative country codes and time difference (+ ahead, – behind) compared with standard local time.

Examples:

– 1	France	33
	Germany	49
– 1	Great Britain	44
+ 1	Greece	30
+ 8	Japan	81
– 6	U.S.A. (New York)	1
....	other country	

6

*List of countries* (continuation)

*Telephone numbers*

Name	Country code	Area code	Telephone number

1

TELEPHONE INFORMATION

*Picture*, in color, of the most advanced payphone widely introduced at national level.

*Picture* in color of the telephone symbol.

Administration/Recognized Private Operating Agency

Date of validity.

TELEPHONE INFORMATION

*Introduction*

*Information*

*Payphones*

*Public telephone offices*

*Hotel and private telephones*

*Supplementary notes*

## ANNEX B

(to Recommendation E.128)

### Sample text of leaflet to be distributed to foreign visitors

#### TELEPHONE INFORMATION

##### *Foreword*

If you are abroad on a holiday or on a business trip and have to get in touch with your family or with your friends or business connections, you can do so in the most practical and economical way by dialling your calls directly from a payphone. In this way you would have no language problem.

If you want to benefit from special telephone facilities or if you are short of the proper coins or of tokens, you can go to a public telephone office where the personnel will advise you and help you to call any country in the world.

The aims of this leaflet are to alleviate any anxiety you may have about foreign languages, and to enable you to use the telephone services without difficulty.

##### *Information*

SOS – for emergency calls dial: ...

National prefix: ...

International prefix: ...

Country codes that can be directly dialled (see pages 5 and 6 of the leaflet).

Tones: dial tone

ringing tone

busy tone

(For graphical representation of tones see Recommendation E.121.)

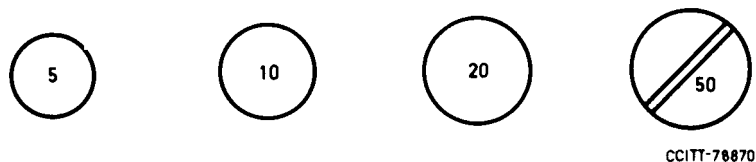
For directory inquiry service and telephone codes dial: ...

Reduced rates.

##### *Payphones*

Payphones can be found in telephone street kiosks and, as a rule, wherever a sign with a telephone symbol is exhibited.

Payphones work with coins (to be specified) or with telephone tokens (value to be specified); the most modern payphone operates with a “telephone card” and is located mostly in the airports and main railway stations. The coins and the telephone token are pictured here below:



### *Procedures for international calls*

- Insert enough coins or tokens into the payphone to make up a small credit.
- Lift the receiver and wait for the dial tone.
- Dial the international prefix followed by the country code, then the trunk code (without trunk prefix) and finally the subscriber telephone number.

#### *Example*

To call subscriber 12345 in Bristol (trunk prefix with trunk code is 0272) in Great Britain (country code 44) you should dial: + 44 272 12345.

*Note 1* – It may be useful for you to jot down all the digits in the right sequence before dialling.

*Note 2* – The trunk prefix before the trunk code must not be dialled in international dialling.

- Insert other coins or tokens to prolong duration of the call as soon as you hear the special tone advising you that your credit in the phone box has almost expired.

Once your call is finished:

- replace the handset;
- press the proper button on the phone box to recover the unused coins and/or tokens.

### *Public telephone offices*

The addresses and office hours of the public telephone offices are shown at the top of the subscribers' list in the telephone directory of each locality. Public telephone offices can generally be identified by the street sign exhibited outside the building. They are attended by trained personnel who can help you to obtain your call when operator assistance is needed (personal, collect or credit card calls, when such facilities are admitted).

### *Hotels and private telephones*

When calling from a hotel you may be, able to call direct after dialling a code for access to the public network (this information should be provided in your hotel room). In other cases you may have to rely upon the services of the hotel operator. A surcharge will normally be imposed by the hotel for any calls you make. It is advisable to check what surcharge the hotel will impose before making your call.

All services that are normally available from payphones can also be used when calling from a private telephone. However, in some parts of the country several telephones share a single line, in which case the telephone line will not be available to all users at all times.

### *Supplementary notes*

More information can be found in the “Pages intended for foreign visitors” which are the last of the front pages of the telephone directory. A list of national trunk codes and another of the main localities of foreign countries appears in the “Trunk Code Publication”.

To decide whether an international call can be made at a certain time, it may be convenient to consult the “Time zone chart of the world” in order to check the corresponding time at the place of destination. This information is given in the front pages of the telephone directory.

Phone Home!

You will feel that you are there.