

Design Guidance

Telephone Number Input and Display

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PREFACE

Documents replaced by this document

Document Title	Version
Design Guidance – Telephone Number Input and Display	1.0.0.0

Documents to be read in conjunction with this document

Document Title	Version
Design Guidance – Accessibility Principles	1.0.0.0
Design Guidance – Accessibility Checklist	1.0.0.0

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1 INTRODUCTION

This document describes the design guidance for the display and input of 'Telephone number' data. It describes the area of focus, provides guidance and recommendations, and explains the rationale behind the guidance and recommendations.

This document is intended for the use of anyone whose role includes screen design, implementation, or assessment of a clinical application. This document can be used as guidance for the:

- Specification of an input and display control for Telephone data in a user interface (UI)
- Implementation of an input and display control for Telephone data within an application
- Assessment of an input and display control for Telephone data in a clinical application user interface

Important

The visual representations used within this document to display the guidance are illustrative only. Stylistic choices are not part of the guidance and are therefore not mandatory requirements for compliance with the guidance in this document.

Figure 1 shows an example of a guidance-compliant 'Single Text Entry Box' designed to assist in UK-based telephone number input. Figure 2 shows an example of a text entry box combined with a 'Country Selector', which is guidance-compliant for non-UK-based telephone number input.



Figure 1: Single Text Entry Box



Figure 2: Country Selector Assisted Text Entry Box

Note

Elements used within a software application are commonly referred to as a 'control'. These can take many forms but the types referred to in this document will either be 'input controls' that can receive input from a user, such as a button, text box, option button (radio button) or check box, or 'display controls' such as a label, which can only display information.

Table 1 describes the changes made since the previous version of this guidance (Baseline version 1.0.0.0 dated 01-Apr-2008):

Change	IDs	Change Description
Deleted		Reference to mobile telephone numbers (throughout document)
		Examples showing mobile telephone numbers (throughout document)
		Examples showing fax numbers (throughout document)
		Brackets around area codes (throughout document)
		Reference to extension number input box within incorrect usage examples (section 2.2.2.3)

Change	IDs	Change Description
Modified		Guideline ID format changed from NID- <i>nnnn</i> to TID- <i>nnnn</i> (throughout document). This is to avoid confusion with guidelines in another Microsoft Health CUI document
		Text to reflect removal of brackets (throughout document)
		Fax numbers out of scope (section 1.2.2)
		Enhanced context setting for out of scope text (section 1.2.2)
	TID-0010	Renumbered to TID-0011 and all subsequent IDs also incremented by one. This is to restore the integrity of the ID numbering scheme across Microsoft Health CUI documents.
		Correction to spelling of Afghanistan (section 2.2.2)
Added		Note acknowledging change in area codes from time to time (section 2.1)
		Expanded description of extension number display (section 2.1)
	TID-0026	Extension number input box label
		Extension number input box prompt (section 2.2.1.1)
		Extension number input box tooltips (section 2.2.1.2)
	TID-0027	Free text extension number input box
		Incorrect usage example (section 2.2.1.5)

Table 1: Changes Since the Last Baseline Version

1.1 Customer Need

This section explains why this guidance has been created.

1.1.1 Overview

Telephone numbers display in various contexts within a clinical application, many of which are displayed within a clinical system. As such, it is an important requirement for both patient safety and general usability that each number can be easily recognized as unique, in order to reduce errors and increase efficiency. By assisting the user when inputting telephone numbers, errors are reduced and data quality is increased.

1.1.2 Eliminating Inconsistencies Across Systems

Significant inconsistencies exist across the labeling, inputting, and displaying of telephone numbers across various clinical applications. With clinical users often switching between applications, these inconsistencies can lead to the incorrect identification of patients, which in turn, leads to safety issues. Reduction of inconsistency is therefore an important goal in itself and the primary aim of this guidance.

1.1.3 Simplified User Interface Design and Development

Having a consistent layout and set of values for the input and display of data items in clinical systems potentially makes the design and development of such systems safer, easier, and quicker.

1.2 Scope

This section defines the scope of this guidance document.

1.2.1 In Scope

This guidance is applicable primarily to electronic user interfaces such as those displayed on desktop and laptop computers. However, many of the principles can also be applied to paper form design, should it be required. The following items are in scope:

- **Defining the valid values for Telephone display and input**
- **Control layout and structure, in order to achieve:**
 - Optimal visibility of the values
 - Easy recognition of the values in the context of the wider clinical application
 - Easy recognition of data type requested for input
 - Reduction of invalid entries
 - Optimal size of input fields

1.2.2 Out of Scope

This section defines areas that are not covered in this guidance. Although there may be specific risks associated with these areas that are not addressed in this guidance, it is likely that the principles in this guidance will extend to the aspects of the input and display of telephone numbers in many of the areas listed below.

The following items are out of scope:

- **Data storage** – This guidance does not prescribe the format for storing data that is input or displayed
- **Terms of use** – This guidance does not define when an input field or display should be presented within a system
- **Form design** – This guidance does not prescribe the correct layout for a form or the navigation around a form
- **Fax numbers** – This guidance does not prescribe the format for fax numbers
- **Data input control types** – This document does not specify how the input controls should be labeled, for example, 'Home number' or 'Preferred contact'. The concept of types and context are not explicitly supported. However, the flexible behaviour of the input control and the exclusion of a control-level label enable the developer to reuse the same input control for multiple situations. Figure 3 displays an example of the controls used for multiple 'types' of telephone data:

Telephone Details

Home

Work

Figure 3: Example of Two Single Entry Boxes Used for Different Contexts

Note

Listing an item as out of scope does not classify it as unimportant. Project time and resource constraints inevitably restrict what can be in scope for a particular release. It is possible that items out of scope for this release may be considered for a future release.

1.3 Key Principles

The following key principles have shaped the guidance in this document:

- Display information according to existing standards
- Minimize opportunities for human error
- Display sufficient instructional information to support data quality
- Promote consistency across the mix of users, clinical applications and care settings
- Ensure reliable and accurate identification of an individual patient record
- Minimize opportunities where patient-clinician relationships may be compromised

2 RECOMMENDATIONS AND GUIDANCE

The guidance provided throughout this document is based upon a programme of user research, including:

- Previous background research for this design specification, which reviewed the standards of the following organizations:
 - UK Government Office of Communications (Ofcom)¹
 - UK Government Data Standards²
 - Microsoft® Corporation³
 - IBM® Corporation⁴
 - Dell®⁵
- A desk-based research project looking at a range of information entry Web pages and clinical applications
- A Web-based survey of 41 respondents drawn from Independent Software Vendors (ISVs), healthcare administrative staff and healthcare professionals, including clinicians and community pharmacists
- Patient safety assessment

Important

The visual representations used within this document to display the guidance are illustrative only. They are simplified in order to support understanding of the guidance points. Stylistic choices, such as colours, fonts or icons are not part of the guidance and unless otherwise specified are not mandatory requirements for compliance with the guidance in this document.

2.1 Telephone Number Display

This section defines the recommendations for displaying telephone numbers in clinical applications. Clinical applications should display telephone numbers in this format to facilitate contact by telephone with patients, clinicians, hospitals or surgeries.

The chosen layout provides the best display format because it shows a complete, unambiguous presentation of telephone contact details, which includes all information and clearly identifies optional digits.

Note

It is recognized that most telephone numbers stored within clinical applications will relate to UK locations. In these cases, the international code element is not required.

¹ Ofcom – Office of Communications {R1}: <http://www.ofcom.org.uk/>

² UK Government Data Standards Catalogue {R2}: <http://www.govtalk.gov.uk/gdsc/html/>

³ Microsoft Corporation {R3}: <http://www.microsoft.com/en/us/default.aspx>

⁴ IBM Corporation {R4}: <http://www.ibm.com/us/>

⁵ Dell {R5}: <http://www.dell.com>

Telephone numbers in clinical applications can comprise up to four elements, are separated by spaces and are displayed in the following order:

- **International Code (optional)** – Is represented by a plus (+) symbol followed by the relevant numeric country code (which will be between two and four digits)
- **Area Code (mandatory)** – The entire area code (including optional digits such as a leading zero) must not be enclosed within brackets. This code is usually a sequence of between three and six digits. Where the international code is displayed, optional digits within the area code should be omitted

Note

Ofcom holds responsibility for UK telecommunications. Ofcom manages the UK telephone numbering plan, including area codes, and this may change from time to time.

- **Local Number (mandatory)** – If the local number (typically a sequence of between four and eight digits) contains more than six digits, then a single space should precede the final four digits
- **Extension Number (optional)** – Is validly represented by either:
 - A single input box including an 'x' character displayed directly after the telephone number followed by a numeric extension code (typically four digits in length)
The full telephone number then displays as:
+International Code Area Code Local Number xExtension Number
 - Display in a separate extension input box adjacent to the telephone number input box
The full telephone number then displays as:
+International Code Area Code Local Number [Extension Extension Number]

Figure 4 shows an example of the recommended telephone number format:

Home	<input type="text" value="0118 496 0123"/>
Work	<input type="text" value="020 7946 0472"/>
Next of Kin	<input type="text" value="+1 212 555 2368"/>

Figure 4: Recommended Telephone Number Formats Showing Telephone and Extension Number Within a Single Input Box

2.1.1 Guidance

ID	Guideline	Status
TID-0001	If the country code is for the UK, for example, '+44' or '0044', then it must not be displayed.	Mandatory
TID-0002	When displayed, the country code must always be displayed with a '+' sign in front of it.	Mandatory
TID-0003	When displayed, the country code must not display any leading zeros.	Mandatory
TID-0004	When displayed, the country code must be separated from the rest of the telephone number by a single space.	Mandatory
TID-0005	For UK telephone numbers, the area code must not be displayed with brackets around it.	Mandatory
TID-0006	For UK telephone numbers, the area code must be separated from subsequent numbers by a space.	Mandatory

ID	Guideline	Status
TID-0007	For UK telephone numbers, extension numbers can be displayed with an 'x' preceding and adjacent to the number.	Recommended
TID-0008	For UK telephone numbers where the telephone and extension numbers are displayed within a single input box, the extension number must be separated from the rest of telephone number by a single space that precedes the 'x'.	Mandatory
TID-0026	For UK telephone numbers where the extension number is displayed in a separate input box, a label must be shown above the input box to indicate the content	Recommended
TID-0009	For UK telephone numbers, if there are more than six digits in the local number, (in other words, not the country code, area code or extension number), then a space must be inserted before the final four digits.	Mandatory

Table 2: Guidance for Telephone Number Display

2.1.2 Examples of Correct Usage

Usage	Format	Examples	Comments
✓	[International Code <space>] Area Code <space> Local Number ['x' Extension Number] Local numbers with more than six digits include a space before the final four digits	029 2018 0928 0151 496 0947 01632 960326 01632 96029 016329 60541 016329 6054 020 7946 0472 x1234 +1 555 323 1020 +356 8437 4667 +91 645623 4576 7898	Use this format to display telephone numbers within a clinical application.

Table 3: Correct Telephone Number Formatting Examples

2.1.3 Examples of Incorrect Usage

Usage	Format	Examples	Comments
✗	[International Code <space>] Area Code <space> Local Number Where optional digits are omitted	(029) 2018 0928 (0151) 496 0947 (01632) 960326 (01632) 96029 (016329) 60541 (016329) 6054	Examples incorrectly shown with brackets around the area codes.
✗	International Code <space> Area Code <space> Local Number	+44 029 2018 0928 +44 0151 496 0947 +44 01632 960326 +44 01632 96029 +44 016329 60541 +44 016329 6054	This example lacks clarity because there is no distinction between optional and mandatory digits (such as leading zeros). It includes the unnecessary International Code for the UK.

Usage	Format	Examples	Comments
x	International Code <space> (Area Code) <space> Local Number	+44 29 2018 0928 +44 151 496 0947 +44 1632 960326 +44 1632 96029 +44 16329 60541 +44 16329 6054	This example includes the unnecessary international code for the UK, and the leading zero from the area code is missing.
x	International Code Area Code Local Number	+442920180928 +441514960947 +441632960326 +44163296029 +441632960541 +44163296054	This example lacks completeness and readability due to the inclusion of the international code for the UK, the omission of the optional leading zero from the area code and omission of the separators between elements.
x	Area Code Local Number	02920180928 01514960947 01632960326 0163296029 01632960541 0163296054	This example lacks readability due to the omission of the separators between elements.

Table 4: Incorrect Telephone Number Formatting Examples

2.1.4 Rationale

The use of spaces aids readability by logically grouping the digits into meaningful categories. The recommended grouping follows commonly-used conventions and thus aids recognizability for the user.

2.1.4.1 Accessibility

The inclusion of the international and area codes assists with the unique recognition of telephone number formats from other countries. The plus sign provides a clear indication that the value represents an international telephone number. This is important because the length of each element of a telephone number element may vary.

An inherent problem with screen reader software is that the form that numbers take when read out is dependent on the numbers themselves. Examples of spoken telephone numbers include:

- **01632 960154** dictated as “zero sixteen thirty two nine hundred sixty thousand one hundred fifty four”

It is unfortunate that the audible reading patterns differ according to the specific number. However, this is considered acceptable because screen reader users are accustomed to dealing with such numbers.

2.1.4.2 Patient Safety

A Telephone number display affects patient safety when it appears in close proximity to the patient identification number within a screen. In such cases, the numbers could be confused, resulting in the user accessing the wrong patient record details. Therefore, the format of each number should provide a clear distinction between the relevant value types. Figure 5 illustrates an example, taken from the UK National Health Service (NHS), showing a telephone number that is in close proximity to the patient identification number ('NHS Number'):



Figure 5: Example of a Telephone Number Format in Close Proximity to a Patient Identification Number

Patient identification numbers should display as groups of digits, separated by single spaces. Telephone numbers should exhibit formats that clearly distinguish them from associated patient identification numbers. This can be achieved easily by preceding the optional international code with a plus sign ('+').

2.1.4.3 Clinical Utility

A user should view telephone number information in a consistent format, with a recognizable reading pattern. This format ensures a clear distinction between the constituent elements.

One of the main considerations for users is whether to display the international code. If it is displayed in all instances, there will never be a need to look up secondary sources for extra dialing codes. However, most telephone numbers stored within clinical applications will relate to UK locations, in which case the international code element is redundant.

For consistency, certainty and the avoidance of ambiguity, applications should implement a single format for all telephone numbers. It is also beneficial to use a display format that clearly distinguishes telephone numbers from other numerical information, such as dates and patient identification numbers.

2.1.4.4 Display Space

Telephone numbers display in various contexts within a clinical application. From an application developer's perspective, an important consideration is display space. Telephone numbers can have variable lengths, potentially extending up to 20 digits with the international code. Separators increase the overall length.

2.2 Telephone Number Input

The purpose of the telephone number input control is to allow the user to enter a telephone number. The input control has two states: a single unassisted entry input box (primarily used for UK telephone number entry), as displayed in Figure 6, and a single entry box with country selector assistance (primarily used for non-UK telephone numbers), as displayed in Figure 7.



Figure 6: Single Text Entry Box



Figure 7: Country Selector Assisted Text Entry Box

These two different states have been designed for the specific purpose of making different number types easy to enter. The Single Text Entry Box encourages convenient entry of UK-based

numbers, and the Country Selector Assisted Entry Box assists the user in the convenient entry of non-UK-based numbers. However, both designs will accept and correctly identify both UK and non-UK numbers.

2.2.1 Unassisted Design

The 'unassisted' single text entry box for UK telephone entry is a freeform text entry box that:

- Uses rules to identify number formats
- Removes extraneous characters from the input
- Displays clean data in a safe and distinct format

The size of the single text entry box is related to how the text is displayed in the interface. The size, weight, style and type of font used all affect how much space is required to display the right amount of information. The requirement is for the input box to display over 95% of the expected input values 100% of the time. It is therefore preferable to specify the size of input boxes in relation to character strings:

- **Default** length to accommodate the following example prompt text: 020 1234 5678 x1234
- **Minimum** length to accommodate the following example prompt text: 01234 567890
- **Maximum** length is not constrained

The telephone number input box should reformat the number entered, so as to enhance readability. The basic principles are as follows:

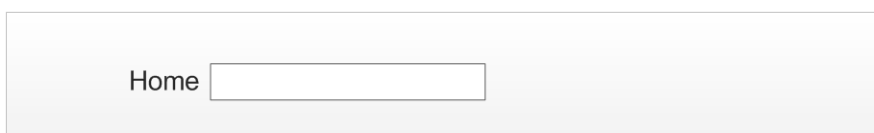
- The Input box should accept formatted and unformatted entries
 - If the number can be identified as a valid type, the input box should strip out formatting upon losing focus and replace it with a reformatted equivalent that places spaces in logical locations for readability purposes
- *If the number cannot be identified as a valid type then:*
 - The input box leaves the entry as it was entered
 - The input box displays the entry to the user as it was entered
- The UK country code can be entered but is removed from display after it has been committed
- All other country codes are retained

Additionally, extension numbers should be identified and displayed, as follows:

1. Identify if the number has any of the following characters or sequence of characters in it, followed by a sequence of digits:
 - 'x'
 - 'ex'
 - 'ext'
 - 'extn'
 - 'extension'

- 'extension number'
 - Any of the above, followed by one of the following:
 - A full stop '.'
 - A colon ':'
 - An 'equals' character '='
 - A hyphen '-'
2. If so, then:
- a. Remove the identified characters and replace with an 'x'.
 - b. Remove the 'x' with any subsequent digits and only replace them at the end of the telephone number.

A number of different use cases are displayed from Figure 8 to Figure 15:



Home

Figure 8: User Is Presented with a Plain Single Entry Box Without Prompt but with ISV Supplied Labels




Home

Figure 9: User Places Focus in the Entry Box and Selects the Control to Initiate Entry Mode



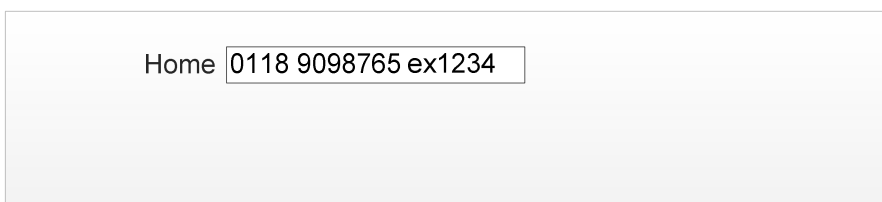
Home

Figure 10: User Types in an Unformatted Telephone Number



Home

Figure 11: The Control Displays the Correctly Formatted Number to the User Upon Exit



Home

Figure 12: Entry of an Extension Number Within a Single Text Entry Box

Figure 13: Example of a Reformatted Extension Number Within a Single Text Entry Box

Figure 14: Entry of a Number and an Extension Number in Separate Input Boxes

Figure 15: Example of a Reformatted Number and Extension Number Boxes

2.2.1.1 Prompts

The choice of what string to use for the prompt for an unassisted text entry box will be context-specific. Some suggested prompts for use with certain situations are:

- 'Home' label, for example, "e.g. 01234 567890"
- 'Work' label, for example, "e.g. 020 1234 5678 x1234"
- 'Work' label, for example, "e.g. 020 1234 5678 [separate extension box prompt] 1234"

2.2.1.2 Tooltips

The choice of what string to use for the tooltip for an unassisted text entry box will be context-specific. Some suggested tooltips for use with certain situations are:

- 'Home' label, for example, 'Enter the 'home' telephone number'
- 'Work' label, for example, 'Enter the 'work' telephone number. To include an extension number, add an 'x' to the front of the extension number'
- 'Work' label, for example 'Enter the 'work' telephone number. To include an extension number, enter the number into the extension number box'

2.2.1.3 Guidance

ID	Guideline	Status
TID-0011	Use a free-text input box for the entry of telephone number.	Mandatory
TID-0027	Use a free-text input box where extension number is input into a separate input box	Mandatory
TID-0012	Ensure the input box accepts formatted and unformatted entries.	Mandatory
TID-0013	If the number can be identified as a valid type, the input box should strip out formatting upon losing focus and replace it with a reformatted equivalent.	Mandatory

ID	Guideline	Status
TID-0014	Display a reformatted entry to the user which places spaces in logical locations for readability	Mandatory
TID-0015	If the number cannot be identified as a valid type, display the entry to the user as it was entered.	Mandatory
TID-0016	Remove the UK country code from display after it is committed.	Mandatory
TID-0017	Retain all other country codes.	Mandatory
TID-0018	Do not display UK numbers with the international prefix.	Mandatory
TID-0019	Display non-UK numbers with a + prefixed to the country code.	Mandatory

Table 5: Guidance for Unassisted Telephone Number Input

2.2.1.4 Examples of Correct Usage

Usage	Format	Examples	Comments				
✓	A single free-text input box design	<input type="text"/>	The user should be able to input whatever data value they feel is most appropriate.				
✓	Can identify and reformat telephone numbers	<input type="text" value="020 7654 3210"/>	The input should intelligently reformat for readability.				
✓	Can identify and reformat telephone numbers with extensions	<input type="text" value="0118 909 8765 x1234"/>	The input box should be able to handle extension numbers.				
✓	Can identify and reformat telephone number with extension number displayed in separate input box	<table border="0"> <tr> <td>Telephone Number</td> <td>Extension</td> </tr> <tr> <td><input type="text" value="0118 909 8765"/></td> <td><input type="text" value="1234"/></td> </tr> </table>	Telephone Number	Extension	<input type="text" value="0118 909 8765"/>	<input type="text" value="1234"/>	An extension number may be displayed using a separate input box
Telephone Number	Extension						
<input type="text" value="0118 909 8765"/>	<input type="text" value="1234"/>						

Table 6: Correct Examples of Unassisted Telephone Number Input

2.2.1.5 Examples of Incorrect Usage

Usage	Format	Examples	Comments				
✗	Separate input box for area code	<table border="0"> <tr> <td>Area Code</td> <td>Local Number</td> </tr> <tr> <td><input type="text" value="e.g. 01705"/></td> <td><input type="text" value="e.g. 123456"/></td> </tr> </table>	Area Code	Local Number	<input type="text" value="e.g. 01705"/>	<input type="text" value="e.g. 123456"/>	A separate input box for the area code can cause users to incorrectly guess the area code.
Area Code	Local Number						
<input type="text" value="e.g. 01705"/>	<input type="text" value="e.g. 123456"/>						
✗	Number input reformatted	<input type="text" value="(020) 7654 3210"/>	Brackets are shown around the area code on a formatted number.				

Table 7: Incorrect Examples of Unassisted Telephone Number Input

2.2.1.6 Rationale

The inconsistent length of area codes in the UK can cause users to make errors when they are asked to distinguish the area code from the rest of the telephone number. Therefore, a single entry text box is the safest and most effective design.

2.2.2 Assisted Design

This control prepends a country selector to the single text input box. The country selector assists the user in selecting the correct dialing code for non-UK telephone numbers, by presenting the user with a list box of known dialing codes, at the time of creation.

The addition of the country selector increases the screen space required by the input control and is not seen as a regular usage case. As such, it is not envisaged as the default input control. The

primary use case for this control is as a secondary level of input after the user has stated that they will be inputting a non-UK number.

The country selector is shown in Figure 16 and appears expanded in the context of a full input control in Figure 17.

Country Code
+44 (UK) ▼

Figure 16: Country Selector in Default State

Country Code Telephone Number
+44 (UK) e.g. 01234 567890

United Kingdom	+44 (UK)
Afghanistan	+93 (AF)
Albania	+355 (AL)
Algeria	+213 (DZ)
Andorra	+376 (AD)
Angola	+244 (AO)
Argentina	+54 (AR)
Congo, Democratic Republic of the	+242 (CD)

Figure 17: Example of an Expanded Country Selector

The country selector should have the following properties:

- **Default** length to accommodate the following example prompt text: "+376 (AD)"
- **Minimum** length to accommodate the following example prompt text: "+376 (AD)"
- **Maximum** length is not constrained

2.2.2.1 Guidance

ID	Guideline	Status
TID-0020	Use a default value of +44 (UK) for the country code.	Mandatory
TID-0021	Use the International Organization for Standardization (ISO) standard ISO 3166 ⁶ names in the first column, the Ofcom list of dialing codes in the second column and the two-letter ISO 3166 abbreviated country codes in the third column. Use the abbreviation 'UK' instead of the ISO 3166 code of 'GB'.	Mandatory
TID-0022	Order the country names alphabetically. Include United Kingdom once at the top of the list and once in its appropriate alphabetical location.	Mandatory
TID-0023	Use an editable drop-down list for country codes.	Recommended
TID-0024	Allow the country codes to be navigated using free-text entry.	Recommended
TID-0025	Populate the country selector list with the three elements below and in this exact order: 1. Country name (left-aligned and vertically aligned to all rows). 2. Country dialing code (right-aligned using the '+' format, for example, '+44'). 3. Country abbreviation (right-aligned, two-character code, enclosed in single brackets and vertically aligned to all rows).	Recommended

Table 8: Guidance for Assisted Telephone Number Input

⁶ International Organization for Standardization ISO 3166-1: 2006: English country names and code elements {R6}: http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.htm

2.2.2.2 Examples of Correct Usage


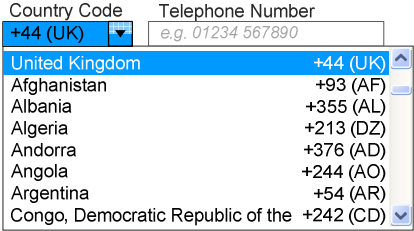
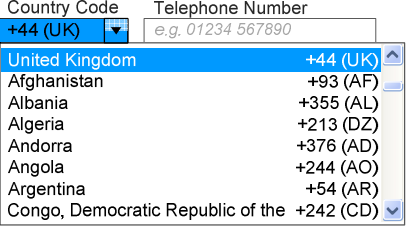
Usage	Format	Examples	Comments
✓	Default selection is the for UK		The user is only required to interact with the country selector if it is a non-UK number.
✓	Drop-down list to assist country selection		A drop-down list of all the valid values assists the user in correctly identifying the number they need.
✓	Alphabetical listing of countries (with UK duplication exception)		Alphabetizing the country selector list assists the user in finding the data they require. Because 'UK' is expected to be the primary selection of users, it is duplicated for convenience.

Table 9: Correct Examples of Assisted Telephone Number Input

2.2.2.3 Examples of Incorrect Usage



Usage	Format	Examples	Comments
✗	Use of separate inputs for area code		The use of separate input boxes increases screen clutter and the likelihood of input error.
✗	Country Code input mechanism that does not allow free-text input or display the country code		The button input design does not suggest to the user that they can type a selection here. It does not display the numerical country code and so increases the likelihood of a user committing a duplication error by inputting the country code in the second input box. Finally, the user cannot check the full numerical number because they cannot see the country code.

Table 10: Incorrect Examples of Assisted Telephone Number Input

2.2.2.4 Rationale

The country selector assists the user in the input of foreign numbers. If the user does not know the required country code, they can select it from the alphabetized list. If they do know the country code, they can input it directly as the input box is editable.

A large majority of cases will require a UK selection and therefore, this is both the default and the first item on the list. A duplicate entry for the UK is in the logical location in the subsequent alphabetized list, which ensures the user finds what they are searching for.

2.2.2.5 Text Input Box

The second field in the 'assisted' design, displayed with the title **Telephone Number** in Figure 17, is the same as the single text entry box in section 2.2.1.

3 DOCUMENT INFORMATION

3.1 Terms and Abbreviations

Abbreviation	Definition
ISO	International Organization for Standardization
ISV	Independent Software Vendor
NHS	National Health Service
Ofcom	UK Government's Office of Communications
UI	User Interface

Table 11: Terms and Abbreviations

3.2 Nomenclature

This section shows how to interpret the different styles used in this document to denote various types of information.

3.2.1 Body Text

Text	Style
Code	Monospace
Script	
Other markup languages	
Interface dialog names	Bold
Field names	
Controls	
Folder names	title case
File names	

Table 12: Body Text Styles

3.2.2 Cross References

Reference	Style
Current document – sections	Section number only
Current document – figures/tables	Caption number only
Other project documents	<i>Italics</i> and possibly a footnote
Publicly available documents	<i>Italics</i> with a footnote
External Web-based content	<i>Italics</i> and a hyperlinked footnote

Table 13: Cross Reference Styles

3.3 References

Reference	Document	Version
R1.	Ofcom – Office of Communications: http://www.ofcom.org.uk/	
R2.	UK Government Data Standards Catalogue: http://www.govtalk.gov.uk/gdsc/html/	
R3.	Microsoft Corporation: http://www.microsoft.com/en/us/default.aspx	
R4.	IBM Corporation: http://www.ibm.com/us/	
R5.	Dell: http://www.dell.com	
R6.	International Organization for Standardization ISO 3166-1: 2006: English country names and code elements: http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.htm	

Table 14: References