Network Manager Termination Inventory

IPCC Inbound - IP Toll Free and VILO User Guide

Version: 1.23
Last Updated: February 2023

Termination Inventory Screen

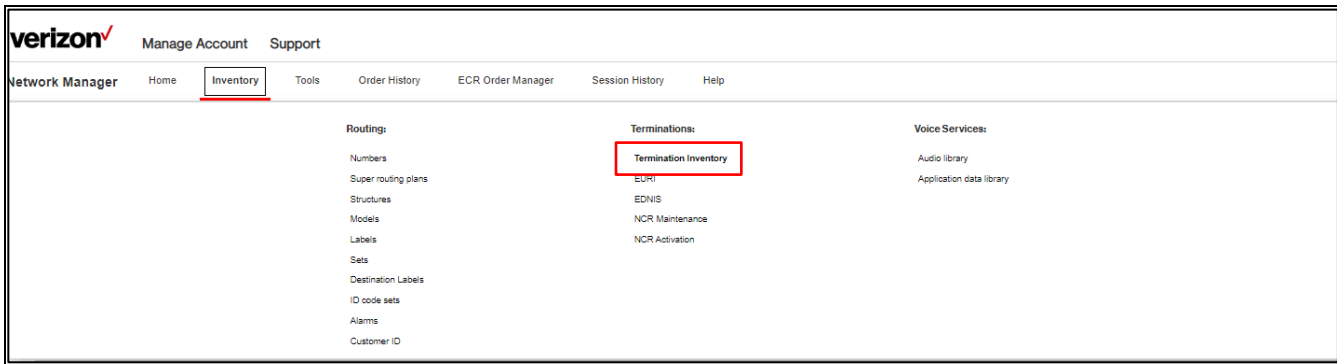The termination inventory screen displays all of the dedicated, switched, IP Terminations, IP Domains, and CSP Terminations built under your Customer ID. You can also view terminations under customer ids you are enabled terminate to even if they are owned by another customer ID. In addition to viewing, searching, and exporting your inventories. you can create, edit and delete terminations from this inventory. This guide will focus on IP terminations and switched terminations.

Accessing the Inventory Screen – Search, Export, Refresh

Select **Inventory/Termination Inventory** under the **Terminations** menu.

Termination Inventory Screen

Navigating the Inventory Screen

The Termination Inventory Screen displays with several tabs. The Logical Termination tab is the default. Let's look at the general navigation that exists for all tabs.

Figure 1 – Select the Customer ID for which you want to retrieve the termination inventory. If your terminations are under a Cross Customer ID, select the desired identifier from the Cross Customer ID drop down.

Figure 2 – Select

To search for a termination

To Export to retrieve All the Terminations in your inventory and Export.

To Import a list of terminations for creation -only valid for switched and dedicated logical terminations.

To refresh the inventory page

Figure 3 – Use the Drop down to increase the number of inventory items you want to display on the page.

Figure 4 – If the Plus sign is enabled, it means there are more inventory items to retrieve that are not displaying on the screen. Click the Plus to retrieve the next group of 100 for logical terms, and 50 for IP terms and Domains. **NOTE**: You can also click the export icon to retrieve and display the entire inventory.

Termination Inventory Screen

There are 6 termination Inventory Tabs.

1- **Logical Termination –** Displays dedicated, switched, DAL, and EVS terminations
2- **Customer Service IDs –** Displays the list of dedicated trunk group identifiers
3- **DAL Terminations –** Displays a list of dedicated single use terminations that were created during the Plan Create or Edit functions.
4- **IP Terminations –** Displays a list of IP terminations. IP terminations are the URI where you want to deliver the calls originating on a toll-free or local number. It consists of a user@domain.
5- **IP Domains –** Displays a list of all the IP Domains. The domain is also referred to as the Fully Qualified Domain Name (FQDN). Domains are established through the order entry process by your account team and typically represent the IP contact center where you want to terminate your traffic.
6- **CSP Terminations –** Displays a list of the Cloud Service provider terminations. This is a product where you can deliver calls on your inbound numbers to a partner's IP contact center solution.

IP Termination Inventory Screen

Creating IP Terminations

IP terms are the URI where you want to deliver the calls originating on a toll-free or local number. You can create your own IP terminations for each domain (FQDN). It consists of a user@domain. The subscriber is often referred to as the user portion (or DNIS) of the URI. You can provision an IP termination with a static or dynamic URI. Dynamic IP terms generate the user or DNIS portion of the URI during call processing, while static IP terms deliver a specific value.

1- Select the **IP Terminations** tab from the *Termination Inventory* screen.
2- Click the **Create Terminations** button.
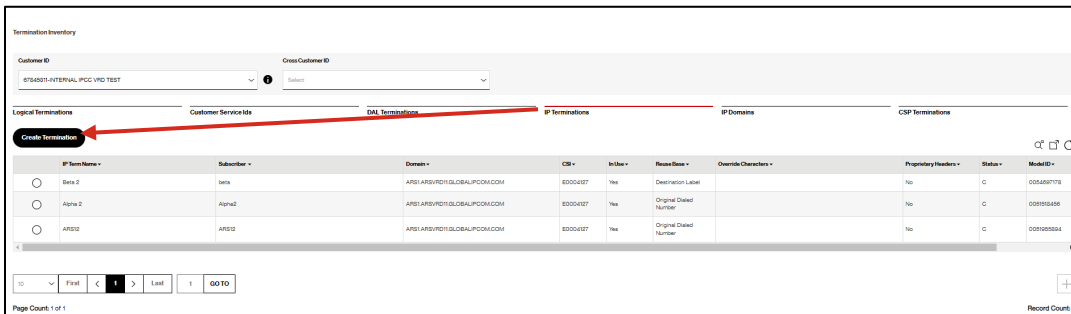
The IP Termination Screen Displays
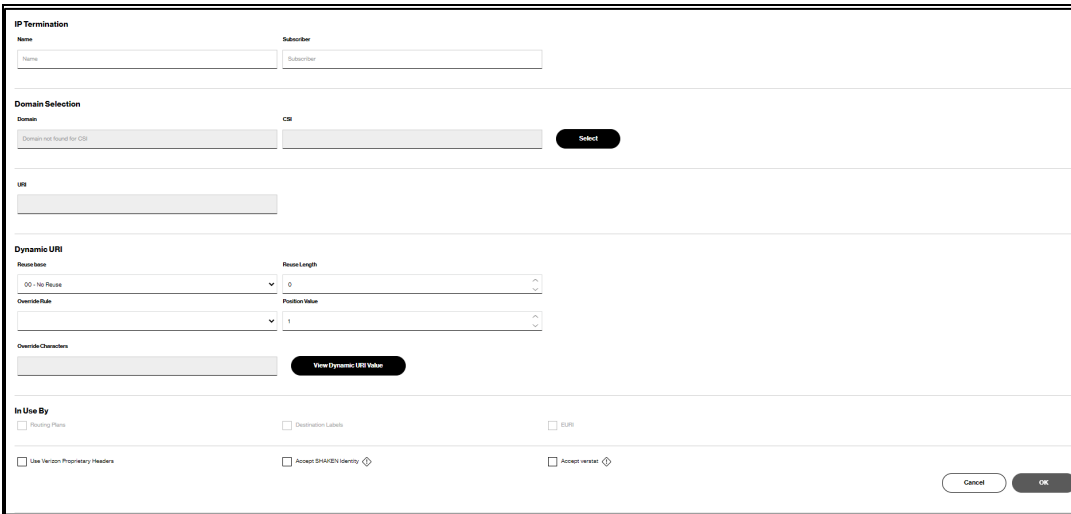
Create IP Terminations

Create a Static IP Termination

You can create a specific value that you want as the user portion of the IP termination. This is the value that displays and is summarized by on the invoice. This value is required, but can be overwritten by the Dynamic URI or by EURI. Static IP subscriber values (user) must be unique across all domains in a Customer ID.

3- Assign a *Name* to your IP Termination.
4- Enter the *Subscriber* that you want to use to create your URI termination. An IP Termination is the subscriber @ the domain.

5- Click **Select**. The *IP Domain Selection* screen displays.
6- Select the domain you want to terminate your traffic to.

7- Click **OK**. The *IP Termination screen* reappears with your URI populated. This is the subscriber@domain field that becomes the IP termination to which you can point numbers.

Create IP Terminations

Proprietary Headers, STIR/Shaken, and Verstat

8- Select *Use Proprietary Headers* if you want to pass these with the call. Refer to the Proprietary Headers guide for information on Proprietary Headers.

Create IP Terminations

Proprietary Headers, STIR/Shaken, and Verstat

9- a. Select Accept SHAKEN Identity If you want the network to send the SHAKEN Identity when available to the customer termination. **NOTE**:

Information: Checking this box results in the network sending the SHAKEN Identity (when available) to the customer's termination. "SHAKEN Identity" specifically means an Identity Header with the PASSporT extension type (ppt) shaken. Verizon recommends leaving this box unchecked if you do not utilize the SHAKEN Identity.

Caution: Ensure your network supports large packets and/or fragmenting as inclusion of a SHAKEN Identity can significantly increase the size of a SIP INVITE.

b. Select Accept SHAKEN/To Mismatch If you want the network to send the SHAKEN Identity when a known "SHAKEN/To Mismatch" occurs. **NOTE**:

Information: Checking this box results in the network sending the SHAKEN Identity when a known "SHAKEN/To Mismatch" occurs. In certain circumstances, network elements may receive an initial-INVITE with a particular number value in the To Header and may subsequently send an initial-INVITE toward the customer with a different number value in the To Header. In these cases, the value in the To Header received by the customer will not match the value in the SHAKEN Identity's destination telephone number field if SHAKEN Identity is being passed. Any downstream verification attempt will likely result in verstat=TN-Validation-Failed, which is known as the "SHAKEN/To Mismatch" scenario. Verizon will not send the SHAKEN Identity to the customer when such a condition is known to exist (even if the Accept SHAKEN Identity box is checked) unless the customer also checks the "Accept SHAKEN/To Mismatch" box. Verizon's general recommendation is for customers to leave this box unchecked.
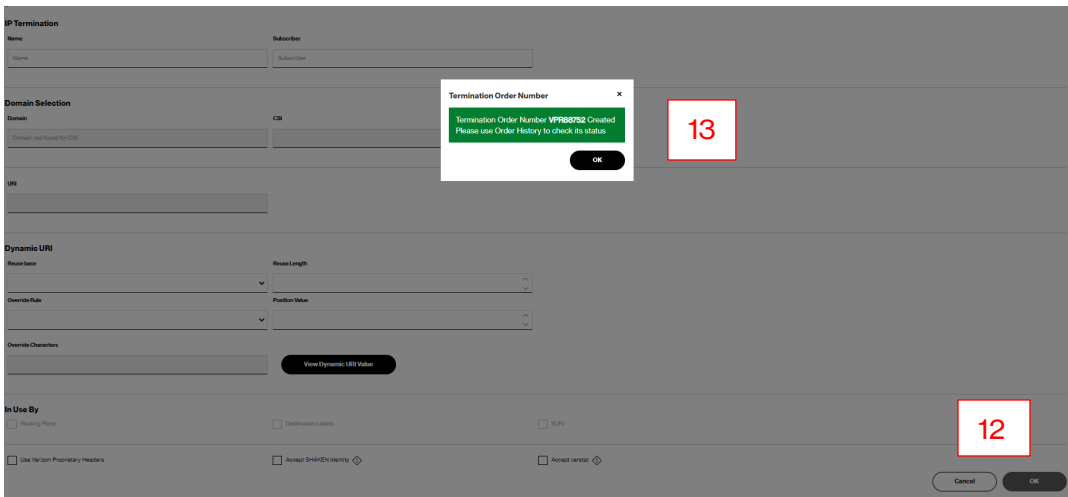
Create IP Terminations

Proprietary Headers, STIR/Shaken, and Verstat

10- Select Accept Verstat to send the verstat parameter (when available) to the customer in the P-Asserted-Identity Header or From Header if the verification result does not contain an attestation value.
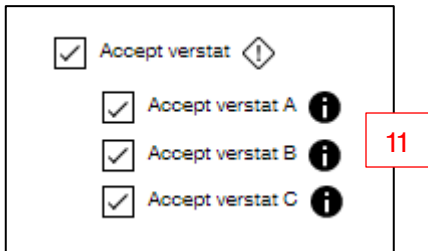
11- Select Accept Verstat A, B, and/or C to have the network send the verstat to the customer in the P-Asserted-Identity Header or From Header if the verification result contains an attestation value A, B, or C. Verizon recommends customers utilize the verstat information and to check these boxes.

12- Click OK. The *Termination Order* screen appears.
13- Click OK. The *Termination Inventory* screen reappears.

Create IP Terminations

Create a Dynamic IP Termination

Use Override Characters with Reuse Base

You can dynamically create the user portion of the URI based on a reuse field at the time of call processing. Selecting the option for Use Override characters with reuse base allows you to override the (static) subscriber field with just the dynamic value created by the reuse base and reuse length parameters. This is useful if you want to pass the original dialed number or some other value in the network as the user portion of the URI but only want to create a single termination to do so. You are required to specify a (static) subscriber value (for billing) even if you are using dynamic URI fields.

Field Definitions and Guidelines for Dynamic IP Terminations

Reuse Base

Identifies the field from which the dynamic digits populate to create the dynamic user (subscriber) field. The valid values are:

00 = No Reuse

01 = ANI - passes the caller's number

02 = Original Dialed Number - passes the dialed number

03 = Network Address - this is the number that was received on the 8XX DAP within the switch message. For ISAC calls, this is a different number in the switch message than was originally dialed from the customer (dialer). The foreign PTT converts the original dialed number into a 195 number.

04 = Translated Network Address - this is the number that was translated from the 195 number within the DAP, namely the domestic 8XX route to number.

05 = Account Number - passes the account number if a customer is using account numbers within call processing.

06 = First N digits of National WZ1 ANI - we will only send the first X quantity of digits of the ANI as the User. This value will not include the country code.

07 = DNIS Override- passes the current value in the *Subsequent Address* or *Term URI*. This is usually associated with NCR or inline overflow. If the original termination constructed a user portion (subscriber value) that was the user wanted to continue to use on subsequent overflow terminations, selecting this field will use those digits again when calls terminate.

Create IP Terminations

Create a Dynamic IP Termination

Reuse Base, cont.

08 = Reuse the Supplementary Code supplied in the Switch Request Message - passes the *Supplementary Code* that is passed from the NGSN platform to the DAP.

09 = Variable Length Calling Party Number Outpulse Construction - similar to the 06 value but includes the country code.

11 = Destination Label Left - passes the characters in the Destination Label from left to right.

12 = Destination Label Right - passes the characters in the Destination Label from right to left.

Reuse Length

Specify the number of digits you want to pass from the *Reuse Base* into the *Dynamic User* field.
Example: If you wanted to pass the 10-digit dialed number, the reuse base would be Original Dialed Number and the reuse length would be 10. Setting this to the maximum allowed for each reuse base would also pass the complete value.

Position Value

This is the position you want the dynamic portion to display in the subscriber field if you are using a *Dynamic Reuse* field and *Override Characters*. Example: If you entered 12 in the *Override Characters* field and selected an *Original Dialed Number* reuse length of 10, leaving the *Position Counter* to 1 would populate the user as a toll-free number followed by 12 (8xxxxxxxxx12). If your position was 2, then the user portion would be 18xxxxxxxxx2. If the position counter was a 3, the URI would be 128xxxxxxxxx. Use the *View Dynamic URI Value* to input your values and see what dynamic subscriber displays based on your settings.

Create IP Terminations

Create a Dynamic IP Termination

Override Rule

Use Override characters without reuse base - populates the user portion of the URI with the override digits entered in the *Override Characters* field. By using this option, you can use the same user (subscriber value) across multiple terminations and domains on the same Customer ID. This is a work around to the Subscriber field not allowing duplicate values even on different domains.

Use Override characters with reuse base - select this rule in two situations

- Select if you want to pass just the value selected in the reuse base drop-down, such as original dialed number. This allows you to override the S*ubscriber* field with just the dynamic value created by the reuse base selected, reuse length, and override characters.
- You want to pass additional characters before the value selected in the Reuse Base drop down. Example, you want to pass 22 before the dialed number so you'd set your reuse base to Original Dialed Number, position value to 3 (to come after the 22), and reuse length to 12 to account for the prefix digits plus the original dialed number. The subscriber value would be 228xxxxxxxxx.

Override Characters

Typing a value in this field replaces the subscriber field with the specified value if you have an override rule selected.

View Dynamic URI Value

Allows you to enter sample data from the selected reuse base to view how the user portion of the URI displays during call processing.

Create IP Terminations

Create a Dynamic IP Termination

Modify Reuse Value

You can select this box if you want to increment or decrement a specific value to the user portion of the URI that is dynamically generated. Example: You want to deliver the last 4 digits of the original dialed number with 3 incremented to that value. You would set Override Rule to 02, Reuse Length to 4, Position Value of 1, Increment Value of 3.

If the number dialed is 800 222 1111 the user portion dynamically generated is 1114.

If the number dialed is 888 333 2345 the user portion dynamically generated is 2348.

Guidelines

1. If the reuse base is 00, reuse length must be equal to 0;

2. If the reuse base is 08, reuse length must not exceed 30,

3. If the reuse base is 11, reuse length must not exceed 28, for all other reuse bases, reuse length must not exceed 15 bytes.

4. The position value should not exceed the length of the user portion of the URI and must be less than 256. If the position value is greater than the length of the user portion of the URI and less than 256, it is treated as if the position value is equal to the length of the user portion of the URI. Setting the position value at 256 ensures that the dynamic user portion populates after the static subscriber value.

5. The function value must not exceed 9999.

6. The function type/value are not available when the reuse base value is "00" (No Reuse), "05" (Account Number), "07" (DNIS Override).

7. If the function type is increment or decrement, the function value must be greater than 0.

8. If the reuse base is populated (greater than zero), the reuse length must be greater than zero.

9. Override Characters can contain the following characters: [a-z],[A-Z],[0-9],+,:,.

10. The maximum length of the override Characters is 30.

Reuse characters are always generated from the right to left except for Destination Label Left.

Create IP Terminations

Create a Dynamic IP Termination

Follow the same steps for Create a Static IP Termination – Pages 5-9 but include the Dynamic URI fields.

1- Select a Reuse Base from the Drop-down List. For this example we will select to pass the Original Dialed Number as the user portion of the URI.
2- Type a *Reuse Length* in the *Dynamic URI* field. Leave this field at the default maximum to pass the entire value.
3- Type a *Position Value* in the *Dynamic URI* field. Leave this value at 1 if the reuse base value is the only value you want to populate as the user (see guidelines below).
4- Select an *Override Rule*. If you want to pass the reuse base selection, select Use Override characters with reuse base.

Create IP Terminations

Create a Dynamic IP Termination

Follow the same steps for Create a Static IP Termination – Pages 5-9 but include the Dynamic URI fields.

5- Type the static portion in the *Override Characters* field ONLY if you want to pass a reuse base plus a static portion (example - Type a +1 in the override characters if you want to pass +1 + the original dialed number). Leave this field blank if you only want to pass the reuse base value.

Dynamic URI

Reuse base	Reuse Length
02 - Original Dialed Number	10

Override Rule	Position Value
2 - Use Override Characters with Reuse base	1

Override Characters   5

View Dynamic URI Value

☐ Modify Reuse Value

IP Termination Features – View, Edit, Delete, and Used By

View the Details of IP Termination

Select **Inventory/Termination Inventory** under the **Terminations** menu.
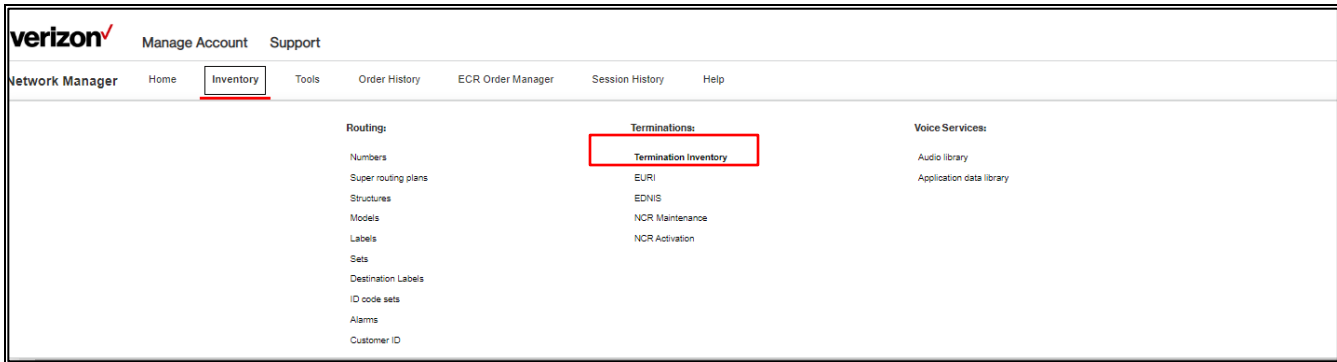
Select the IP Terminations tab
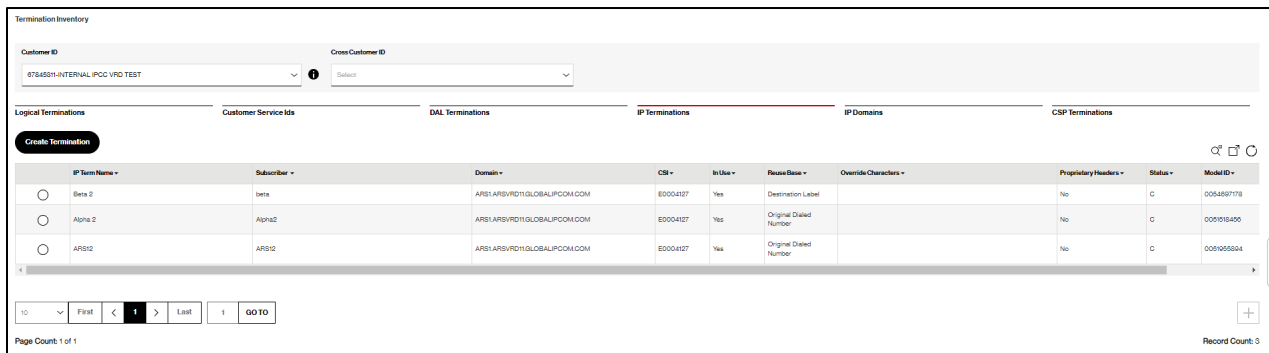
Select the radio button of the termination you want to view. Select **Details** on the pop-up menu.

IP Termination Features – View, Edit, Delete, and Used By

View the Details of IP Termination

The IP Terminations screen displays. Refer to pages 6-13 for field definitions.

The *In Use By* Section displays a check box if the termination is in use.

Routing Plan – If the termination is in use in a Number Level Plan, Super Routing Plan, or Structure
Destination Label – If the termination is in use in a Destination Label.
EURI – If a termination has Enhanced URI table entries built against it to override the URI specified in the termination details.

IP Termination Features – View, Edit, Delete, and Used By

Edit an IP Termination

Select the radio button of the termination you want to edit. Select **Change** on the pop-up menu. Refer to pages 6-13 for field definitions.

	IP Term Name ▾	Subscriber ▾				Domain ▾	CSI ▾	In Use ▾	Reuse Base ▾	Override Characters ▾	Proprietary Headers ▾	Status ▾	Model ID ▾
⦿	Beta 2	beta				ARS1.ARSVRD11.GLOBALIPCOM.COM	E0004127	Yes	Destination Label		No	C	0054697178
○	Alpha 2		Details	Used By	Change	More	ARS1.ARSVRD11.GLOBALIPCOM.COM	E0004127	Yes	Original Dialed Number		No	C	0051518456
○	ARS12	ARS12				ARS1.ARSVRD11.GLOBALIPCOM.COM	E0004127	Yes	Original Dialed Number		No	C	0051955894

The IP Terminations screen displays with the ability to modify any of the fields except for changing the domain (you must create a new term if you want to terminate to a new domain). Refer to pages 6-13 for field definitions.

IP Termination Features – View, Edit, Delete, and Used By

Used By

Select the radio button of the termination you want to view where it is being used. .
Select **Used By** on the pop-up menu. The *Used By* screen displays with 3 tabs.
Select the radio button and **View** to view any item in the list.

Routing Plan – Displays a list of Number Level Plans, Super Routing Plans, or Structures that contain this termination.

IP Termination: Used By

IP Terminations

Alpha 2

Routing Plan		Destination Labels		EURI			
	Number / Description ▾	Nbr Customer Id ▾	Type ▾	Plan Id ▾	Version ▾	In Use ▾	Order Number ▾	Order Status ▾
○	STRUCTUREA		STR			No		
○	8442912672		NLP	001	00002	No		
○	8665079237		NLP	003	00000	Yes		

Page Count: 1 of 1   Record Count: 3

Close

Destination Labels – Provides a list of destination labels that reference this termination as the route to end point.

IP Terminations

Beta 2

Routing Plan		Destination Labels		EURI	
	Destination Label ▾	DL Customer ID ▾	Order Number ▾	Order Status ▾
○	Beta2		FPR90185	Incomplete

Page Count: 1 of 1   Record Count: 1

Close

EURI – Provides a list of numbers that have enhanced URI built for this termination.

IP Termination: Used By

IP Terminations

Beta 2

Routing Plan		Destination Labels		EURI	
	Number ▾	Nbr Customer ID ▾	Order Number ▾	Order Status ▾
○	8334782089			
○	8337614462			
○	8442912671			

Page Count: 1 of 1   Record Count: 3

Close

19

IP Termination Features – View, Edit, Delete, and Used By

Delete an IP Termination

You can delete IP terminations as long as they are not in use.

Select the radio button of the termination you want to delete.
Select **More/Delete** on the drop-down menu.

Click Yes on the confirmation dialog.

Click OK on the Delete IP Termination Dialog.
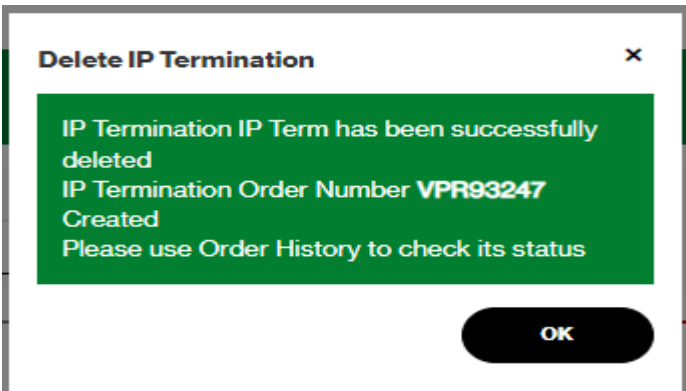
Logical Termination Inventory

The logical termination tab displays a list of dedicated, switched, CDAL, and EVS terminations related to your Customer IDs and Cross Customer IDs. From this tab you can view, create, edit, and delete dedicated and switched terminations.

Field Definitions

Term Id	Displays the unique numeric identifier of the termination.
Type	DED (8001) - Dedicated termination created in Network Manager SWTCH (8003) - Switched Termination EVS - Enhanced Voice Services Termination. Terminates calls to a Managed IPIVR application. VNET (Virtual Network) – A termination created on a dedicated VNET trunk group, the same as a DED term, but the termination was created by order entry. CDAL - Carrier DAL (Direct Access Line)
Svc Id	Displays the identifier for the service location, which identifies your dedicated trunk group. There is also a default custom Service ID assigned to each switched term.
Description	Displays the description or name you assigned to the termination.
DNIS	DNIS is the termination feature that enables you to identify digits that you want to outpulse to a dedicated location. *Dedicated terminations only. Switched terminations will not have DNIS
Reuse	Reuse digits are combined with prefix digits to create the DNIS for a termination at a Customer Service ID (CSI).
CC	*ANIs (switched terminations only) Country Code. This automatically defaults to 001 (USA/World Zone 1).
ANI	*ANIs (switched terminations only) Automatic Number Identification. The 10-digit telephone number assigned to a switched termination.

In Use	Indicates whether or not a termination is in use in a plan. *Y* - In use in a plan. *N*- Not in use in a plan.
NCR	Network Call Redirect is a feature that enables you to build NCR overflow tables or use inline overflow in your route plan with up to five backup terminations or treatments for routing inbound calls that cannot be completed via their primary routes. This indicates whether or not NCR is being used with this termination.
Location ID	Location ID address assigned to a switched termination.

Logical Termination Inventory

Selected Termination Menu Options

You can select the radio button for a termination to perform several functions related to your selection.

1. Navigate to **Inventory/Terminations**
2. Select your desired ID from the Customer ID drop-down.
3. Select the radio button of the termination. The floating Menu displays.

Create Termination	Select to create a new termination.
Change Termination	For Dedicated Terminations, select to change the DNIS or Description. For a Switched Termination, select to change the ANI or Description. For an EVS Termination, select to change the description only.
Delete	Select to delete the termination. This option is only available if the termination is not in use
Used By	Displays a list of all the routing plans, destination labels, NCR tables, and EDNIS entries that contain the selected termination.
Details	Displays all the details of the selected termination.
View Orders	Displays the Order History screen with termination orders.
Show NCR	Displays the NCR Activations for the selected termination.
Show EDNIS	For dedicated terminations, displays the EDNIS entries created for this term.
Edit Notes	Displays a free form screen to type notes about the selected termination.

Logical Termination Inventory

Create a Switched Termination

You can terminate your traffic to a telephone number by creating a switched termination in your inventory. The first switched termination has to be created by Verizon, but once that is complete you can create additional ones. A switched termination must be tied to a location ID which can be created by Verizon OE.

1- Navigate to **Inventory/Terminations**
2- Select your desired ID from the Customer ID drop-down.
3- Click the **Create Termination** button.

Termination Inventory

Customer ID: 99105112-MCI/JENNY GERARD

Cross Customer ID: Select

Logical Terminations | Customer Service Ids | DAL Terminations | IP Terminations | IP Domains | CSP Terminations

Create Termination

	Termination ID	Type	Service ID	Description	DNIS	Reuse	Country Code	ANI	In Use	NCR	Location ID	Par
○	00001	SWITCH	N0339849	CODESK			001	7195351212	Yes	Yes	L000716178	000
○	00002	SWITCH	N0339670	SAN DIEGO			001	7034867751	Yes	Yes	L000716178	000
○	00003	SWITCH	N0340308	2027621401			001	2027621401	Yes	Yes	L000716181	000
○	00004	SWITCH	N0348709	DENVER MAIN			001	3032916685	Yes	Yes	L000716179	000
○	00005	SWITCH	N0390809	ST PAUL7706685256			001	7706685256	Yes	Yes	L000716179	000
○	00006	SWITCH	N0390821	7706686024			001	7706686024	Yes	Yes	L000716179	000
○	00007	SWITCH	N0420987	PITTSBURGH			001	9724442037	Yes	Yes	L000716180	000
○	00008	SWITCH	N0421005	OFFICE			001	9724442020	Yes	Yes	L000716183	000
○	00009	SWITCH	N0421964	DENVER 9724442012			001	9724442012	Yes	Yes	L000716182	000
○	00012	SWITCH	N1937830	NCHD CARY			001	9196774665	Yes	Yes	L000716179	000

4- Type in the 10-digit ANI you want traffic to terminate to.
5- Type in a description up to 25 characters.
6- Click the plus sign to select a Location to tie to the termination.

Switched Termination Details

Customer Service ID

Term ID

Country Code: 001,USA/WORLD ZONE 1

ANI [4]

Description [5]

Location [6] +

23

Logical Termination Inventory

Create a Switched Termination

7- Select a Location you want to tie to your termination.

8- Click **OK**. The Switched Term Details screen Displays.
9- Click **OK**. The Termination Order List Displays.

10- Click **Submit**. The Submit/Approve Order dialog displays.
11- Click **Yes**. The Order Number Displays.

Logical Termination Inventory

Create Dedicated Terminations

To create a dedicated, navigate to the termination inventory from **Inventory/Terminations.**

Select the radio button next to an existing termination that resides on the same service id as the new one you want to create.

Select Create Termination

1. Type in a Description up to 25 characters.

2. Type the DNIS digits in the *DNIS* field. These digits must be in between the min and max length.

3. Click **OK**.

4. Click **Submit**.

5. Click Yes on the **Approve/Submit** Dialog.
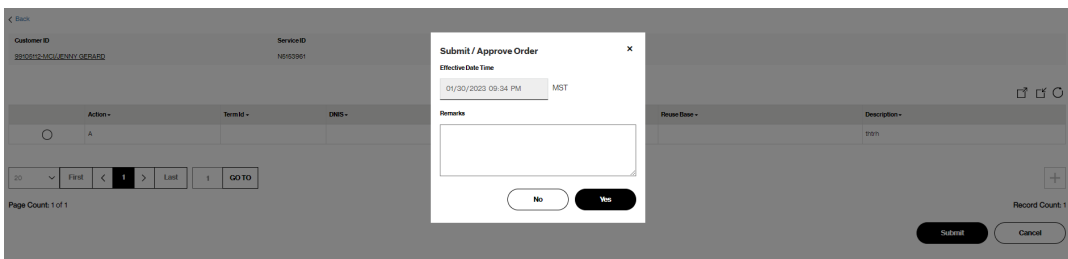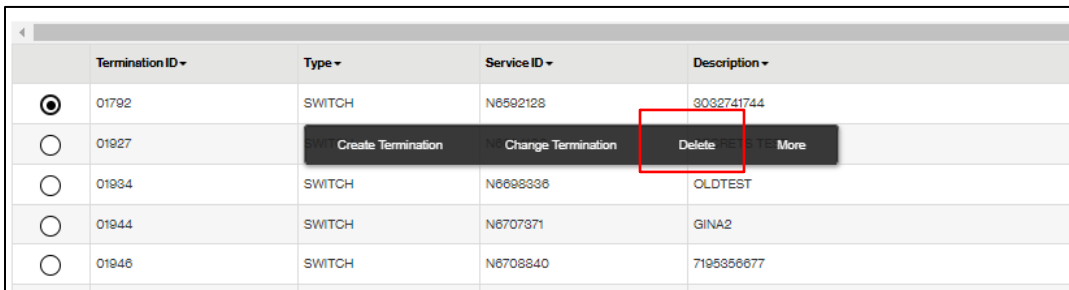
Note: You cannot create new terminations for Cross Customer IDs.

Logical Termination Inventory

Delete a Logical Termination
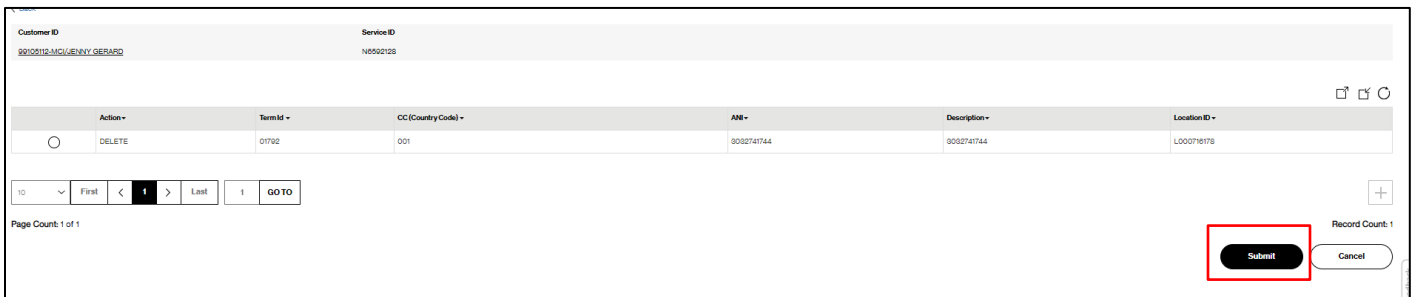
You can delete a logical dedicated or switched termination from your inventory as long as it is not in use. EVS Terminations are created for managed IPIVR applications and will be automatically removed when an application is disconnected.

1. Select the radio button of the termination you want to delete.
2. Click **Delete** on the Menu.

3. Click **Submit** on the Order Screen.
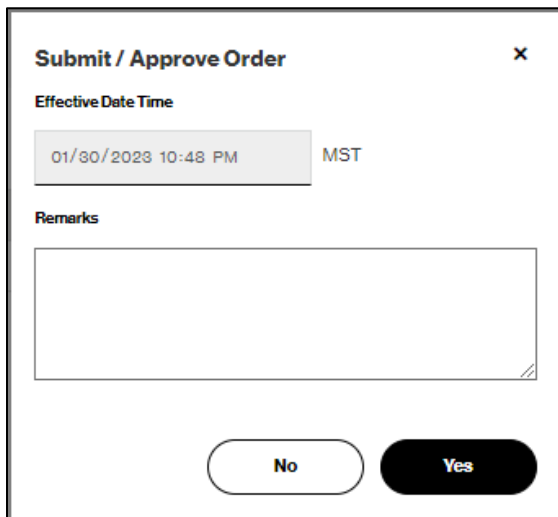
Logical Termination Inventory
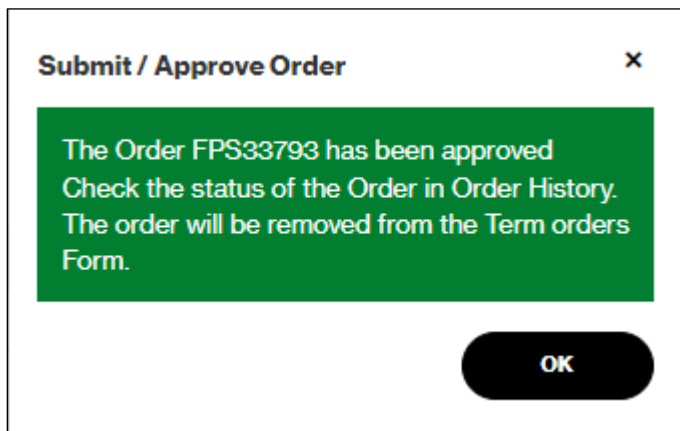
Delete a Logical Termination

4. Click **Yes** on the Submit/Approve Dialog.

Submit / Approve Order ✕

Effective Date Time

01/30/2023 10:48 PM   MST

Remarks

No   Yes

5. Click **OK** on the Order dialog box.

Submit / Approve Order ✕

The Order FPS33793 has been approved
Check the status of the Order in Order History.
The order will be removed from the Term orders
Form.

OK

IP Domain Inventory

The IP Domains tab displays a list of all the IPCC Inbound and Outbound domains built for the selected Service ID. The domain is also referred to as the Fully Qualified Domain Name (FQDN). Domains are established through the order entry process by your account team and typically represent the IP contact center where you want to terminate your traffic or where your outbound traffic originates from.

To navigate to IP Domains:

1. Inventory/Termination Inventory
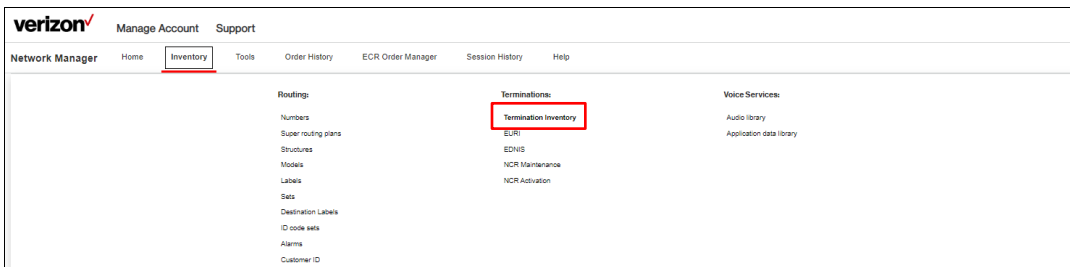
2. Select a Customer ID from the drop-down list
3. Select the IP Domains Tab
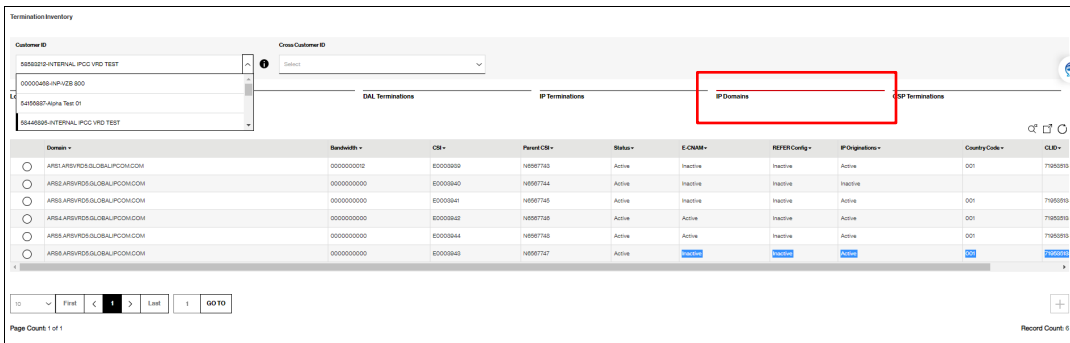
IP Domain Inventory

View IP Domain Details and Change Features - Inbound

You can change attributes assigned to your Inbound Domain. It is suggested that you do not modify the Domain Name or Bandwidth without consulting your account team and Solutions Architect.

4. Select an Inbound Domain and Select **Details** to View the IP Domain Details Screen or Change to modify the Domain details.

IP Domain Inventory

View IP Domain Details and Change Features - Inbound

The IP Details Screen displays.

‹ Back

View IP Domain Details

Customer ID	CSI	Parent CSI
58583212	E0003940	N6567744

Domain	Bandwidth
ARS2.ARSVRD5.GLOBALIPCOM.COM	0000000000

☐ E-CNAM   ☐ REFER Config   ☐ IP Originations

Country Code	CLID

Customer ID: Account ID for selected Domain.

CSI: Customer Service Identifier (E Number) assigned to Domain.

Parent CSI: Parent Customer Service Identifier (N Number) assigned to Domain.

Domain: Domain Name

Bandwidth: Not generally used and left at zeros, bandwidth can be set to limit the quantity of calls to your network terminating to this domain. For example, you can set the domain to 50,000 KB, and once the amount of voice traffic exceeds that bandwidth, any additional incoming calls would receive a busy signal on Verizon's network.

E-CNAM: Calling Party Name (CNAM) is a VoIP Inbound feature that enables you to receive the Calling Party Name in addition to ANI Caller ID information. When VoIP Inbound calls are delivered, the CNAM feature first checks the Verizon names database for a Calling Party Name (CPN). Calling Party Names retrieved from the Verizon database are delivered to your device with no further provisioning required and at no additional cost. If no calling party name is returned from the Verizon database and you enabled Enhanced CNAM on your domain, Verizon queries a third-party database service for the name. You are billed for each Enhanced CNAM (ECNAM) query.

REFER Config: Allows you enable configurable refer. You can provision your SIP Transfers (e.g., RFC 3515 and RFC 3981) with or without a network BYE after the REFER by enabling configurable refer on the domain level. This capability helps you to ensure proper/optimal interface between IPCC services and your CPE, and more importantly, to ascertain the success, failure, and abandonment of your REFER Transfers (via NOTIFY Body Messages that include SIP error code and reason, such as Body: SIP 2/0 487 Request Terminated for a caller hang up.)

Country Code: Not populated for Inbound Domains

CLID: Not populated for Inbound Domains.

IP Domain Inventory

View IP Domain Details-Inbound

You can select the radio button to the left of the domain and More on the Floating Menu to View EURI, NCR, or Edit notes for the selected Domain.

Show NCR

Displays any NCR (Network Call Redirect) structures that are activated on the selected Domain. This is rarely used as Inline Overflow NCR in the routing plan is the suggested feature for automatic overflow.

IP Domain Inventory

View IP Domain Details-Inbound

Show EURI

Displays all of the Enhanced URI entries for the IP terminations built on this domain.

Edit Notes

Allows you to add or edit notes for the selected domain.

IP Domain Inventory

View IP Domain Details-Outbound

If IP Originations are Active on the selected domain, that signifies that it is an IPCC outbound (e.g., *not* IP Trunking/VOIP) domain.

Select the Radio Button and Details or Change for the IP Domain Details screen to display. The only change allowed on the screen is to modify the Country Code and Calling Line Identifier (CLID) which is the number that displays for outbound calls. Contact your account team to have Signing Enabled and Accept SHAKEN Identity added to a domain.

IP Domain Inventory

View IP Domain Details-Outbound

If IP Originations are Active on the selected domain, that signifies that it is an IPCC outbound (e.g., *not* IP Trunking/VOIP) domain.

Signing Enabled

When checked, calls will automatically start being signed if the P-Asserted-Identity and To headers have user portion with +E.164.

General Attestation Interface-Level Parameters: When signing is enabled, the attestation level will display for each of the 3 levels.

> **Valid NANP (CC=1)**: The attestation level specified (A, B, or C) will be used in the creation of the SHAKEN Identity if the number in the P-Asserted Identity header includes a Country Code 1 and the number matches a valid North American Numbering Plan (NANP) format: e.g. - valid Area Code (NPA) and Exchange (NXX).

> **Invalid NANP (CC=1):** The attestation level specified (A, B, or C) will be used in the creation of the SHAKEN Identity if the number in the P-Asserted Identity header includes a Country Code 1 and the number does not match a valid North American Numbering Plan (NANP) format: e.g. - valid Area Code (NPA) and Exchange (NXX).

> **Other Numbers:** The attestation level specified (A, B, or C) will be used in the creation of the SHAKEN Identity if the number in the P-Asserted Identity header includes anything other than a Country Code 1 plus 10 digits.

IP Domain Inventory

View IP Domain Details-Outbound

Accept Shaken Identity

Checking this box results in the network sending the SHAKEN Identity (when available) to the customer's termination. "SHAKEN Identity" specifically means an Identity Header with the PASSporT extension type (ppt) shaken. Verizon recommends leaving this box uncheck if the customer does not utilize the SHAKEN Identity. This box can only be selected by internal Verizon.
Caution: Inclusion of a SHAKEN Identity (typically around 500 bytes) can significantly increase the size of a SIP INVITE which could cause problems if large packets and/or fragmenting are not supported in the customer's network.
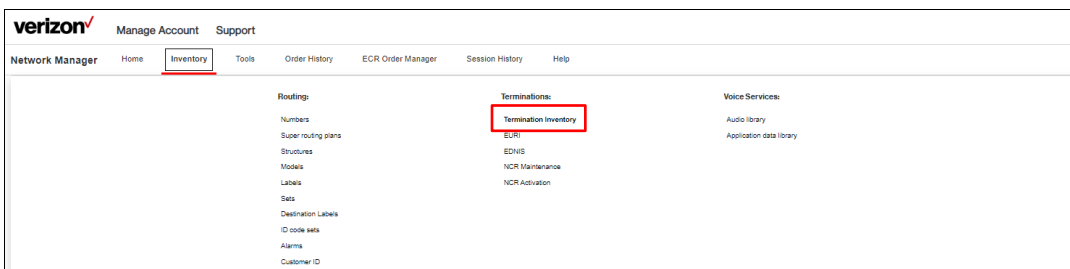
CSP Terminations

Cloud Service Provider (CSP) terminations are terminations that allow customers to route their traffic directly to a contact center solution partner. Examples of CSP include but are not limited to:

- Virtual Contact Center
- VoIP Inbound Anti-Fraud and Authentication (VIAA)
- Genesys Cloud
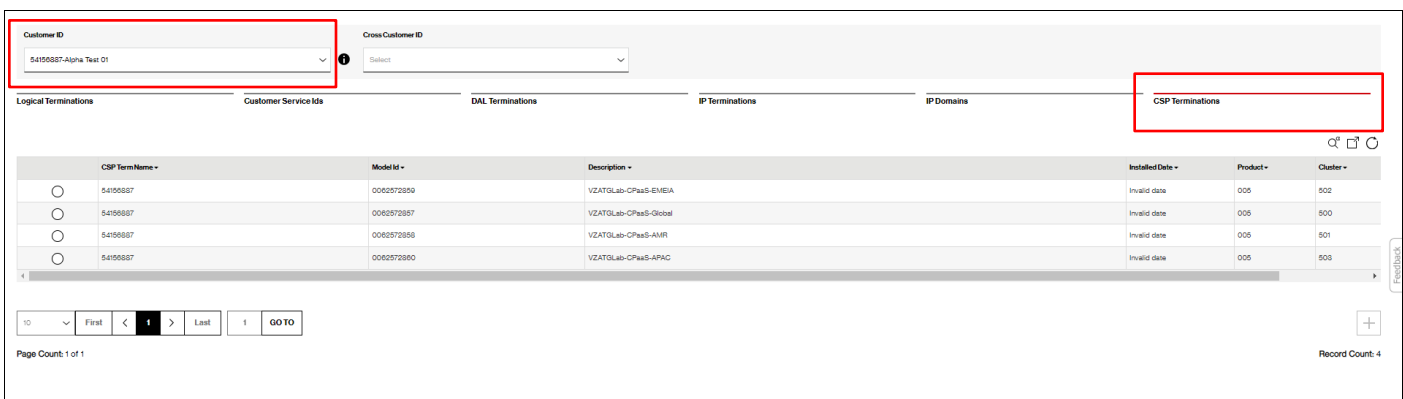- Voice Callback (VCB) Cloud

View CSP Termination Details

To navigate to CSP Terminations:

1. Inventory/Termination Inventory

2. Select a Customer ID from the drop-down list
3. Select the CSP Terminations tab

CSP Terminations

Select the radio button and Details to View the details of the CSP, which also display in the columns when viewing your CSP termination list. You can also select Used By to view a list of routing plans that contain the selected CSP.

CSP Term Name: The name given to the CSP term, usually a numeric value.

Model ID: The ID the mainframe assigns to the CSP termination.

Description: The useful description name of the CSP termination. This is what displays when you view your CSP termination in a route plan.

Install Date: May populate with the date the CSP term was installed.

Product: The product ID assigned to the CSP.

Cluster: The cluster identifier assigned to the CSP.