ITU-T

INTERNATIONAL TELECOMMUNICATION UNION

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E.181

TELEPHONE NETWORK AND ISDN

OPERATION, NUMBERING, ROUTING
AND MOBILE SERVICE

CUSTOMER RECOGNITION OF FOREIGN TONES

ITU-T Recommendation E.181

(Extract from the *Blue Book*)

NOTES

1   ITU-T Recommendation E.181 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.181

CUSTOMER RECOGNITION OF FOREIGN TONES

1   In order to facilitate recognition of foreign ringing and busy tones by a subscriber dialling an automatic international call, the information given to subscribers should:

1) emphasize that a slow repetition rate of the tone means "ringing" whereas a rapid repetition rate means "busy";

2) indicate that in some countries the ringing tone may be heard as a sequence of two short tones, pause, two more short tones, pause, and so on.

In addition, it may be useful for the purpose of educating subscribers:

−   to provide auditory samples of such tones by tape recording or other means, or

−   to include detailed descriptions of tones in directories.

2   Modern international signalling systems are capable of exchanging signals corresponding to indications normally given to subscribers by means of audible tones (busy, congestion, ringing, etc.). Administrations are encouraged to arrange their networks so that these information signals can be sent between countries in order that they can be recognized and converted into tones or announcements as near to the calling subscriber as practical. This procedure could significantly reduce the language problems arising from the growing use of recorded announcements.

Note – This Recommendation is complementary to Recommendation E.180 on the standardization of tones in the international telephone network. Whilst standardization is of primary importance, telephone users need information to assist them in recognizing foreign tones until such time as standardization is complete.

This is the purpose of § 1 of the present Recommendation which, as extensive human factor experiments show, should greatly reduce subscriber confusion.

The measure mentioned in § 2 does not eliminate the need for tone standardization as well, but can reduce customer difficulties in cases where standardization may be impractical for a long period but sophisticated exchanges arrangements are available.