



Verizon Enterprise Center Traffic Reporting Reports Guide

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Inbound Reports & Frequencies

You can view reports in PDF, XLS, CSV, TXT, or HTML format, depending on the report type.

Following is a list of the inbound reports and their frequencies (**D**aily, **W**eekly, or **M**onthly). Refer to the [Traffic Reporting User Guide](#) for instructions on creating and viewing reports.

Report Name & Description	D	W	M
Call Detail Reports			
TFCD Call Detail - lists call detail records for inbound calls.	X		
Inbound Call Detail - lists call detail records for inbound calls, incorporating NIVR hidden outdial information.	X		
Outbound Call Detail - lists call detail records for outbound calls.	X	X	
Summary Reports			
Most Frequently Calling NPA/NXX - summarizes call attempts by NPA and NXX providing call disposition and total call duration by NPA/NXX combination.	X	X	
Most Frequently Calling Numbers - summarizes call attempts by the originating number (ANI). Attempts, call disposition, and total call duration are provided by calling number.	X	X	
Aggregate Inbound Number by Date/Hour - aggregates call data for a group of numbers by date.	X	X	X
Caller Profile Summary – summarizes data for a toll-free number by call disposition and provides statistical data on average number of contacts per caller.	X	X	X
Executive Summary - summarizes data for a toll-free number by call disposition, and provides statistical data on the percentage of calls attempted that were complete.	X	X	X
Geographic Summary - summarizes attempts by state and includes call disposition.	X		
Geographic Summary, NIVR Hidden Num - summarizes attempts by termination (direct termination or hidden number termination), providing attempts, call disposition, and total call duration within a geographic location.	X		
Inbound Num, NIVR Direct Term, NIVR and Hidden Num by Hour -			
Inbound Num, NIVR Hidden Num by Date - summarizes call attempts by type of termination (direct termination or hidden number termination), providing attempts, call	X	X	

disposition, and total call duration by date.			
Inbound Num, NIVR Hidden Num by Hour - summarizes call attempts by type of termination (direct termination or hidden number termination), providing attempts, call disposition, and total call duration by each hour of the day.	X		
Inbound Num, NIVR Hidden Num, Serv Loc by Date - summarizes call attempts by type of termination (direct termination or hidden number termination), providing attempts, call disposition, and total call duration by service location and date.	X	X	
Inbound Num, NIVR Hidden Num, Serv Loc by Week - summarizes call attempts by type of termination (direct termination or hidden number termination), providing attempts, call disposition, and total call duration by service location and week.	X	X	
Inbound Number by DOW - identifies call attempts by the day of the week, listing out each day (e.g., Sunday, Monday, etc.) and totaling by toll free number.		X	X
Inbound Number by Date - identifies which calls were complete, incomplete, or blocked; it is broken down by date. Also computes the average duration of all completed calls.	X	X	X
Inbound Number by Hour - identifies which calls were complete, incomplete, or blocked; it is broken down by hour and is subtotaled by toll-free number, and grand totaled by report.	X		
Inbound Number by State & Area Code - identifies which calls were complete, incomplete, or blocked; it is broken down by state and area code. Subtotaled by toll free number, and grand totaled by report.	X		
Inbound Number by Week - details call attempts by week. Each week is represented as Week 1, Week 2, and so forth, with Week 1 beginning with the first day of the month. Weeks run through the last day of the month (28th/29th, 30th, or 31st).			X
Inbound Number, DNIS by Date - details call attempts by DNIS and the date the calls occurred within each DNIS. Calls are identified as complete, incomplete, or blocked and the average duration of all completed calls is also computed.	X	X	
Inbound Number, DNIS by Hour - details call attempts by DNIS and hour within each DNIS. Calls are identified as complete, incomplete, or blocked and the average duration of all completed calls is computed.	X		
Inbound Number, Network Integrated Voice Response (NIVR) by Date - details call attempts by NIVR termination location. Calls are identified by their call disposition and subtotaled by date.	X	X	
Inbound Number, Service Location by DOW - summarizes call attempts by the terminating service location and day of week. It identifies each toll free number and where calls terminated.		X	X
Inbound Number, Service Location by Date - details call attempts by the terminating service location and date. It identifies each toll free number and where calls terminated.	X	X	

Inbound Number, Service Location by Hour - details call attempts by the terminating service location and each hour of the day. It identifies each toll free number and where calls terminated.	X		
Inbound Number, Service Location by Week - summarizes call attempts by the terminating service location and week. It identifies each toll free number and where calls terminated.			X
Inbound Number, Termination by Date - details call attempts by termination and date. It identifies each toll-free number and where calls terminated.	X	X	
Inbound Number, Termination by Hour - details call attempts by the termination and each hour of the day. It identifies each toll free number and where calls terminated.	X		
Service Location by DOW - total number of attempts to a Service Location, by the day of week (i.e., Sunday, Monday, etc.)		X	X
Service Location by Date - total number of attempts to a Service Location, by date.	X	X	
Service Location by Hour - total number of attempts to a Service Location, by each hour of the day.	X		
Service Location by Week - total number of attempts to a Service Location, by week.			X
Service Location, DNIS by Date - total number of attempts to a Service Location by DNIS, by date.	X	X	
Service Location, DNIS by Hour - total number of attempts to a Service Location by DNIS, by each hour of the day.	X		
Service Location, Inbound Number by DOW - total number of call attempts to a Service Location by toll-free number, by each day of the week (i.e., Sunday, Monday, etc.).		X	X
Service Location, Inbound Number by Date - total number of call attempts to a Service Location by toll-free number, by date.	X	X	
Service Location, Inbound Number by Hour - Shows the total number of call attempts to a Service Location by toll-free number, by each hour of the day.	X		
Service Location, Inbound Number by Week - total number of call attempts to a Service Location by toll-free number, by week.			X
Service Location, Termination by Date - details call attempts by the termination and date. It identifies each Service Location and where calls terminated.	X	X	
Service Location, Termination by Hour - details call attempts by the termination and each hour of the day. It identifies each Service Location and where calls terminated.	X		

Inbound Report Field Definitions

The fields used in the *Executive Summary*, *Inbound Call Detail*, *Toll Free Call Detail*, *Outbound Call Detail*, and *Caller Summary* reports are repeated throughout the inbound reports. These field definitions and descriptions are presented in this section. Refer to [Additional Inbound Report Information](#) for more report details.

Note: Summary reports are based on data from call records. For example, if a Call Detail report shows no calls for a specific time period, the Summary Reports will also show no calls for that specific time period.

Executive Summary

Field	Description
Total Attempts	Number of total call records for the report period. Each call record equals one attempt.
Complete Calls	Number of completed calls. A complete call is an answered call.
Incomplete Calls	<p>Number of incomplete calls for the report period. Incomplete calls include the following:</p> <p>Short Call (SC) - call attempt lasting 12 seconds or less.</p> <p>Didn't Wait (DW) - call attempt lasting more than 12 seconds but less than 24 seconds.</p> <p>Didn't Answer (DA) - call attempt lasting more than 24 seconds.</p> <p>Busy (BUSY) - call attempt that is routed to a terminating address that is already in use.</p> <p>All Trunks Busy (ATB) - incomplete call because every trunk was either occupied or out of service.</p>
Blocked Calls	<p>Number of blocked calls for the report period. Blocked calls include the following:</p> <p>ID Code (IDC) - Supplemental Codes restrict access to your 8XX number and an caller enter an incorrect code.</p> <p>Tailored Call Coverage (TCC) - restricted access to your 8XX number and a call is attempted from an invalid geographic area (or ANI) and you block the call.</p> <p>Network Control System (NCS) Reject (NRJCT) - network rejected the call due to a discrepancy or corruption in the call record.</p> <p>Network Control System (NCS) Blocked (NBLKD) - network blocked the call because all routes at the originating switch were busy or there were unrecognized action codes.</p> <p>Switch Control (SWCTL) - call was blocked due to ANI Blocking, call</p>

	<p>gaping by the switch, or call gaping by 800 numbers (call gaping occurs when Verizon slows down call volume moving through the network).</p> <p>Blocked (BLKD) - call was blocked because a switch (originating or intermediate) was unable to perform outpulsing.</p> <p>Blocked Payphone (PAYBLKD) - call was blocked due to origination from a payphone.</p>
Percent Complete	Total attempts divided by complete calls.
Average Duration: All Calls	Total Call Duration divided by Total Attempts.
Average Duration: Complete Calls Only	Total Call Duration divided by Complete calls.
Total Duration	Total Call Duration= Call Disconnect Time (TP7) - Call Answer Time (TP6).
Total Talk Time	Total talk time for call records for the report period where Call Disposition = Zero. Total Talk Time = Call Disconnect Time (TP7) - Call Answer Time (TP6).
Total Call Cycles	Any ANI that calls one or several times that ends in a complete call. If a caller calls once and is incomplete and never calls back, it is considered a call cycle (i.e., number of completes plus number of ANIs with only one incomplete call).
Unique First Complete	All ANIs for the report period that were complete with no previous attempts. No record for ANI.
Unique First Incomplete	All ANIs for the report period that were incomplete with no previous attempts. No record for ANI.
Unique Callers	All individual ANIs for the report period, or how many unique phone numbers called at least once.
Caller Maximum Retries	Maximum number call attempts for the given reporting period for any one ANI.
Average Calls per Caller	Average number of call attempts for all unique ANIs. Total Attempts divided by Unique Callers.
Lost Callers	Amount of unique phone numbers or ANIs associated with this line item that did not have a completed call during the reporting period.
Lost Callers: w/Pre-Completes	Average number of call attempts for non-unique ANIs.
Lost Callers: No Pre-Completes	Average number of call attempts for unique ANIs.

AVG Attempts Before Complete	Average number of incomplete calls before a successful completed call for each unique ANI.
Queue Lost Caller	Amount of unique phone numbers or ANIs associated with this line item that did not have a completed call greater than or equal to three minutes. Applies to first calling cycle only.
Short Calls	Incomplete call attempts lasting 12 seconds or less.
Didn't Wait	Incomplete call attempts lasting more than 12 seconds but less than 24 seconds.
Didn't Answer	Incomplete call attempts lasting more than 24 seconds.
All Trunks Busy	Number of All Trunks Busy (ATB) calls (Call Disposition = 11) for the given line item and time period. An ATB call is one that was incomplete because every trunk was either occupied or out of service.
Station Busy	Number of call attempts that were routed to a terminating address that is already in use.
Network Congestion	Calls that are unintentionally prevented from being delivered to your location.
Tailor Call Coverage	A Tailored Call Coverage (TCC) call is one that was denied access to your 8XX number and a call is attempted from an invalid geographic area (or ANI) and you block the call.
ID Code Blocked	If you are using Supplemental Codes to restrict access to your 8xx number and a caller enters an incorrect code, Verizon will block the call.
NCS Blocked	A Network Control System (NCS) Blocked (NBLKD) call is one that was blocked by the network because all routes at the originating switch were busy or there were unrecognized action codes.
NCS Rejected	The network rejected the call due to a discrepancy or corruption in the call record.
Switch Control	Call was blocked due to ANI Blocking, call gapping by the switch, or call gapping by 800 number (call gapping occurs when Verizon slows down call volume moving through the network).

Inbound Call Detail

The Inbound Call Detail report displays every leg of a call in a separate call record to include the published number and all hidden out dials and transfers. If the call is transferred, it shows up as a new call on the network (limited transfer cannot be enabled). If limited transfer is being used, Traffic Reporting only shows the published number, platform call duration, and termination duration for the call.

Field	Description
Enterprise ID	Eight-digit enterprise (company or organization) identifier for a toll-free number.
Corp ID	Eight-digit corporate identifier for a toll-free number.
Inbound Number	Inbound number called. Domestic numbers up to 10 digits and international numbers up to 25 digits.
Hidden Number	Hidden outdial number where a call is directed after the caller selects a menu option. This can be a toll free number, Enhanced Voice Services (EVS) number, or a Direct Dial North America (DDNA) number.
Network Call Identifier	Transaction ID (unique call identifier). The NCID field identifies multiple legs of your ECR/NIVR calls.
Call Start Date	Date call started in MM/DD/YYYY or DD/MM/YYY format.
Call Start Time	Time call started in MM:SS or MM:TT format. <ul style="list-style-type: none"> • For Complete Calls, Call Start Time is Call Answer Time (TP6). • For Incomplete Calls, Call Start Time is Outpulse Time (TP3). • For all other calls, Call Start Time is Call Disconnect Time (TP7).
Call End Date	Date call ended in MM/DD/YYYY or DD/MM/YYYY format.
Call End Time	Time the call was disconnected in MM:SS or MM:TT format.
Call Duration	Total time on the network (in MM:SS or MM:TT format), from the time the caller dials the number to the time the call terminates. Call Duration = Call Disconnect Time (TP7) - Call Connect Time (TP3).
Talk Time	Time the caller was connected to the termination in MM:SS or MM:TT format. Talk Time = Call Disconnect Time (TP7) - Call Answer Time (TP6)
ANI/CLI	The origination ANI, or number, as it appears in the data. Data is presented as available since not all calling areas pass complete ANI through to Verizon Business.
City Name	The domestic or international city in which the call originated. This field is blank

	if the international city is not available.
State/Prov	State or province where the call originated.
Country Code	Country code in which the call originated.
Record Type	<p>Call type record that was stored (usually 1 or 8)</p> <p>1 - Call Detail (CDR) 3 - Private Network (PNR) 4 - Operator Services (OSR) 5 - Private Operator Services (POSR) 6 - Expanded Call Detail (ECDR) 7 - Expanded Private Network (EPNR) 8 - Expanded Operator Services (EOSR) 9 - Expanded Private Operator Services (EPOSR) 12 - IP Extended Call Detail Record (IPTF call) (IECDR) 15 - Integrated Call Detail Record (Networx Network IVR) (ICDR)</p>
International Indicator	<p>D - Domestic, EVS DAL, DAL O - IDDD I - Country code not equal to 1</p>
Feature	<p>How the call generated.</p> <p>0 - None identified 1 - Fax Access 2 - Data Access 3 - Audio/Video Conference 4 - NARS - Network Audio Response System</p>
Origination Class	<p>0 - Non-Payphone origination 1 - Payphone origination 2 - Cellular origination Blank - Unknown origination</p>
Access Type	<p>If the product is Domestic Toll Free Access, the Type = Toll Free. If product is GIS:</p> <ul style="list-style-type: none"> • Freephone including 195 & excluding UIFN = Freephone • UIFN

	<ul style="list-style-type: none"> • Shared Cost = Shared Cost • PSTN/Geographic = PSTN/Geographic
Actual Termination	For TDM, the ATERM displays the actual terminating Switch ID and Trunk Group. For VoIP Inbound, the ATERM displays the Universal Resource Identifier (URI) if override characters are not used. If override characters (i.e., prefix digits) are used, then the ATERM column will display the FQDN plus the override characters.
Actual Termination Service Group	Eight-digit service location. N9999999 is displayed if the termination cannot be translated.
Port ID	The trunk port.
Intended Termination	Intended terminating Switch ID and Terminating Trunk Group (billing switch) if NCR) is used. Terminating phone numbers do not appear in this column. Terminating number or TSID/TTD combinations are available in Final Number Destination & TSID/TTG for GOCDR.
Intended Termination Service Group	Intended termination service group. For domestic toll free service and international inbound toll free service, the field displays an 8-character code that identifies the intended service location. For international outbound toll free service, the field can display codes up to 16 characters.
Call Disposition	<p>Any call that is delivered to the Verizon Network by the originating Local Exchange Carrier (LEC) is considered an attempt. Traffic Reporting classifies these attempts into three main categories: Complete, Incomplete, and Blocked.</p> <p>Complete Calls</p> <ul style="list-style-type: none"> • Complete - A call is considered to be complete when the call is answered. <p>Incomplete Calls</p> <ul style="list-style-type: none"> • Short Call (SC) - Call attempt lasting 12 seconds or less. • Didn't Wait (DW) - Call attempt lasting more than 12 seconds but less than 24 seconds. • Didn't Answer (DA) - Call attempt lasting more than 24 seconds. • Busy (BUSY) - Call attempt that is routed to a terminating address that is already in use. • All Trunks Busy (ATB) - Incomplete call because every trunk was either occupied or out of service. <p>Blocked Calls</p> <ul style="list-style-type: none"> • ID Code (IDC) - Supplemental Codes restrict access to your 8XX number and an caller enter an incorrect code. • Tailored Call Coverage (TCC) - Restricted access to your 8XX number and a call is attempted from an invalid geographic area (or ANI) and you block the call.

	<ul style="list-style-type: none"> • Network Control System (NCS) Reject (NRJCT) - Network rejected the call due to a discrepancy or corruption in the call record. • Network Control System (NCS) Blocked (NBLKD) - Network blocked the call because all routes at the originating switch were busy or there were unrecognized action codes. • Switch Control (SWCTL) - Call was blocked due to ANI Blocking, call gapping by the switch, or call gapping by 800 numbers (call gapping occurs when Verizon Business slows down call volume moving through the network). • Blocked (BLKD) - Call was blocked because a switch (originating or intermediate) was unable to perform outpulsing. • Blocked Payphone (PAYBLKD) - Call was blocked due to origination from a payphone.
Suppcode Digits	<p>Thirty-character Supp Code digits. Varies depending on the entry code. This column is populated with all the digits in the Supp Code digits field in the call record.</p> <p>1 - Published toll-free number. 2 - Hidden outdial (transfer enabled). 3 - Trunk release (non-transfer enabled).</p> <p>A12-A14 - Call sequence (ID number of the extension or the record's count of the number of extensions). A15-A16 - Giveback/Takeback A17-A18 - Menu Route A19-A20 - Message Announcement (audio play) A21-A22 - Database Lookup counter A23-A24 - Busy Ring No Answer (BRNA) A25-A26 - Transfer A27-A28 - Announce Connects</p>
DNIS Digits	<p>For TDM, this field indicates the Dialed Number Identification Service (DNIS) digits that were outpulsed with the call (if you use DNIS at one or more of your termination locations). For VoIP Inbound, this field displays the Dynamic User.</p>
NCR Count	<p>Network Call Redirect (NCR), or the number of times a call is redirected (up to five times). A zero indicates that there was no NCR.</p>
NCR Reason	<p>Refer to Network Call Redirect (NCR) Reason Codes.</p>
NCR Fault	<p>Displays the NCR fault code.</p> <p>0 - Verizon Fault 1 - Customer Fault</p>

	Blank - No fault
Network IVR Indicator	N - Non-Network IVR call Y - Network IVR call
Operator Seizure Time	Start time of call delivery to the Network IVR platform in MM:SS or MM:TT format for EOSR type 2 records only. Operator Seizure Time = Call Answer Time (TP6) - Call Connect Time (TP3).
Network IVR Count	Network IVR overflow or number of transfer hops.
Network IVR Busy Ring, No Answer	Network IVR Busy Ring No Answer (BRNA) condition. N - Zero BRNA Y - Equal to or greater than on BRNA
Product Start Date	Date when the Network IVR platform seized the call. For non-Network IVR calls, the data displays as 12/31/1969 instead of zeros.
Product Start Time	Start time when the Network IVR platform seized the call. For non-Network IVR calls, the data displays as 20:00:00 instead of zeros.
Product End Date	Date when the Network IVR platform released the call. For non-Network IVR calls, the date displays as 12/31/1969 instead of zeros.
Product End Time	Time when the Network IVR platform released the call. For non-Network IVR calls, the time displays as 20:00:00 instead of zeros. Product End Time = Product Start Time + Product Duration.
Product Duration	How long the call was on the Network IVR platform. Zeros are displayed for non-Network IVR calls.
Originating Switch	Switch where the call originated.
Action Code	Code that represents the specific action taken on the incoming call. This six-bit field contains the last Action Code that is supplied by the NCS/DAP or Switch call processing. Refer to Action Codes on page C-11 for descriptions of each code.
Info Digits	ANI Information Digits Codes. Refer to Information Digit Codes on page C-14 for descriptions of each code.
Disconnect Type	Party that terminated the call. 0 - Calling Party Disconnect (Clear Forward) 1 - Called Party Disconnect (Clear Backward) 2 - Calling Party Reorigination 3 - Switch Initiated Disconnect

	<p>4 - All Routes Busy Disconnect</p> <p>5 - Long Ring Disconnect</p> <p>6 - Call Disconnect due to Network Call Transfer</p> <p>7 - Feature/Service Interaction (User to User, Network Call Transfer), indicates that the call was disconnected due to feature related conditions or feature related abnormal conditions.</p> <p>8 through 15 - Undefined</p>
CSI E	A service ID assigned to each unique IP Fully-Qualified Domain Name (FQDN)
FQDN	Displays the Fully Qualified Domain name (FQDN) (the value to the right of the @ sign in the URL).

Toll Free Call Detail

The Toll Free Call Detail report is an earlier version of the Inbound Call Detail report, therefore it contains all of the same information as the Inbound Call Detail report

Field	Description
Enterprise ID	Eight-digit enterprise (company or organization) identifier for a toll-free number.
Corp ID	Eight-digit corporate identifier for a toll-free number.
Inbound Number	Inbound number called. Domestic numbers up to 10 digits and international numbers up to 25 digits.
Call Start Date	Date call started in MM/DD/YYYY or DD/MM/YYY format.
Call Start Time	Time call started in MM:SS or MM:TT format. <ul style="list-style-type: none"> • For Complete Calls, Call Start Time is Call Answer Time (TP6). • For Incomplete Calls, Call Start Time is Outpulse Time (TP3). • For all other calls, Call Start Time is Call Disconnect Time (TP7).
Call End Date	Date call ended in MM/DD/YYYY or DD/MM/YYYY format.
Call End Time	Time the call was disconnected in MM:SS or MM:TT format.
Call Duration	Total time on the network (in MM:SS or MM:TT format), from the time the caller dials the number to the time the call terminates. Call Duration = Call Disconnect Time (TP7) - Call Connect Time (TP3).
ANI	The origination ANI, or number, as it appears in the data. Data is presented as available since not all calling areas pass complete ANI through to Verizon Business.
State	State or province where the call originated.
Country Code	Country code in which the call originated.
City Name	The domestic or international city in which the call originated. This field is blank if the international city is not available.
International Indicator	D - Domestic, EVS DAL, DAL O - IDDD I - Country code not equal to 1

	For TDM, the ATERM displays the actual terminating Switch ID and Trunk Group. For VoIP Inbound, the ATERM displays the Universal Resource Identifier (URI) if override characters are not used. If override characters (i.e., prefix digits) are used, then the ATERM column will display the FQDN plus the override characters.
Actual Termination Service Group	Eight-digit service location. N9999999 is displayed if the termination cannot be translated.
	Intended terminating Switch ID and Terminating Trunk Group (billing switch) if NCR is used. Terminating phone numbers do not appear in this column. Terminating number or TSID/TTD combinations are available in Final Number Destination & TSID/TTG for GOCDR.
Intended Termination Service Group	Intended termination service group. For domestic toll free service and international inbound toll free service, the field displays an 8-character code that identifies the intended service location. For international outbound toll free service, the field can display codes up to 16 characters.
Call Disposition	<p>Any call that is delivered to the Verizon Network by the originating Local Exchange Carrier (LEC) is considered an attempt. Traffic Reporting classifies these attempts into three main categories: Complete, Incomplete, and Blocked.</p> <p>Complete Calls</p> <ul style="list-style-type: none"> • Complete - A call is considered to be complete when the call is answered. <p>Incomplete Calls</p> <ul style="list-style-type: none"> • Short Call (SC) - Call attempt lasting 12 seconds or less. • Didn't Wait (DW) - Call attempt lasting more than 12 seconds but less than 24 seconds. • Didn't Answer (DA) - Call attempt lasting more than 24 seconds. • Busy (BUSY) - Call attempt that is routed to a terminating address that is already in use. • All Trunks Busy (ATB) - Incomplete call because every trunk was either occupied or out of service. <p>Blocked Calls</p> <ul style="list-style-type: none"> • ID Code (IDC) - Supplemental Codes restrict access to your 8XX number and an caller enter an incorrect code. • Tailored Call Coverage (TCC) - Restricted access to your 8XX number and a call is attempted from an invalid geographic area (or ANI) and you block the call. • Network Control System (NCS) Reject (NRJCT) - Network rejected the

	<p>call due to a discrepancy or corruption in the call record.</p> <ul style="list-style-type: none"> • Network Control System (NCS) Blocked (NBLKD) - Network blocked the call because all routes at the originating switch were busy or there were unrecognized action codes. • Switch Control (SWCTL) - Call was blocked due to ANI Blocking, call gapping by the switch, or call gapping by 800 numbers (call gapping occurs when Verizon Business slows down call volume moving through the network). • Blocked (BLKD) - Call was blocked because a switch (originating or intermediate) was unable to perform outpulsing. • Blocked Payphone (PAYBLKD) - Call was blocked due to origination from a payphone.
Suppcode Digits	<p>Thirty-character Supp Code digits. Varies depending on the entry code. This column is populated with all the digits in the Supp Code digits field in the call record.</p> <p>1 - Published toll-free number. 2 - Hidden outdial (transfer enabled). 3 - Trunk release (non-transfer enabled).</p> <p>A12-A14 - Call sequence (ID number of the extension or the record's count of the number of extensions). A15-A16 - Giveback/Takeback A17-A18 - Menu Route A19-A20 - Message Announcement (audio play) A21-A22 - Database Lookup counter A23-A24 - Busy Ring No Answer (BRNA) A25-A26 - Transfer A27-A28 - Announce Connects</p>
DNIS Digits	<p>For TDM, this field indicates the Dialed Number Identification Service (DNIS) digits that were outpulsed with the call (if you use DNIS at one or more of your termination locations). For VoIP Inbound, this field displays the Dynamic User.</p>
NCR Count	<p>Network Call Redirect (NCR), or the number of times a call is redirected (up to five times). A zero indicates that there was no NCR.</p>
Product Start Date	<p>Date when the Network IVR platform seized the call. For non-Network IVR calls, the data displays as 12/31/1969 instead of zeros.</p>
Product Start Time	<p>Start time when the Network IVR platform seized the call. For non-Network IVR calls, the data displays as 20:00:00 instead of zeros.</p>

Product End Date	Date when the Network IVR platform released the call. For non-Network IVR calls, the date displays as 12/31/1969 instead of zeros.
Product End Time	Time when the Network IVR platform released the call. For non-Network IVR calls, the time displays as 20:00:00 instead of zeros. Product End Time = Product Start Time + Product Duration.
Product Duration	How long the call was on the Network IVR platform. Zeros are displayed for non-Network IVR calls.
NCR Reason	Refer to Network Call Redirect (NCR) Reason Codes .
NCR Fault	Displays the NCR fault code. 0 - Verizon Fault 1 - Customer Fault Blank - No fault
Product Entry Code	Indicates the type of call processing that took place at the ISN, ONC, or switch.
Application Count	Digits entered for menu selections for operator service calls.
Feature	How the call generated. 0 - None identified 1 - Fax Access 2 - Data Access 3 - Audio/Video Conference 4 - NARS - Network Audio Response System
Feature Call Type	Type of call record that was stored (typically displays 1 or 8). 1 - Call Detail (CDR) 3 - Private Network (PNR) 4 - Operator Services (OSR) 5 - Private Operator Services (POSR) 6 - Expanded Call Detail (ECDR) 7 - Expanded Private Network (EPNR) 8 - Expanded Operator Services (EOSR) 9 - Expanded Private Operator Services (EPOSR)
Origination Class	0 - Non-Payphone origination 1 - Payphone origination

	<p>2 - Cellular origination</p> <p>Blank - Unknown origination</p>
Disconnect Type	<p>Party that terminated the call.</p> <p>0 - Calling Party Disconnect (Clear Forward)</p> <p>1 - Called Party Disconnect (Clear Backward)</p> <p>2 - Calling Party Reorigination</p> <p>3 - Switch Initiated Disconnect</p> <p>4 - All Routes Busy Disconnect</p> <p>5 - Long Ring Disconnect</p> <p>6 - Call Disconnect due to Network Call Transfer</p> <p>7 - Feature/Service Interaction (User to User, Network Call Transfer), indicates that the call was disconnected due to feature related conditions or feature related abnormal conditions.</p> <p>8 through 15 - Undefined</p>

Caller Profile Summary

Field	Description
Average Number of Contacts per Caller	Derived by first calculating all unique caller IDs (ANIs) in the given time frame. (Unique is defined as a call that completed, or if not complete did not have an associated completed call.) The overall number of call attempts to that toll free number is then divided by the unique numbers. This will be a value of 1 or greater.
Average Number of Attempts for 100% of Successful Attempts	Number of calls that 100% of the unique callers with successful attempts made. In effect, determining the average number of contacts for the all successful calls. This will be a value of 1 or greater.
Average Number of Attempts for 75% of Successful Attempts	Number of calls that 75% of the unique callers with successful attempts made. (75% is defined by taking the most successful (i.e., fewest attempts to get a call complete) up until 75% of all unique caller IDs are accounted for.) In effect, determining the average number of contacts for the 75% level of success. This will be a value of 1 or greater.
Average Number of Attempts for 50% of Successful Attempts	Number of calls that 50% of the unique callers with successful attempts made. (50% is defined by taking the most successful (i.e., fewest attempts to get a call complete) up until 50% of all unique caller IDs are accounted for.) In effect, determining the average number of contacts for the 50% level of success. This will be a value of 1 or greater.

Outbound Call Detail Reports

Traffic Reporting supports one Outbound Call Detail report. This report is available on a daily and weekly basis. The following table lists the fields and definitions.

Field	Description
Enterprise ID	Eight-digit company or organization toll free number identifier.
Corp ID	Eight-digit corporate toll free number identifier.
Originating Service Location	Verizon corporate identifier.
Originating ANI	Calling number in the form of NPA-NXX-XXXX. Data is presented as available since not all calling areas pass complete ANI through to Verizon Business.
Card Number	Calling card number.
Remote Access Number	Remote Access Number.
Originating Country Code	Three-digit country code for the country from which the call originated.
Originating Country/City Name	For domestic calls, this is the city from which the call originated. For international calls, this is the country from which the call originated.
Originating State/Province	Two-digit abbreviation of the originating state or province.
Call Start Date	Date call started in MM/DD/YYYY or DD/MM/YYYY format.
Call Start Time	Time call started in MM:SS or MM:TT format. <ul style="list-style-type: none"> • For Complete Calls, Call Start Time is Call Answer Time (TP6). • For Incomplete Calls, Call Start Time is Outpulse Time (TP3). • For all other calls, Call Start Time is Call Disconnect Time (TP7)
Call End Date	Date call ended in MM/DD/YYYY or DD/MM/YYYY format.
Call End Time	Time the call was disconnected in MM:SS or MM:TT format.
Talk Time	Time the call was connected to the termination in MM:SS or MM:TT. Talk Time = Call Disconnect Time (TP7) - Call Answer Time (TP6)
Call Duration	Total time on the network (in MM:SS or MM:TT format), from the time the caller dials the number to the time the call terminates. Call Duration = Call

	Disconnect Time (TP7) - Call Outpulse (Connect) Time (TP3)
Dialed Number	Number called and presented as NPA-NXX-XXXX.
Terminating Country Code	Three-digit country code of the country in which the call terminated.
Terminating Country/City Name	For domestic calls, the city in which the call terminated. For international calls, the country in which the call terminated.
Terminating State/Province	Two-digit abbreviation for the state or province.
DNIS Digits	For TDM, this field indicates the Dialed Number Identification Service (DNIS) digits that were outpulsed with the call (if you use DNIS at one or more of your termination locations). For VoIP Inbound, this field displays the Dynamic User.
Inbound/Outbound Indicator	0 - Inbound 1 - Outbound
Call Disposition	<p>Any call that is delivered to the Verizon network by the originating Local Exchange Carrier (LEC) is considered an attempt. Traffic Reporting classifies these attempts into three main categories: Complete, Incomplete, and Blocked.</p> <p>Complete Calls</p> <ul style="list-style-type: none"> • Complete - a call is considered to be complete when the call is answered. <p>Incomplete Calls</p> <ul style="list-style-type: none"> • Short Call (SC) - call attempt lasting 12 seconds or less. • Didn't Wait (DW) - call attempt lasting more than 12 seconds but less than 24 seconds. • Didn't Answer (DA) - call attempt lasting more than 24 seconds. • Busy (BUSY) - call attempt that is routed to a terminating address that is already in use. • All Trunks Busy (ATB) - incomplete call because every trunk was either occupied or out of service. <p>Blocked Calls</p> <ul style="list-style-type: none"> • ID Code (IDC) - Supplemental Codes restrict access to your 8XX number and an caller enter an incorrect code. • Tailored Call Coverage (TCC) - rstricted access to your 8XX number and a call is attempted from an invalid geographic area (or ANI) and you block the call. • Network Control System (NCS) Reject (NRJCT) - network rejected

	<p>the call due to a discrepancy or corruption in the call record.</p> <ul style="list-style-type: none"> • Network Control System (NCS) Blocked (NBLKD) - network blocked the call because all routes at the originating switch were busy or there were unrecognized action codes. • Switch Control (SWCTL) - call was blocked due to ANI Blocking, call gapping by the switch, or call gapping by 800 numbers (call gapping occurs when Verizon slows down call volume moving through the network). • Blocked (BLKD) - call was blocked because a switch (originating or intermediate) was unable to perform outpulsing. • Blocked Payphone (PAYBLKD) - call was blocked due to origination from a payphone. • Dialed Number Failure (DNF) - called number cannot be translated to valid termination. • Range Privilege Failure (RPF) - call is blocked due to calling party not having sufficient privilege to be routed to desired termination. • Partial Dial Vacant Code (PDB) - call is blocked due to the calling party not completing the dialing operation. • Equipment Failure (EFB) - Customer Premise Equipment (CPE) failure.
International Indicator	<p>0 - None Identified 1 - International 2 - Domestic</p>
NCT Indicator	<p>0 - Not NCT indicated 1 - NCT indicated</p>
NCID	<p>Uniquely identifies all legs of a Network Call Transfer (NCT).</p>
Network Services	<p>Identifies operator services.</p> <p>0 - Not Applicable 1 - Person to Person Collect 2 - Station to Station Collect 3 - DMR no referral 4 - DMR to Verizon Number 5 - DMR to no Verizon Number 6 - Customized Message Announcement 7 - Enhanced Call Routing (ECR) 8 - Intelligent Call Routing (ICR)</p>

	<p>9 - AnswerNet</p> <p>10 - 800 Dealer</p> <p>11 - 800 Roam</p> <p>12 - Takeback and Transfer (TNT)</p> <p>13 - VNET Operator Fallback</p> <p>14 - ISN Vnet</p> <p>15 - En Espanol Collect</p>
Directory Assistance	<p>0 - Not Applicable</p> <p>1 - Directory Assistance was used</p>
Access Type	<p>0 - Default</p> <p>1 - VNET</p> <p>2 - Credit Card</p> <p>3 - Calling Card</p> <p>4 - Collect</p> <p>5 - Dial 1</p>
Access Method	<p>Additional access methods used.</p> <p>0 - None Identified</p> <p>1 - Fax Access</p> <p>2 - Data Access</p> <p>3 - Audio/Video Conference</p>
Originating Switch	ID of the originating switch.
Originating Trunk	Originating trunk
NCR Count	NCR or the number of times a call is redirected (up to five times). A zero indicates that there was no redirect.
NCR Reason	Refer to Network Call Redirect (NCR) Reason Codes .
NCR Fault	<p>0 - Verizon fault</p> <p>1 - Customer fault</p> <p>Blank - No fault</p>
Originating Class	<p>0 - Non-Payphone origination</p> <p>1 - Payphone origination</p> <p>2 - Cellular origination</p>

	Blank - Unknown origination
Origination Type	<p>0 - Dedicated Access Line</p> <p>1 - Feature Group D</p> <p>2 - International Direct Distance Dialing</p> <p>3 - International Service Access Code</p> <p>4 - Feature Group C</p>
Supp/IDAC Code	Displays the 28-character suppcode digits.
Originating Switch	Switch where the call originated.
Action Code	Code that represents the specific action taken on the incoming call. This six-bit field contains the last Action Code that is supplied by the NCS/DAP or Switch call processing. Refer to Action Codes for descriptions of each code.
Info Digits	ANI Information Digits Codes. Refer to Information Digit Codes for descriptions of each code.
Disconnect Type	<p>Designates which party terminated the call.</p> <p>0 - Calling Party Disconnect (Clear Forward)</p> <p>1 - Called Party Disconnect (Clear Backward)</p> <p>2 - Calling Party Reorigination</p> <p>3 - Switch Initiated Disconnect</p> <p>4 - All Routes Busy Disconnect</p> <p>5 - Long Ring Disconnect</p> <p>6 - Call Disconnect due to Network Call Transfer</p> <p>7 - Feature/Service Interaction (User to User, Network Call Transfer), indicates that the call was disconnected due to feature related conditions or feature related abnormal conditions.</p> <p>8 through 15 - Undefined</p>

Network IVR Reports & Frequencies

You can view Inbound Network Integrated Voice Response (Network IVR) reports in TXT or HTML format.

There are five categories of Network IVR Reports:

- **Incoming Call reports** provide call length and call completion statistics for calls answered by specific Network IVR applications.
- **Extended Call Disposition reports** provide call attempt and completion information (e.g., answered, busy, no answer) by call extension numbers;
- **Extended Call Detail reports** provide information about the source of the call attempts to each extension number, such as transferred calls (TNT) or calls that used Busy/No Answer Rerouting.
- **Call Status reports** provide information about the source of the call attempts by each toll free number, by specific Network IVR applications.
- **Announcement reports** provide the call attempts for how many callers were able to access audio messages on the Network IVR applications. Network IVR call data is stored for 90 days, while completed reports can be stored in the Inbox for 30 days.

Refer to [Network IVR Reports and Frequencies](#) for a list of the Network IVR report fields and definitions. Refer to the [Traffic Reporting User Guide](#) for instructions on creating and viewing reports.

The table on the next page lists the Network IVR reports and their frequencies. Report frequencies are indicated as **D**aily, **W**eekly, or **M**onthly. The trailing letter in the report identifier indicates the report sort criteria as follows:

A = Application or Admin	M = Month interval
D = Day or date interval	N = Name, description, or dialed number
E = Extension number (outdial number)	T = Ten-minute interval
H = Hour interval	W = Week interval

Network IVR Report Name & Frequency	D	W	M
Incoming Call Reports			
D130 - Incoming Call Report, 30 Minute Summary	X		
D1T - Incoming Calls, 10 Minute Summary	X		
D1H - Incoming Calls, Hourly Summary	X		
W1D - Incoming Calls, Weekly Summary		X	
M1D - Incoming Calls, Monthly Summary			X
M4N - Customer Application Summary			X
Extended Call Disposition Reports			
D15E - Extended Call Disposition, Daily, Sorted By Call Extension	X		
D15N - Extended Call Disposition, Daily, Sorted By Description	X		
D5E - Extended Call Disposition, Daily, Sorted By Call Extension	X		
D5N - Extended Call Disposition, Daily, Sorted By Description	X		
M15D - Extended Call Disposition, Monthly, Sorted By Date			X
M15E - Extended Call Disposition, Monthly, Sorted By Call Extension			X
M15N - Extended Call Disposition, Monthly, Sorted By Description			X
M5D - Extended Call Disposition, Monthly, Sorted By Date			X
M5E - Extended Call Disposition, Monthly, Sorted By Call Extension			X
M5N - Extended Call Disposition, Monthly, Sorted By Date			X
Extended Call Detail Reports			
D17E - Extended Call Detail, Daily, Sorted by Call Extension	X		
D7E - Extended Call Detail, Daily, Sorted by Call Extension	X		
M17D - Extended Call Detail, Monthly, Sorted by Date			X
M7D - Extended Call Detail, Monthly, Sorted by Date			X

M7E - Extended Call Detail, Monthly, Sorted by Call Extension			X
M17E - Extended Call Detail, Monthly, Sorted by Call Extension			X
Call Status Reports			
D60N - Menu Selection Report, Daily Summary by Toll Free Number	X		
D61N - Call Redirection Report, Daily Summary by Toll Free Number	X		
D61H - Call Redirection Report, Hourly Summary by Toll Free Number	X		
M60N - Menu Selection Report, Monthly Summary by Toll Free Number			X
M61N - Call Redirection Report, Monthly Summary by Toll Free Number			X
W60N - Menu Selection Report, Weekly Summary by Toll Free Number		X	
W61N - Call Redirection Report, Weekly Summary by Toll Free Number		X	
Announcement Reports			
D9H - Announcement with Call Extension, Hourly Summary	X		
M9D - Announcement with Call Extension, Monthly Summary			X

Network IVR Report Field Definitions

This section presents the Network Integrated Voice Response (IVR) report field definitions and descriptions by report category (Incoming Call Reports, Extended Call Disposition Reports, Extended Call Detail Reports, Call Status Reports, and Announcement Reports). Refer to [Inbound Report Field Definitions](#) for definitions and descriptions of inbound reports.

Network IVR

The field definitions and descriptions used in each Network IVR report are listed in the following table.

Field	Description
Report	Report identifier.
Date	The date and time the report was generated.
Page	Current page number of the report.
Report Title	Name of the report.
Reporting Period	The calendar period covered by the report.
Customer	The name of the customer who owns the application covered by the report.
Corp ID	The customer's Corporation ID.
Application Description	The application description in the Network IVR Provisioning System database.
Application ID	A unique identifier for the application covered by the report.
Dialed Number	The toll free number the call dialed (DNIS in the PCR header).

Incoming Calls

Field	Description
Application Total	Total of each report element interval for all dialed numbers for this application for the day.
Average Length – Network IVR (seconds)	Average time (in seconds) from when Network IVR answers an inbound call until the first call extension is answered or the call ends.
Average Length – Total (seconds)	Average of total call seconds divided by the number of calls answered by Network IVR.
Call Start Date	Interval for summarizing calls based on call start date.
Call Start Time	Interval for summarizing calls based on call start time.
Calls Answered by Network IVR	Number of calls answered by the Network IVR application.
Call Extended – Answered	Number of inbound calls that had at least one call extension answered.
Calls Extended – Unanswered	Number of inbound calls that attempted at least one call extension but none were answered.
Calls Not Extended – Incomplete	Number of calls that did not attempt an extension and did not reach a designated “successful completion” point in the call.
Calls Not Extended – Success	Number of calls that did not attempt an extension but were successfully processed by the application (e.g., callers listened to an informational message).
Daily Total	Total of each report element interval for the day.
Hour Total	Total of each report element interval for the hour.
Month Total	Total of each report element interval for the month.
No Input Received	Number of callers who did not enter any touch tone input when input was requested. (For applications that do not require caller input, this column will show zero (0) calls.)
Published Number	Published toll free number of the application.
Report Hour	Hour in which the calls took place.
Total Call Minutes	Number of minutes callers spent interacting with the Network IVR

	application and extended to customer locations prior to RLT (if any),.
Totals for Application	Totals for all dialed numbers for the application.
Total for Dialed Number	Totals for each dialed number for the application.
Week Covered	
Week Total	Total of each report element interval for the week.

Extended Call Disposition

Field	Description
Answered	Number of calls that were answered.
Average Length – Network IVR (seconds)	Average time (in seconds) from when Network IVR answers an inbound call until the first call extension is answered or the call ends.
Busy	Number of calls to a particular location that encountered a busy signal.
Call Extension - Description	Description of the call extension termination (if available). May be a textual description or a phone number, depending on the call extension type.
Call Extension – Termination	Identifies the call extension termination.
Date	Date identifier.
Extended Call Attempts	Total number of times Network IVR tried to extend to a customer location. An incoming call can have multiple call extension attempts.
Extended Call Minutes	Total time (in minutes) callers were connected to each customer location.
Extended Call Answered	Number of call extensions that answered.
Miscellaneous Incomplete	Number of calls that were abandoned for some reason other than Busy or No Answer.
Month Total	Total of each report element interval for the month.
No Answer	Number of calls extended to a location but was not answered within the specified time period.
Percent Answered	Percentage of extended calls that were answered. Calculated by dividing Extended Calls Answered by Extended Call Attempts.
Totals for Dialed Number	Totals for each dialed number for the application.
Totals for Application	Totals for all dialed numbers for the application.
Week Covered	Week identifier.
Week Total	Total of each report element interval for the week.

Extended Call Detail

Field	Description
Call Extension - Description	Description of the call extension termination (if available). May be a textual description or a phone number, depending on the call extension type.
Call Extension - Termination	Identifies the call extension termination.
Date	Date identifier.
Extended Call Attempts	Total number of times Network IVR tried to extend to a customer location. An incoming call can have multiple call extension attempts.
Extended Call Minutes	Total time (in minutes) callers were connected to each customer location.
Extended Call Answered	Number of call extensions that answered.
Month Total	Total of each report element interval for the month.
Received From - Busy	Number of calls that encountered a busy signal at another location and were rerouted to this extension.
Received From - Initial Extension	Number of calls that were sent to this location as the first call attempt in the application.
Received From - Miscellaneous Complete	Number of calls that were abandoned at another location for a reason other than Busy or No Answer.
Received From - No Answer	Number of calls that were not answered at another location and were rerouted to this extension.
Received From - TNT	Calls that can be transferred to another location using TNT, REFER, or Caller Takeback® to reach this location.
Report Hour	Hour in which the call took place.
TNT/Return	Number of times control returned to the platform to attempt a transfer.
Totals for Dialed Number	Totals for each dialed number for the application.
Totals for Application	Totals for all dialed numbers for the application.
Week Total	Total of each report element interval for the week.

Call Status

Field	Description
Average Call Duration (seconds)	Call Duration divided by the number of calls.
Call Extension Description	Description of the call extension termination. Could be a text description or phone number, depending on the call extension type.
Call Extension Destination	Destination of a call extension.
Call Start Time	An interval for summarizing calls based on call start time.
Calls Extended – Unanswered	
Completion Percent	Percentage of calls completed in the given time period.
Input Digit	<p>Menu option selected by the caller. None indicates no menu option was selected. This could be the result of the following situations:</p> <ul style="list-style-type: none"> • The caller did not make a menu selection and exceeded the maximum timeouts allowed in the application or ICT routing plan. • The caller did not make a valid selection and exceeded the maximum invalids allowed in the application or ICT routing plan. • The caller hung up during or after the menu prompt without making a menu selection.
Menu Mode Text	Menu name.
Node Total	Totals for each node for the application.
Number Completed	Number of calls completed during the given time frame.
Number of Blocked Transfers	Number of call attempts blocked during a transfer.
Number of Calls	Total number of calls received for the Network IVR application.
Number of Complete Transfers	Number of times a caller was transferred to the corresponding number.
Number of Incomplete Transfers	Number of times a caller was unsuccessfully transferred to the corresponding number.

Number of Transfer Attempts	Number of attempts to transfer a caller to the corresponding number
Percent of Total	
Dialed Number Totals	Totals for each dialed number for the application.
Application Totals	Totals for all dialed numbers for the application.
Received From – Busy	
Received From – Initial Extension	
Received From – Miscellaneous Incomplete	
Received From – No Answer	
Received From – TNT	
TNT/Return	Number of completed transfers.
Total	Total number of calls for the given time period.
Type of Transfer	Number of calls per transfer type (3-Way, Blind, Supervised).

Announcement

Field	Description
Application Totals	Totals for all dialed numbers for the application.
Average in Network IVR Length	
Calls Abandoned	
Calls Answered by Network IVR	
Calls Extended	
Dialed Number Totals	Totals for each dialed number for the application.
Month Total	Total of each report element interval for the month.
Reporting Time Interval	
Total Call Minutes	
Total in Network IVR Minutes	
Week Total	Total of each report element interval for the month.

Speech Reports & Frequencies

You have direct access to speech reports through Verizon Enterprise Center. Standard speech reports are available to both managed and self-service speech customers. These reports are available in daily, weekly, and monthly increments. While some of the reports capture basic call detail data, others capture information specific to the speech application. These reports display calls and duration for total call and speech automation time.

All Speech reports contain the same header information (Report ID, Date, Page, Title, Reporting Period, Customer, and Corp ID).

Speech reports use the following report ID syntax: FNNX, where F indicates the Frequency (Daily, Weekly, or Monthly), NN is the two-digit report category, and X indicates how the report is sorted. For example, a Speech Report with a report ID of D50A means this is a Daily report (D), from the Application Traffic Summary category (50), and it is sorted by application (A).

There are seven types of Speech reports:

Summary by Application	Summary by Toll Free Number
Call Detail by Toll Free Number	Traffic Pattern
Speech Platform Traffic	Dialog Completion
Call Transfer Summary	

All but one of the reports listed above are considered standard reports and are available to all Speech report customers. The Dialog Completion report requires that certain log commands be strategically placed within the VXML code. Therefore, for managed customers the request for this report must be planned for and assessed in advance and included in the application design. For self-service/customer developed VXML, Verizon cannot guarantee the statement placement in the code or the accuracy of the reporting on customer generated applications. However, if customers follow guidelines provided by Verizon, they can achieve the same level of reporting provided for managed service speech applications.

The following table lists the Speech reports and their frequencies. Report frequencies are indicated as **D**aily, **W**eekly, or **M**onthly. The trailing letter in the report identifier indicates the report sort criteria as follows:

A = Application or Admin	M = Month interval
D = Day or date interval	N = Name, description, or dialed number
E = Extension number (outdial number)	T = Ten-minute interval
H = Hour interval	W = Week interval

Speech Report Name & Frequency	D	W	M
D50A - Daily Summary by Application	X		
W50A - Weekly Summary by Application		X	
M50A - Monthly Summary by Application			X
D51N - Daily Summary by Toll Free Number	X		
W51N - Weekly Summary by Toll Free Number		X	
M51N - Monthly Summary by Toll Free Number			X
D52N - Daily Call Detail by Toll Free Number	X		
W52N - Weekly Call Detail by Toll Free Number		X	
M52N - Monthly Call Detail by Toll Free Number			X
D53H - Daily Traffic Pattern	X		
W53H - Weekly Traffic Pattern		X	
D54A - Daily Speech Platform Traffic	X		
W54A - Weekly Speech Platform Traffic Summary		X	
M54A - Monthly Speech Platform Traffic Summary			X
D55N - Daily Dialog Completion*	X		
W55N - Weekly Dialog Completion*		X	
M55N - Monthly Dialog Completion*			X

D56A - Daily Call Transfer Summary	X		
W56A - Weekly Call Transfer Summary		X	
M56A - Monthly Call Transfer Summary			X
* These reports require special development and therefore need to be requested prior to application development.			

Speech Report Samples

Summary by Application

```

Report: M50A          Date: 2011-05-17 18:19:49 EDT          Page: 01

                Speech Application Traffic Summary Report
                Monthly Summary by Application
                Reporting Period: 2011-04-01 to 2011-05-01

Customer: ABC Widget                                CORP ID: XXXXXXXXX


```

<u>Appl Desc</u>	<u>AppID</u>	<u>Number of Calls</u>	<u>Auto</u>	<u>Call Length</u>	<u>Avg Call Length</u>	<u>Avg Auto</u>
0000000000	XXXXX0	157	00:00	00:00	00:00	0:00
0123456789	XXXXX7	17	00:00	00:00	00:00	0:00
0000000000	XXXXX4	89	00:00	00:00	00:00	0:00
Total		263	00:00	00:00	00:00	0:00

Figure 1 Monthly Summary by Application

Summary by Toll Free Number

```

Report: W51N          | Date: 2011-05-16 15:16:35 EDT          Page: 01

                Speech Inbound Number Report
                Weekly Summary by Toll Free Number
                Reporting Period: 2011-05-09 to 2011-05-15

Customer: ABC Widget                                CORP ID: XXXXXXXX0
Application Description: 0000000000
Application ID: 0XXXXXX


```

<u>Inbound Dialed #</u>	<u>Number of Calls</u>	<u>Tot Call Length</u>	<u>Auto Time</u>	<u>% Min</u>
8665555555	3	00:00	0:00	0.0
8665555556	14	00:00	0:00	0.0
8665555554	2	00:00	0:00	0.0
Total	19	00:00	00:00	00.0

Figure 2 Weekly Summary by Toll Free Number

Call Detail by Toll Free Number

Report: D52N	Date: 2011-05-09 05:11:14 EDT	Page: 01		
Speech Call Detail Inbound Report Daily Detail by Toll Free Number Reporting Period: 2011-05-08				
Customer: ABC Widget		CORP ID: XXXXXXXX		
Application Description: 0000000000				
Application ID: 0XXXXXX				
Inbound Dialed #	# Called From	Time Date	Auto	Call Length
-----	-----	-----	-----	-----
8775555555	SSSSSSSS60	21:51 05/08/2011	1:33	1:34
8775555556	SSSSSSSS00	23:03 05/08/2011	2:09	2:09
8775555557	SSSSSSSS57	23:12 05/08/2011	1:15	1:16

Figure 3 Daily Call Detail by Toll Free Number

Traffic Pattern

Report: D53H	Date: 2011-05-17 05:11:09 EDT	Page: 01
Speech Traffic Pattern Report Daily Summary by Toll Free Number / Hour Reporting Period: 2011-05-16		
Customer: ABC Widget		CORP ID: XXXXXXXX
Application Description: 0000000000		
Application ID: 0XXXXXX		Dialed Number: 8885555555
Day of Week	Reporting Hour	Number of Calls
-----	-----	-----
Monday	00:00	0
	01:00	1
	02:00	0
	03:00	1
	.	
	.	
	23:00	0
-----	-----	-----
Monday	Total	2
=====	=====	=====
Dialed Number Total		
8885555555		2
=====	=====	=====
Application Total		
0XXXXXX		2

Figure 4 Daily Traffic Pattern

Speech Platform Traffic Summary

Report: W54A	Date: 2011-05-16 16:15:07 EDT	Page: 01		
Speech Application Traffic Summary Report Speech Platform Traffic Summary Reporting Period: 2011-05-09 to 2011-05-15				
Customer: ABC Widget	CORP ID: XXXXXXXA1			
Application	App ID	Number of Calls	Auto Time	Avg Auto
0000000000	XXXXXX	392128	2500166:56	6:22
0000000000	XXXXXX	239645	1350495:57	5:38
Total		631773	3850662:53	6:05

Figure 5 Weekly Speech Platform Traffic Summary

Dialog Completion

The Dialog Completion report requires that certain log commands be strategically placed within the VXML code. Therefore, for managed customers, the request for this report must be planned for and assessed in advance and included in the application design. For self-service/customer developed VXML, Verizon cannot guarantee the statement placement in the code or the accuracy of the reporting on customer generated applications. However, if customers follow guidelines provided by Verizon, they can achieve the same level of reporting provided for managed service speech applications.

Report: M55N	Date: 2011-05-17 18:19:51 EDT	Page: 01					
Speech Call Detail Inbound Report Dialog Completion Reporting Period: 2011-04-01 to 2011-05-01							
Customer: ABC Widget	CORP ID: XXXXXXXX1						
Application Description: 0000000000							
Application ID: 0XXXXXX							
Dialog	No Speech	No Match	Implicit Transfer	Explicit Transfer	Help	Hangup	Recognition

Figure 6 Monthly Dialog Completion

Call Transfer Summary

Report: D56A	Date: 2011-05-17 05:03:11 EDT	Page: 1
Speech Call Detail Inbound Report Call Transfer Summary Reporting Period: 2011-05-16		
Customer: ABC Widget	CORP ID: 123ABC	
Application ID	Transferred Number	Number Calls Transferred
-----	-----	-----
51XXXX	0000000000	1
	11111	1
	8005555555	1
	8665555555	1
	8775555555	1
	8775555550	1
Appl. 51XXXX Total	Terminations	5
-----	-----	-----
Grand Total		5

Figure 7 Daily Call Transfer Summary

Speech Report Field Definitions

Speech Report Headers

All Speech reports contain the same header information (Report ID, Date, Page, Report Title, Reporting Period, Customer, and Corp ID). This information listed in the following table.

Field	Description
Report	Report identifier.
Date	Date and time the report was generated.
Page	Current page number of the report.
Report Title	Name of the report.
Reporting Period	Calendar period covered by the report.
Customer	Name of the customer who owns the application covered by the report.
Corp ID	Customer's Corporation ID.

Speech Report

Field	Description
Application	Main ECR (routing) application that functions as the front end of a speech platform-driven application.
Application ID	
Automation	Time the call is actively handled by the speech platform.
Automation Time	Number of minutes from the time the call is received to the time the call is released from the speech platform as a result of a hangup or a transfer to a different number or agent.
Average Call Duration	Average call duration time.
Average Automation	Average automation time.
Call Duration	Call initiation to call completion.
Date	Date the call was initiated.
Day of Week	Volume of calls/variations based on day of week.
Dialog	Interaction between the speech application and the caller where prompts are played and a grammar is used to detect speech or DTMF input from the caller.
Explicit Transfer	Number of people who asked for an agent using the application-defined universal grammar for an operator request.
Hang Up	Number of people who hung up during this dialog.
Help	Number of people who asked for help using the application-defined universal grammar for help during this dialog.
Implicit Transfer	Number of people transferred to an agent due to exceeding the maximum number of No Match counts, No Speech timeout counts, or application total error counts during this dialog.
Inbound Dialed Number	Toll free number used to dial in to the ECR (routing) platform in order to access specific speech application.
No Match	Number of people whose utterance did not match anything in the grammar of the dialog. Includes all initial responses, as well as any responses to any prompting that occurred within this dialog.

No Speech	Number of people who said nothing and a No Speech timeout occurred when prompted by this dialog. Includes all initial responses, as well as any prompting that occurred within this dialog.
Number Called From	ANI from which the call to the toll free number originated
Number of Calls	Total number of calls received for the corresponding ECR (routing) application.
Number of Calls Transferred	Number of times a caller was transferred to the corresponding number.
Percent Minutes	Percent of total number of minutes for all inbound numbers that are pointed to a given speech application.
Recognition	Number of people where an in-grammar recognition took place. This does not mean that the recognition that took place was accurate, just that the recognizer successfully returned a result that exceeded a high enough confidence.
Time	Time the call was initiated.
Time of Day	Volume of calls coming in to the ECR (routing) application by time of day intervals.
Total Call Duration	Call initiation to call completion.
Transferred Number	Hidden outdialed toll-free number to which the caller was routed as a result of the transfer. Typical reasons for opting out are implicit opt outs, explicit opt outs, and transfers as a result of the application logic. Any time the application transfers a call, the number that the call was transferred to appears in this list.

Network IVR Data in Inbound Reports

What is Network IVR?

Network Integrated Voice Response (IVR) is the platform that enables you to use Integrated Voice Response (IVR) features. This document is designed to help you interpret your call records if your IVR applications reside on the Network IVR platform.

With Network IVR you can:

- Route calls anywhere in the U.S. or around the world
- Conveniently transfer calls between sites
- Minimize capital expenditures by reducing the need for live agents
- Use the following features:
 - Menu Routing
 - Message Announcement
 - Database Routing
 - Advanced Database
 - Busy/No Answer Reroute
 - Caller Takeback
 - Takeback and Transfer
 - Announced
 - Remote Audio Update
 - Host Connect (Option 3 only)
 - Dealer Connect
 - Standard Network IVR Reports
 - Speech Recognition

Network IVR Usage

There are five reports that currently use Traffic Reporting to enable you to review Network IVR usage.

- **Inbound Call Detail** - This report displays every leg of a call in a separate call record to include the published number and all hidden outdials and transfers. If the call is transferred, it shows up as a new call on the network (limited transfer cannot be enabled). If limited transfer is being used, then Traffic Reporting only shows the published number, platform call duration, and termination duration for the call.
- **Inbound Num, Network IVR Hidden Num by Date** - This report displays summarized data from the Inbound Call Detail. Information is broken down by date.
- **Inbound Num, Network IVR Hidden Num, Serv Loc by Date** - This report displays summarized data from the Inbound Call Detail report. Information is broken down by service location and date.
- **Inbound Num, Network IVR Hidden Num by Hour** - This report displays summarized data from the Inbound Call Detail. Information is broken down by hour.
- **Geographic Summary, Network IVR Hidden Num** - This report displays summarized data from the Inbound Call Detail. Information is broken down by geographic location.

Other reports show that the call entered the network to the Network IVR platform and does not include any termination or transfer information.

Call Types

You can view Type 1, 2, and 3 call records in Traffic Reporting. Refer to the scenarios on the following pages for detailed information and examples for each call type.

Type 1 Call Records (Inbound)

A Type 1 call contains platform duration and feature counters, but not transport information. It does not contain the termination location of the call extension.

Type 2 Call Records (Outbound)

Type 2 call records contain just the transport portion of a call, no platform duration or feature counters. This record has the customer site termination information, which enables it to appear under this termination location on the invoice.

Type 3 Call Records

Type 3 records contain all three parts of an Network IVR call – platform duration, feature counters, and transport duration. It contains the entire call duration and the customer site termination information. There is only one record for Type 3 calls; they do not show a record for each leg. If Release Link Trunk (RLT) is used, they will show up as Type 3 calls.

Network IVR Call Extensions

Call extensions are designations on outdials and should not be confused with call record types. The call extension designation for the outdials from the Network IVR platform are not applicable to call record types that are reported in Traffic Reporting.

Takeback and Transfer (TNT)

The TNT feature of Network IVR offers a network-based transferring service. Calls remain in the network, and once transferred to a second agent; the lines to the first agent are freed up for another call. Not only can calls be transferred to other agents, but you can transfer calls outside your premises including non-Verizon numbers.

The function resides on the Network IVR platform in the network. You can set up connections for Switched, Dedicated, DDD, Verizon Toll Free, Non-Verizon Toll Free, and IDDD.

TNT calls produce Type 1 and 2 records on your reports if RLT is not used. The Type 1 records are the published number to the Network IVR Platform. The Type 2 records are the hidden outdials (calls transferred from the network).

A number does not have to be enabled for TNT in order to see every leg of a call in a Traffic Report. If you use RLT, regardless of TNT being enabled or disabled, Traffic Reporting will show one call record per call, not a record for every leg.

Release Link Trunk (RLT)

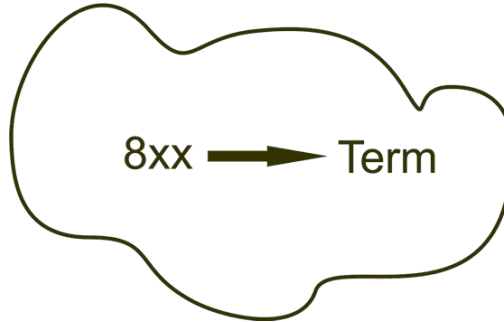
RLT is a command sent to a switch telling it to release a link to a resource, i.e., Network IVR. A link is released to Network IVR when invoking features such as listening for voice or DTMF tones, playing messages, transferring calls, and so forth. Calls are sent to Network IVR to invoke certain features, and then the path to Network IVR is dropped when those features are no longer being used.

Interpret Call Records

Following are examples of common call scenarios and how they appear in a Call Detail Report (CDR).

Scenario 1 (No Call Type)

An individual calls your number that terminates to a location (no call type).



The call does not go to a Network IVR application and does not create a call record type. The SUPPCODE field is blank on the report and there is 0 (zero) in the NCID column. The following report illustrates the information that appears when a call terminates to a location.

	A	B	C	D	E	F	G	H	I	J
1	No Type									
2	ENTID	CORPID	DIALNUM	HIDDENNUM	NCID	START DATE	START TIME	END DATE	END TIME	DURATION
3	11701111	99991111	8005551111		00	2/20/2005	6:28:38	2/20/2005	6:30:07	1:29

	K	L	M	N	O	P	Q	R	S	T
1										
2	TALK TIME	CLI	CITY	STATE/PROV	COUNTRY	RECORD TYPE	IOIND	FEATURE	ORIG CLASS	ACCESS TYPE
3	1:29	6155551234	NASHVILLE	TN	USA/WORLD ZO	1 D		0	0	Tollfree

	U	V	W	X	Y	Z	AA	AB	AC	AD
1										
2	ATERM	ANCODE	PORTID	INTERM	INCODE	DISPOS	SUPPCODE	DNIS	NCRCOUNT	OFLWREAS
3	DNG1/1111	N5757575	17125		N0000000	COMP		2223010	0	0
4	The SUPPCODE column is empty									

	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN
1										
2	OVFLFLT	ECR	OPRSEIZTIME	ECRCOUNT	ECRBRNA	PROD START DATE	PROD START TIME	PROD END DATE	PROD END TIME	PROD DURATION
3	0 N	0:04		0		12/31/1969	17:00:00	12/31/1969	17:00:00	0:00

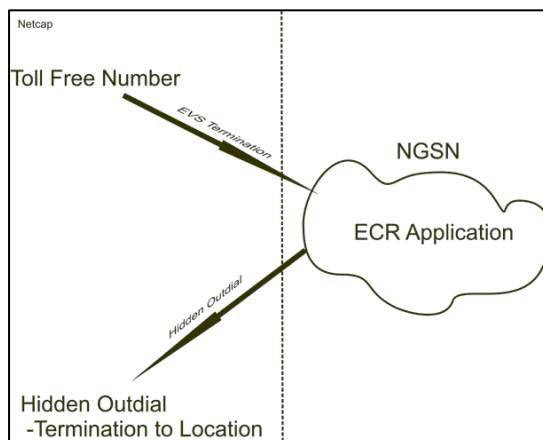
Scenario 2 (Type 1)

Type 1 Call - 8xx Number terminates to the Network IVR application and exits.

An individual calls your published toll-free number, listens to an audio message that gives directions to your office, and then hangs up.

-OR-

An individual listens to the menu prompt, but hangs up without making a selection. This type of call creates a Type 1 call record (see below). A unique ID appears in the NCID column and the SUPPCODE begins with a 1.



	A	B	C	D	E	F	G	H	I	J
4					Unique NCID					
5	ENTID	CORPID	DIALNUM	HIDDENNUM	NCID	START DATE	START TIME	END DATE	END TIME	DURATION
6	11701111	99991111	8005551111	0	31835b613700b1919e6d00	2/20/2005	8:48:22	2/20/2005	8:48:23	0:01
7										

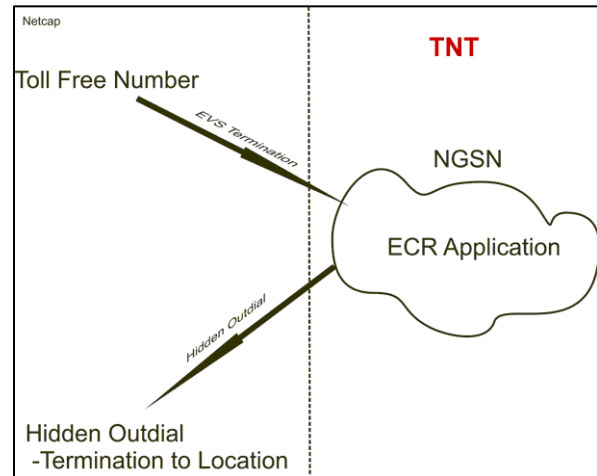
	K	L	M	N	O	P	Q	R	S	T
4										
5	TALK TIME	CLI	CITY	STATE/PROV	COUNTRY	RECORD TYPE	IOIND	FEATURE	ORIG CLASS	ACCESS TYPE
6	0:01	6235551234	GLENDALE	AZ	USA/WORLD ZO	8 D		4	0	Tollfree
7										

	U	V	W	X	Y	Z		B	AC	AD
4										
5	ATERM	ANCODE	PORTID	INTERM	INCODE	DISPOS	SUPPCODE	DNIS	NCRCOUNT	OFLWREAS
6	AUB1/1111	N5757575	37		N0000000	COMP	10000000000000000000000000000000	8.67E+09	0	0
7										

	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN
4										
5	OVFLFLT	ECR	OPRSEIZTIME	ECRCOUNT	ECRBRNA	PROD START DATE	PROD START TIME	PROD END DATE	PROD END TIME	PROD DURATION
6	0	Y	0:03		0 N	2/20/2005	8:48:22	2/20/2005	8:48:23	0:01
7										

Scenario 3 (Type 1-2)

An individual calls a published number, enters the Network IVR application, and selects menu option 2, which is enabled for transfer, and terminates through a hidden outdial to your location. This creates two call records in your report if RLT is not used. The first call record (1st leg) contains the published toll-free number and platform information. In this CDR, the SUPPCODE begins with a 1. The second record (2nd leg) contains information on the hidden outdial, including termination information. In this CDR, the SUPPCODE begins with a 2. The unique ID that appears in the NCID column is identical for both records; sort by the NCID column to group the two call legs.



Type 1-2 Call - An 8xx number enters Network IVR then terminates to the customer location through the hidden outdial to your location.

	A	B	C	D	E	F	G	H	I	J
11					Unique NCID					
12	ENTID	CORPID	DIALNUM	HIDDENNUM	NCID	START DATE	START TIME	END DATE	END TIME	DURATION
13	11701111	99991111	8005551111	0	00421e83dc01af1f466c00	1/17/2005	18:47:39	1/17/2005	18:50:43	3:04
14	11701111	99991111	8005551111	8885552222	00421e83dc01af1f466c00	1/17/2005	18:49:48	1/17/2005	18:50:32	0:44
15										

	K	L	M	N	O	P	Q	R	S	T
4										
5	TALK TIME	CLI	CITY	STATE/PROV	COUNTRY	RECORD TYPE	IOIND	FEATURE	ORIG CLASS	ACCESS TYPE
6	0:01	6235551234	GLENDALE	AZ	USA/WORLD ZO	8 D		4	0	Tollfree
7										

	U	V	W	X	Y	Z	AA	AB	AC	AD
11					1st leg - type 1 call					
12	ATERM	ANCODE	PORTID	INTERM	INCODE	DISPOS	SUPPCODE	DNIS	NCRCOUNT	OFLWREAS
13	NBW1/9999	N1234567	197		N0000000	COMP	100100010100000000000000000000	8.01E+09	0	0
14	AST2/1999	N7654321	9164		N0000000	COMP	2001000		0	0
15										

	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN
11										
12	OVFLFLT	ECR	OPRSEIZTIME	ECRCOUNT	ECRBRNA	PROD START DATE	PROD START TIME	PROD END DATE	PROD END TIME	PROD DURATION
13	0 Y	0:01		0 N		1/17/2005	18:47:39	1/17/2005	18:49:48	2:09
14	0 Y	0:09		0 N		1/17/2005	18:49:40	1/17/2005	18:50:32	0:52
15										

Scenario 4 (Type 1-2-2)

An individual calls a published number and enters the Network IVR application. The call is enabled for TNT in the application, and terminates through a hidden outdial to your location. At your location, an agent/equipment transfers the call, creating three call records if RLT is not used. The first call record (1st leg) contains the published toll-free number and platform information. In the CDR, the SUPPCODE begins with a 1. The second record (2nd leg) contains information on the hidden outdial, including termination information. The transfer creates another Type 2 record (3rd leg), which contains the terminating information of the transferred call. For every transfer that occurs for that call, another Type 2 record is created. A unique ID appears in the NCID column and the SUPPCODE begins with a 1 or 2; sort by the NCID column to group the three call legs.

	A	B	C	D	E	F	G	H	I	J
17	Type 1 - Type 2 - Type 2					Unique NCID				
18	ENTID	CORPID	DIALNUM	HIDDENNUM	NCID	START DATE	START TIME	END DATE	END TIME	DURATION
19	11701111	99991111	8005551111	0	00022723770f091b206c00	1/3/2005	8:44:41	1/3/2005	8:48:32	3:51
20	11701111	99991111	8005551111	8665552222	00022723770f091b206c00	1/3/2005	8:45:58	1/3/2005	8:46:29	0:31
21	11701111	99991111	8005551111	8665553333	00022723770f091b206c00	1/3/2005	8:47:11	1/3/2005	8:48:31	1:20

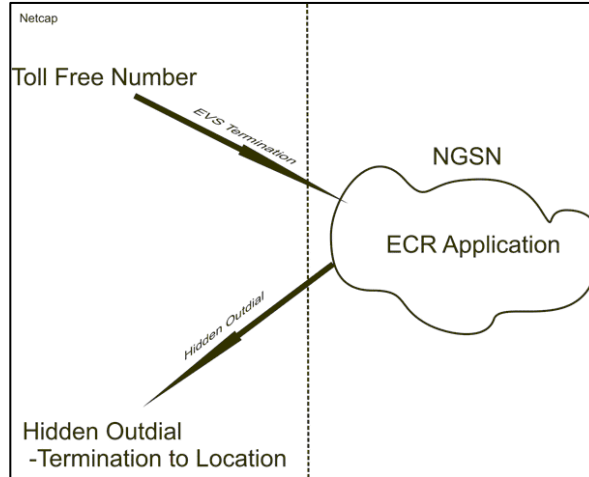
	K	L	M	N	O	P	Q	R	S	T
17										
18	TALK TIME	CLI	CITY	STATE/PROV	COUNTRY	RECORD TYPE	IOIND	FEATURE	ORIG CLASS	ACCESS TYPE
19	3:51	6015551234	CLINTON	MS	USA/WORLD ZO	8 D		4	0	Tollfree
20	0:31	6015551234	CLINTON	MS	USA/WORLD ZO	8 D		4	0	Tollfree
21	1:20	6015551234	CLINTON	MS	USA/WORLD ZO	8 D		4	0	Tollfree

	U	V	W	X	Y	Z	AA	AB	AC	AD	
17											
18	ATERM	ANCODE	PORTID	INTERM	INCODE	DISPOS	SUPPCODE		DNIS	NCRCOUNT	OFLWREAS
19	WAS7/1111	N1234567	148		N0000000	COMP	1	00000001010000000000000000000000	8.01E+09	0	0
20	GRN2/1111	N7654321	3776		N0000000	COMP	2	00000000000000000000000000000000	8.01E+09	0	0
21	GRN2/1111	N7654321	3836		N0000000	COMP	2	00000000000000000000000000000000	8.01E+09	0	0

	AF	AG	AH	AI	AJ	AK	AL	AM	AN
17									
18	ECR	OPRSEIZTIME	ECRCOUNT	ECRBRNA	PROD START DATE	PROD START TIME	PROD END DATE	PROD END TIME	PROD DURATION
19	Y	0:01	0	N	1/3/2005	8:44:41	1/3/2005	8:47:12	2:31
20	Y	0:01	0	N	1/3/2005	8:45:58	1/3/2005	8:46:29	0:31
21	Y	0:08	0	N	1/3/2005	8:47:04	1/3/2005	8:48:31	1:27

Scenario 5 (Type 3)

An individual calls a published number, enters the Network IVR application, and selects menu option 1. This creates a Type 3 record which combines the initial published number and outdial records into one CDR. A unique ID appears in the NCID column and the SUPPCODE begins with a 3. This scenario will also occur if RLT is used. TNT may or may not be enabled for Type 3 calls.



Type 3 Call - An 8xx number enters Network IVR then terminates to the customer location through the hidden outdial to your location.

	A	B	C	D	E	F	G	H	I	J
8	Type 3					Unique NCID				
9	ENTID	CORPID	DIALNUM	HIDDENNUM	NCID	START DATE	START TIME	END DATE	END TIME	DURATION
10	11701111	99991111	8005551111	8881112222	17023a5131055e19586c00	1/24/2005	6:19:14	1/24/2005	6:23:19	4:06

	K	L	M	N	O	P	Q	R	S	T
8										
9	TALK TIME	CLI	CITY	STATE/PROV	COUNTRY	RECORD TYPE	IOIND	FEATURE	ORIG CLASS	ACCESS TYPE
10	4:05	5055551234	ALBUQUERCNM		USA/WORLD ZO	8 D		4	0	Tollfree

	U	V	W	X	Y	Z	AA	AB	AC	AD	AE
8	The SUPPCODE begins with a 3										
9	ATERM	ANCODE	PORTID	INTERM	INCODE	DISPOS	SUPPCODE	DNIS	NRCRCOUNT	OFLWREAS	OVFLFLT
10	GRN2/1111	N1234567	137		N0000000	COMP	30010001000000000000000000000000	800555111		0	0

	AF	AG	AH	AI	AJ	AK	AL	AM	AN
8									
9	ECR	OPRSEIZTIME	ECRCOUNT	ECRBRNA	PROD START DATE	PROD START TIME	PROD END DATE	PROD END TIME	PROD DURATION
10	Y	0:59		0 N	1/24/2005	6:18:18	1/24/2005	6:19:15	0:57

Additional Inbound Report Information

Call Dispositions

Any call that is delivered to the Verizon Network by the originating Local Exchange Carrier (LEC) is considered a call attempt. Traffic Reporting classifies these attempts into three main categories: Complete, Incomplete, and Blocked. The following table lists the disposition codes, abbreviations, summaries, and descriptions.

Complete Calls			
Code	Abbreviation	Summary	Description
0	COMP	Complete	Call answered by called party. For ECR 2000 calls, called party is final call extension
Incomplete Calls			
Code	Abbreviation	Summary	Description
1	SC	Short Call	Call routed to terminating address where called party does not answer; ring time < 12 seconds.
2	DW	Didn't Wait	Call routed to terminating address where called party does not answer; ring time 12 to 24 seconds.
3	DA	Didn't Answer	Call routed to terminating address where called party does not answer; ring time > 24 seconds.
10	BUSY	Busy	Call routed to terminating address that is already in use.
11	ATB	All Trunks Busy	Call outpulsed to terminating DAL but fails due to congestion at customer premise.
Blocked Calls			
Code	Abbreviation	Summary	Description
4	IDC	ID Code	Call blocked because calling party entered invalid supplementary digits.
5	TCC	Tailored Call Coverage	Call not routed due to customer instructions preventing routing to/from specific terminations/originations.
6	NRJCT	NCS Reject	Call cannot be routed due to error in switch to DAP processing.

7	NBLKD	NCS Blocked	Call not routed in order to avoid or reduce network congestion.
8	SWCTL	Switch Controlled Blocked	Call blocked by originating switch without requesting originating information.
9	BLKD	Network Blocked	Call not routed because a switch (originating or intermediate) was unable to perform outpulsing.
12	DNF	Dialed Number Failure	Called number cannot be translated to valid termination. (Outbound Only).
13	RPF	Range Privilege Failure	Call is blocked due to calling party not having sufficient privilege to be routed to desired termination. (Outbound Only).
14	PAYBLKD	Payphone Blocked	Call blocked due to origination from a payphone.
15	PDB	Partial Dial Vacant Code	The call is blocked due to the calling party not completing the dialing operation. (Outbound Only).
16	EFB	Equipment Failure	Customer Premise Equipment (CPE) failure. (Outbound Only).

Time Point Codes

Time point codes appear on your reports and illustrate the points at which certain events occur. The following table lists the time point codes and descriptions.

Time Point Code	Description
TP1	Call Origination
TP3	Call Outpulse (Connect) Time
TP4	Operator Seize
TP5	Operator Release
TP6	Call Answer Time
TP7	Call Disconnect Time

Time Definitions

Talk Time is always set to 0 for Type 1 and Type 2 Network IVR calls.

Field	Regular CDR	Type 1 Network IVR – Inbound Calls	Type 2 Network IVR – Outbound/Takeback & Transfer (TNT) Calls	Type 3 Network IVR – Merger/Release Line Trunk (RTL) Calls
Call Start Time	If Call Disposition = 0, call is set to Call Answer Time (TP6). Otherwise, call Outpulse Time (TP3).	If Call Disposition = 0, call is set to Call Answer Time (TP6). Otherwise, Call Outpulse Time (TP3)	If Call Disposition = 0, call is set to Call Answer Time (TP6) or Product Start Time. Otherwise, Call Outpulse Time (TP3).	If Call Disposition = 0, call is set to Call Answer Time (TP6). Otherwise, call Outpulse Time (TP3).
Call End Time	Indicates when user or termination disconnected the call.	Indicates when user or termination disconnected the call.	Indicates when user or termination disconnected the call.	Indicates when user or termination disconnected the call.
Call Duration/Total Call Duration	Total length of call from when user dialed the number until the caller hung up. Calculation is Call Disconnect Time (TP7) - Call Outpulse Time (TP3).	Total length of call from when user dialed the number until the caller hung up. Calculation is Call Disconnect Time (TP7) - Call Outpulse Time (TP3).	Total length of call from when user dialed the number until the caller hung up. Calculation is Call Disconnect Time (TP7) - Call Outpulse Time (TP3).	Total length of call from when user dialed the number until the caller hung up. Includes time spent on Network IVR platform and time spent connected to termination. Calculation is Call Disconnect Time (TP7) - Call Outpulse Time (TP3).
Talk Time/Total Talk Time	How long caller was connected to the termination. Calculation is Call Disconnect Time (TP7) - Call Answer Time.	Time caller was connected to an agent. Talk Time is set to 0.	Time caller was connected to an agent. Talk Time is set to 0.	How caller was connected to the termination. IDoes not include time spent on the Network IVR platform. Calculation is Call Disconnect Time (TP7)- Call Answer Time (TP3).
Product Start	There are no	When Network IVR	When Network IVR	When Network IVR

Time	product times for regular calls and is set to 0, which is displayed as 01/01/1970 00:00:00.	seized the call. The Product Start Time field in the call record from GSE is used.	seized the call. The Product Start Time field in the call record from GSE is used.	seized the call. The Product Start Time field in the call record from GSE is used.
Product End Time	There are no product times for regular calls and is set to 0, which is displayed as 01/01/1970 00:00:00.	When Network IVR released the call. Calculation is Product Start Time plus Product Duration.	When Network IVR released the call. Calculation is Product Start Time plus Product Duration.	When Network IVR released the call. Calculation is Product Start Time plus Product Duration.
Product Duration	There are no product times for regular calls and it is to 0.	How long the call was on Network IVR. Production Duration field is used for Product Duration.	How long the call extension was on Network IVR. Production Duration field is used for Product Duration.	How long the call was on Network IVR. Production Duration field is used for Product Duration.
Call Outpulse Time	Call Origination Time (TP1) plus Call Connect Time (TP3).	In the past, GSE set Call Disconnect Time (TP7) equal to Operator Release Time (TP5). This resulted in calls with a 0 duration. The new rule sets Call Outpulse Time (TP3) equal to Call Origination Time (TP1) plus Operator Seize Time (TP4).	In the past, GSE set Call Disconnect Time (TP7) equal to the Operator Release Time (TP5). This resulted in calls with a 0 duration. The new calculation is Call Outpulse Time (TP3) equals Call Origination Time (TP1) plus Call Outpulse Time (TP3).	In the past, GSE set Call Disconnect Time (TP7) equal to the Operator Release Time (TP5). This resulted in calls with a 0 duration. The new calculation is Call Outpulse Time (TP3) equals Call Origination Time (TP1) plus Call Outpulse Time (TP3).
Call Origination Time (TP1)	Call Origination Time (TP1)	Call Origination Time (TP1)	Call Origination Time (TP1)	Call Origination Time (TP1)
Call Answer Time	Call Origination Time (TP1) plus Call Answer Time (TP6).	In the past, GSE set Call Answer Time (TP6) equal to Operator Release Time (TP5). This resulted in calls with a 0 talk time. The new calculation is Operator Seize Time (TP4) equals Call Origination Time (TP1) plus Call Answer Time	In the past, GSE set Call Answer Time (TP6) equal to Operator Release Time (TP5). This resulted in calls with a 0 talk time. The new rule is Operator Seize Time (TP4) equals Call Origination Time (TP1) plus Call Answer Time	Call Origination Time (TP1) plus Call Answer Time (TP6).

		Call Origination (TP1) plus Operator Seize Time (TP4)	(TP6).	
Call Disconnect Time	Call Origination (TP1) plus Call Disconnect Time (TP7).	Call Origination (TP1) plus Call Disconnect Time (TP7).	Call Origination (TP1) plus Call Disconnect Time (TP7).	Call Origination (TP1) plus Call Disconnect Time (TP7).
Call Duration	If call answered (TP6 > 0), Call Disconnect Time (TP7) minus Call Answer Time (TP6). If not answered, Call Disconnect (TP7) minus Call Outpulse Time (TP3).	Since there is no Call Answer Time (TP6) or Call Outpulse Time (TP3) for this type of call, Call Duration equals Call Disconnect (TP7) minus Operator Seize Time (TP4).	If the call is answered (TP6 > 0), Call Disconnect (TP7) minus Call Answer Time (TP6). If not answered, Call Disconnect Time (TP7) minus Call Outpulse Time (TP3).	If call is answered (TP6 > 0), Call Disconnect Time (TP7) minus Call Answer (TP6). If not answered, Call Disconnect (TP7) - Call Outpulse Time (TP3).
Product Start Time	0	Call Origination Time (TP1) plus Operator Seize Offset (TP4).	Call Origination Time (TP1) plus Operator Seize Offset (TP4).	Call Origination Time (TP1) plus Operator Seize Offset (TP4).
Product Duration	0	In the past, GSE set Product Duration to Operator Release Time (TP5) minus Operator Start Time (TP4). GSE now uses AUTH Code nibbles 39-43 in seconds for Product Duration.	Operator Release Time (TP5) minus Operator Start Time (TP4).	In the past, GSE set Product Duration to Operator Release Time (TP5) minus Operator Start Time (TP4). GSE now uses AUTH Code nibbles 39-43 in seconds for the Product Duration.

Supp Codes

1 - Published toll-free number.

2 - Hidden outdial (transfer enabled).

A12-A14 - Call sequence ID, which is the ID number of the extension or the record's count of the number of extensions.

A15-A16 - Giveback/Takeback

A17-A18 - Menu Route

A19-A20 - Message Announcement (audio play)

A21-A22 - Database Lookup counter

A23-A24 - Busy Ring No Answer (BRNA)

A25-A26 - Transfer

A27-A28 - Announce Connects

Network Call Redirect (NCR) Reason Codes

NCR Reason Codes specify the reasons for Integrated Services Digital Network (ISDN) call failure or completion. Reason Codes are used in NCR tables to specify the conditions for selecting a particular branch or hop during NCR. The Reason Codes and their descriptions are listed below.

- 001** - ATDT Timeout (ATDT is a modem command for PC to communicate with modems. AT is Attention, and DT is dialing a number in touchtone mode. It tells the modem to get a dial tone and dial the number that follows.
- 002** - No Route to Specified Transit Network
- 003** - No Route to Destination
- 004** - Vacant Area Code or Central Office Code
- 005** - Unassigned (Used to be Misdialed Trunk Prefix)
- 006** - Channel Unacceptable
- 007** - Call Awarded and Being Delivered in an Established Channel
- 008** - Preemption (Used to be Prefix 0 Dialed But Not Allowed)
- 009** - Preemption - Circuit Reserved (Used to be Prefix 1 Dialed But Not Allowed)
- 010** - Prefix 1 Not Dialed But Required
- 011** - More Digits Received Than Allowed, Call Proceeding
- 016** - Normal Call Clearing
- 017** - User Busy
- 018** - No User Responding
- 019** - No Answer From User (User Alerted)
- 021** - Call Rejected
- 022** - Number Changed
- 026** - Non-Selected User Clearing
- 027** - Destination Out of Order
- 028** - Invalid Number Format (Address Incomplete)
- 029** - Facility Rejected
- 030** - Response to Status Inquiry
- 031** - Normal, Unspecified
- 034** - No Circuit or Channel Available
- 038** - Network Out of Order
- 039** - Permanent Virtual Connection
- 040** - Permanent Virtual Connection
- 041** - Temporary Failure
- 042** - Switching Equipment Congestion
- 043** - Access Information Discarded
- 044** - Requested Circuit or Channel Not Available
- 046** - Precedence Call Blocked
- 047** - Resource Unavailable, Unspecified

- 049** - Quality of Service Unavailable
- 050** - Requested Facility Not Subscribed
- 051** - Call Type Incompatible
- 052** - Unassigned (Used to be Outgoing Calls Barred)
- 053** - Service Operation Violated
- 054** - Unassigned (Used to be Incoming Calls Barred)
- 055** - Unassigned (Used to be Incoming Calls Barred Within Cug)
- 057** - Bearer Capability Not Authorized
- 058** - Bearer Capability Not Available
- 063** - Service or Option Not Available
- 065** - Bearer Capability Not Implemented
- 066** - Channel Type Not Implemented
- 069** - Requested Facility Not Implemented
- 070** - Only Restricted Digital Information
- 079** - Service or Option Not Implemented
- 081** - Invalid Call Reference Value
- 082** - Identified Channel Does Not Exist
- 087** - Called User Not Member of Closed User Group (CUG). Selected collection of terminal users that do not accept calls from sources not in their group. They are often restricted from sending messages out.
- 088** - Incompatible Destination
- 091** - Invalid Transit Network Selector
- 095** - Invalid Message, Unspecified
- 096** - Mandatory Information Element is Missing
- 097** - Message Type Non-Existent or Not Implemented
- 098** - Message Not Compatible With Call State
- 099** - Information Element Non-Existent or Not Implemented
- 100** - Invalid Information Element Contexts
- 101** - Message Not Compatible With Call State
- 102** - Recovery On Timer Expired
- 103** - Unassigned (Used to be Parameter Non-existent or Not Implemented)
- 111** - Protocol Error, Unspecified
- 127** - Interworking, Unspecified

Product Entry Codes

Product Entry Codes indicate the type of call processing that took place at the ISN, ONC, or switch. For calls that don't need to access the ISN or ONC to process, the switch may record a switch-generated entry code (20,21,23-26,51-79). If more than one entry code is received, the last one is recorded. ISN or ONC entry codes that are received will overwrite the switch-generated entry codes.

- 0** - Default
- 1** - Person-to-Person (P-P)
- 2** - Station-to-Station (S-S)
- 3** - Third Party Billing (3rd Party Number Recorded)
- 4** - P-P Collect (Bill to Called Party)
- 5** - S-S Collect (Bill To Called Party)
- 6** - Verizon Card or VNET Card (S-S)
- 7** - BOC Inward Dialing without call completion
- 8** - General Assistance
- 9** - BOC/LEC Card
- 10** - Presubscribed Credit Card
- 11 and 12** - Not Used
- 13** - Commercial Credit Card
- 14** - BOC Inward Dialing with Call Completion
- 15** - Verizon Card or VNET Card (P-P)
- 20** - ANI Validation (Screened Pass/Fail)
- 21** - Auth Validation (Filed or Dialed)
- 22 and 49** - Not Currently Used - Available
- 23** - 700 Service Access Code
- 24** - 500,800,8XX (x
- 25** - 900 Service Access Code
- 26** - Prism I, Prism II, and Verizon WATS (Not Currently Supported)
- 27** - EVS/NARS - TNT DDD, flat rate
- 28** - EVS/NARS - TNT mixed, flat rate
- 29** - Operator Release Timer Expired
- 30** - EVS/NARS - Disconnect Message Referral (DMR) without referral
- 31** - EVS/NARS - DMR with referral to Verizon Number
- 32** - EVS/NARS - DMR to Non-Verizon Number including 10 digit ANI
- 33** - EVS/NARS - DMR with referral and Call Extension (CE) to Verizon Number
- 34** - EVS/NARS - DMR with referral and CE to non-Verizon Number
- 35** - EVS/NARS - Customized Message Announcement (CMA) with call extension
- 36** - EVS/NARS - CMA without call extension
- 37** - EVS/NARS - Enhanced Call Routing (Network IVR)
- 38** - EVS/NARS - Intelligent Call Routing (ICR)

- 39** - EVS/NARS - AnswerNet Menu
- 40** - EVS/NARS - AnswerNet Transfer
- 41** - EVS/NARS - 800 Dealer Connect
- 42** - EVS/NARS - 800 Dealer Locator
- 43** - EVS/NARS - 800 Roam
- 44** - EVS/NARS - Takeback and Transfer (TNT) dedicated, per call
- 45** - EVS/NARS - TNT DDD, per call
- 46** - EVS/NARS - TNT mixed, per call
- 47** - Call Center
- 48** - GETS Card
- 50** - Billed To International Number
- 51** - CSI Information Recorded
- 52** - Supp Code Only Recorded - Overrides other Entry Codes.
- 53** - VNET Remote Access Number Recorded, + Null + Optional Supp Code
- 54** - SS7 Calling Party Number Recorded, + Null + Optional Supp Code
- 55** - OSID+OTG Recorded, + Null + Optional Supp Code
- 56** - DNIS Recorded
- 57** - Business Group ID Recorded, + Null + Optional Supp Code
- 58** - Network Information recorded
- 59** - BG+Null+OSID/OTG Plus Optional Supp Code (Concert)
- 60** - Card Number+Null+OSID/OTG Plus Optional Supp Code (Concert)
- 61** - VNET RA+Null+OSID/OTG Plus Optional Supp Code (Switch-Processed)
- 62** - VNET RA+Null+OSID/OTG Plus Optional Supp Code (Remote Access, Operator Fallback, ISN-Processed)
- 63** - Network Call Transfer (NCT)
- 64** - Call Back + Null + OSID/OTG + Optional Supp Code
- 98** - VNET Card S/S ISN Validated
- 99** - VNET Card P/P ISN Validated
- 100** - 18C It's Me PIN S/S
- 101** - 18C It's Me Global S/S
- 102** - 18C It's Me ANI S/S
- 103** - 18C It's Me NPA S/S
- 104** - 18C Messenger S/S
- 105** - 18CEE (En Espanol) Collect
- 106** - 18CEE (En Espanol) Third Party
- 107** - 18C BOC Card S/S
- 108** - Not Used
- 109** - AOS Messenger S/S
- 110** - International Messenger
- 111** - International Speed Dial

Action Codes

The following table describes the action code field in the Inbound Call Detail report.

Action Code	Description
0	Default
1	7D Direct Termination Call Without Overflow Allowed (Translated to 7D Number + TSID + TTG)
2	7D Direct Termination Call With Overflow Allowed (Translated to 7D Number + TSID + TTG)
3	DDD Number (or Translated to DDD Number)
4	IDDD Number (or Translated to IDDD Number)
5	Switch to NCS Transaction Failure (Switch Generated Action Code) or AAP. For domestic switches, this Action Code only applies if the call fails due to the Switch to NCS transaction failure. This Action Code is also used to designate IVNET Inbound for Toll Ticket to CDR Conversion calls.
6	Incoming exclusion failure.
7	ID Code Failure
8	Unexpected error occurs in the NCS/DAP.
9	Misdialed Number. When the NCS/DAP is unable to translate the dialed number.
10	10D Direct Termination Without Overflow Allowed (Translated to 10D Number + TSID + TTG)
11	10D Direct Termination With Overflow Allowed (Translated to 10D Number + TSID + TTG)
12	National with Overflow Allowed
13	International with Overflow Allowed
14	ANI Not Found
15	NPA-NXX Not Found
16	Pilot Number Not Found
17	Associated Partition Not Found

18	ADF Format Error
19	Switch ID Not Found
20	800 and other SAC numbers that are not identified via other Entry Codes, Number Not Found
21	800 and other SAC numbers that are not identified via other Entry Codes, Number Out of Band
22	Not used. Available
23	Invalid ID Code (Customized Announcement)
24	Range Privilege (Customized Announcement)
25	7D Number not in Database (Customized Announcement)
26	10D Exclusion Feature (Customized Announcement)
27	900 Number Not Found
28	900 Number Out of Band
29	Payphone Blocked
30	NCS Network Management Blocked
31	NCS Gate Denial
32	FlexSTC, Overflow Not Allowed (Translated to N-Digit Number + TSID + TTG)
33	FlexSTC, Overflow Allowed (Translated to N-Digit Number + TSID + TTG)
34	SAC Number Not Found (Currently Used for 500 Service)
35	SAC Number Out of Band (Currently Used for 500 Service)
36	700 Number not found.
37	700 Number Out of Band.
38	ICR designated Out of Band
39	NCT - Reversed Call Direction
40-48	Not Currently Used – Available

49	Information Call
50	Flexible Direct Termination Call Overflow Not Allowed (Translated to N-Digit Number + TSID + TTG)
51	Flexible Direct Termination Call Overflow Allowed (Translated to N-Digit Number + TSID + TTG)
52	Outbound IVNET Overflow Not Allowed
53	Outbound IVNET Overflow Allowed
54	Global Switch Profile Not Found
55	ANI Index Provided by DAP (Note: This action code is only recorded in the call record if it is the last action code received or generated by the switch. No PTD is present in the billing records when AC=55)
56	Requested Service Not Available from DAP (Note: This action code is only recorded in the call record if it is the last action code received or generated by the switch.)
57-60	Not Currently Used – Available
61	URI Termination Overflow Allowed
62	URI Termination Overflow Not Allowed
63	International Inbound AAP (Toll Ticket to CDR Conversion)

Information Digit Codes

The following table lists and defines ANI Information Digits Codes, which are assigned by the North American Numbering Plan Administration (NANPA) at the request of the Industry Numbering Committee (INC). The assignment of ANI II Digits does not imply their ubiquitous availability. The availability of ANI II Digits should, therefore, be confirmed with any given service provider.

Digits	Description
00	Plain Old Telephone Service (POTS) – Non-coin service requiring no special treatment.
01	Multi-party line (more than 2) – ANI cannot be provided on 4 or 8 party lines. The presence of this “01” code causes an Operator Number Identification (ONI) function to be performed at the distant location. The ONI feature routes the call to a CAMA operator or to an Operator Services System (OSS) for determination of the calling number.
02	ANI Failure – The originating switching system indicates (by the “02” code) to the receiving office that the calling station was not identified. If the receiving switching system routes the call to a CAMA or Operator Services System, the calling number may be verbally obtained and manually recorded. If manual operator identification is not available, the receiving switching system (e.g., an interLATA carrier without operator capabilities) may reject the call.
03-05	Unassigned
06	Station Level Rating – The “06” digit pair is used when you subscribed to a class of service in order to be provided with real time billing information. For example, hotel/motels served by PBXs receive detailed billing information including the calling party’s room number. When the originating switching system does not receive the detailed billing information, e.g., room number, this “06” code allows the call to be routed to an operator or operator services system to obtain complete billing information. The rating and/or billing information is then provided to the service subscriber. This code is used only when the directory number (DN) is not accompanied by automatic room/account identification.
07	Special Operator Handling Required – Calls generated from stations that require further operator or Operator Services System screening are accompanied by the “07” code. The code is used to route the call to an operator or Operator Services System for further screening and to determine if the station has a denied-originating class of service or special routing/billing procedures. If the call is unauthorized, the calling party is routed to a standard intercept message.
08-09	Unassigned
10	Not assignable – Conflict with 10X test code
11	Unassigned
12-19	Not assignable – Conflict with international outpulsing code
20	Automatic Identified Outward Dialing (AIOD) – Without AIOD, the billing number for a PBX is

	the same as the PBX Directory Number (DN). With the AIOD feature, the originating line number within the PBX is provided for charging purposes. If the AIOD number is available when ANI is transmitted, code "00" is sent. If not, the PBX DN is sent with ANI code "20." In either case, the AIOD number is included in the AMA record.
21-22	Unassigned
23	<p>Coin or Non-Coin – On calls using database access, e.g., 800, ANI II 23 is used to indicate that the coin/non-coin status of the originating line cannot be positively distinguished for ANI purposes by the SSP. The ANI II pair 23 is substituted for the II pairs which would otherwise indicate that the non-coin status is known, i.e., 00, or when there is ANI failure.</p> <p>ANI II 23 may be substituted for a valid 2-digit ANI pair on 0-800 calls. In all other cases, ANI II 23 should not be substituted for a valid 2-digit ANI II pair which is forward to an SSP from an EAEO.</p> <p>Some of the situations in which the ANI II 23 may be sent:</p> <ul style="list-style-type: none"> • Calls from non-conforming end offices (CAMA or LAMA types) with combined coin/non-coin trunk groups. • 0-800 Calls • Type 1 Cellular Calls • Calls from PBX Trunks • Calls from Centrex Tie Lines
24	Identifies a toll free service that was translated to a POTS routable number via the toll-free database that originated for any non-pay station. If the received toll-free number is not converted to a POTS number, the data base returns the received ANI code along with the received toll-free number. Thus, this 24 code indicates that this is a toll free service call since that fact can no longer be recognized simply by examining the called address.
25	Identifies a toll free service call that was translated to a POTS routable number via the toll-free database that originated from any pay station, including inmate telephone service. Specifically, ANI II digits 27, 29, and 70 are replaced with Code 25.
26	Unassigned
27	Identifies a line connected to a pay station which uses network provided coin control signaling. II 27 is used to identify this type of pay station line irrespective of whether the pay station is provided by a LEC or a non-LEC. II 27 is transmitted from the originating end office on all calls made from these lines.
28	ISN assigned – ETS allows them on an Operator Service call only.
29	Used to identify lines serving a confinement/detention facility that are intended for inmate/detainee use and require outward call screening (e.g., 0+ collect only service). As per Sect. 276 (d) of the Telecom Act, inmate telephone service is considered to be included in the general category of payphone service. Accordingly, lines identified with ANI II 29 include both prison/inmate phones/payphones.

<p>30-32</p>	<p>Intercept – Where the capability is provided to route intercept calls (either directly or after an announcement recycle) to an access tandem with an associated Telco Operator Services System, the following ANI codes should be used:</p> <ul style="list-style-type: none"> • 30 Intercept (blank) - for calls to unassigned directory number (DN) • Intercept (trouble) - for calls to directory numbers (DN) that were manually placed in trouble-busy state by Telco personnel • Intercept (regular) - for calls to recently changed or disconnected numbers
<p>33</p>	<p>Unassigned</p>
<p>34</p>	<p>Telco Operator Handled Call – After the Telco Operator Services System handled a call for an IC, it may change the standard ANI digits to “34” before outputting the sequence to the IC when the Telco performs all call handling functions, e.g., billing. The code tells the IC that the BOC performed billing on the call and the IC only has to complete the call.</p>
<p>35-39</p>	<p>Unassigned</p>
<p>40-49</p>	<p>Unrestricted Use – Locally determined by carrier</p>
<p>50-51</p>	<p>Unassigned</p>
<p>52</p>	<p>Outward Wide Area Telecommunications Service (OUTWATS) – This service allows you to make calls to a certain zone(s) or band(s) on a direct dialed basis for a flat monthly charge or for a charge based on accumulated usage. OUTWATS lines can dial station-to-station calls directly to points within the selected band(s) or zone(s). The LEC performs a screening function to determine the correct charging and routing for OUTWATS calls based on your class of service and the service area of the calling party. When these calls are routed to the interexchange carrier via a combined WATS-POTS trunk group, it is necessary to identify the WATS calls with the ANI code “52.”</p>
<p>53-59</p>	<p>Unassigned</p>
<p>60</p>	<p>TRS – ANI II digit pair 60 indicates that it is a TRS call delivered to a transport carrier from a TRS Provider and that the call originated from an unrestricted line (i.e., a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call is billed to the calling line.</p>
<p>61</p>	<p>Cellular/Wireless PCS (Type 1) – The “61” digit pair is to be forwarded to the interexchange carrier by the local exchange carrier for traffic originating from a cellular/wireless PCS carrier over type 1 trunks. (Note: ANI information accompanying digit pair “61” identifies only the originating cellular/wireless PCS system, not the mobile directory placing the call).</p>
<p>62</p>	<p>Cellular/Wireless PCS (Type 2) – The “62” digit pair is to be forwarded to the interexchange carrier by the cellular/wireless PCS carrier when routing traffic over type 2 trunks through the local exchange carrier access tandem for delivery to the interexchange carrier. (Note: ANI information accompanying digit pair “62” identifies the mobile directory number placing the call but does not necessarily identify the true call point of origin).</p>

63	Cellular/Wireless PCS (Roaming) – The “63” digit pair is to be forwarded to the interexchange carrier by the cellular/wireless PCS subscriber “roaming” in another cellular/wireless PCS network over type 2 trunks through the local exchange carrier access tandem for delivery to the interexchange carrier. (Note: Use of “63” signifies that the “called number” is used only for network routing and should not be disclosed to the cellular/wireless PCS subscriber. Also, ANI information accompanying digit pair “63” identifies the mobile directory number forwarding the call but does not necessarily identify the true forwarded-call point of origin).
64-65	Unassigned
66	TRS – ANI II digit pair 66 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS Provider, and that the call originates from a hotel/motel. The transport carrier can use this indication, along with other information (e.g., whether the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (i.e., bill to room or alternate bill).
67	TRS – ANI II digit pair 67 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS Provider and that the call originated from a restricted line. Accordingly, sent paid calls should not be allowed and additional screening, if available, should be performed to determine the specific restrictions and type of alternate billing permitted.
68-69	Unassigned
70	Identifies a line connected to a pay station (including both coin and coinless stations), which does not use network provided coin control signaling. II 70 is used to identify this type pay station line irrespective of whether the pay station is provided by a LEC or a non-LEC. II 70 is transmitted from the originating end office on all calls made from these lines.
71-79	Unassigned
80-89	Reserved for Future Expansion “to” 3-digit Code
90-92	Unassigned
93	Access for private virtual network types of service: the ANI code “93” indicates to the IC that the originating call is a private virtual network type of service call.
94	Unassigned
95	Unassigned – Conflict with Test Codes 958 and 959
96-99	Unassigned

Customer Support & Training

Customer Support

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