Phone Number and Email Formatting Best Practices

Introduction

This document describes best practices for formatting phone numbers and email addresses. Directory Admins should follow this information when setting up the directory, and end-users should use this information when inputting their information on Help Desk and Self-service account pages.

Applies to

<table>
<thead>
<tr>
<th>SecureAuth IdP Version</th>
<th>OS Version</th>
</tr>
</thead>
</table>
| 7.x+                   | • Windows Server 2008  
                        | • Windows Server 2008 R2  
                        | • Windows Server 2012  
                        | • Windows Server 2012 R2 |

Discussion

International Phone Numbers

When formatting international phone numbers, SecureAuth IdP requires the string to begin with the country code followed by a space – the country code format begins with a plus (+) symbol followed by the country code. For example, the SecureAuth sales phone number would be entered as +1 949 777 6959. The remainder of the numbers in the dial string can use any combination of the following separators: ‘space’, ‘dash’ or ‘period’. Or the use of separators can be eliminated from the numeric string – e.g. +1 9497776959.

National Phone Numbers

A national phone number can use any combination of the following separators: ‘space’, ‘dash’ or ‘period’. Or the use of separators can be eliminated from the numeric string – e.g. 9497776959.

Email Addresses

An email address should follow the format local-part@domain in which
- the local-part may be up to 64 characters in length
- the domain name may have a maximum of 255 characters as defined in RFC 5322 (sections 3.2.3 and 3.4.1)
**SecureAuth Recommendations**

**Recommended Phone Number and Email Address Formats**

SecureAuth recommends formatting phone numbers and email addresses per the [International Telecommunication Union E.123: Notation for National and International Telephone numbers, e-mail addresses and web addresses specification](https://www.itu.int/)

This internationally accepted standard will help ensure interoperability with telephone and email systems worldwide.

Here are examples of a national number, international number and email address in the E.123 format:

<table>
<thead>
<tr>
<th>Type</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>National</td>
<td>(042) 123 4567</td>
</tr>
<tr>
<td>International</td>
<td>+31 42 123 4567</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jdoe@acme.com">jdoe@acme.com</a></td>
</tr>
</tbody>
</table>

**ITU E.164 Support**

SecureAuth IdP supports the [ITU E.164 Format](https://www.itu.int/) for international phone numbers.