

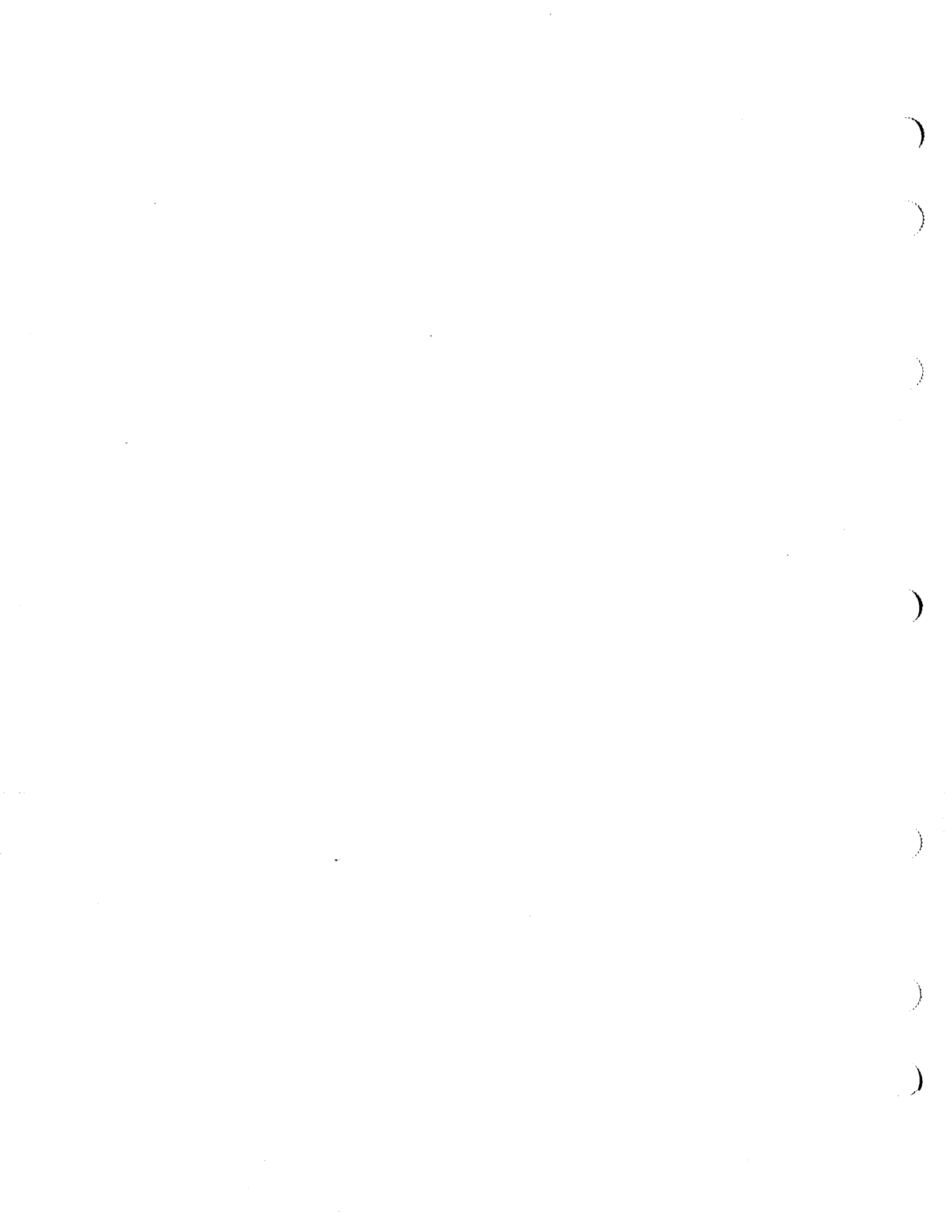
**SMS/800**

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ISSUE 23, JUNE 1999  
SMS/800 RELEASE 11.0

# **User Guide: 800 Service Management**

**SMS/800**



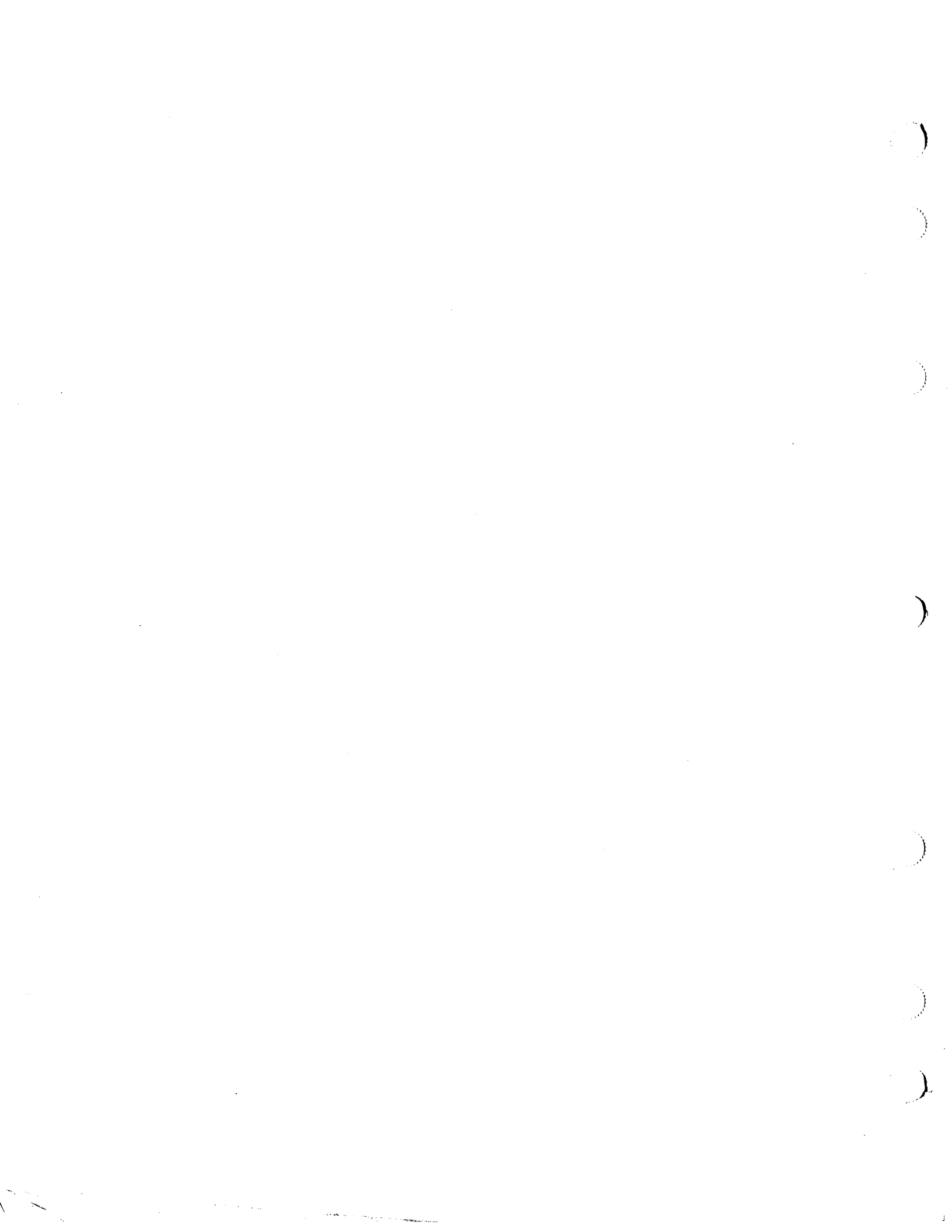


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# **SMS/800**

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ISSUE 23, JUNE1999

SMS/800 RELEASE 11.0

## **800 Service Management System**

# **User Guide: 800 Service Management**

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## Revision Marking Page

Revisions to this document are marked in the following manner:

1. Where material has been added or changed, the exact location of the change is marked by a vertical black bar (|) in the outer margin next to the change.
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4. Where a figure, exhibit, or table has been changed, a vertical black bar (|) appears in the outer margin adjacent to the caption.



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1	800 Number Administration
2	800 Service Customer Records
3	800 Service Maintenance
4	Customer Record Tables
5	Carrier Notification and Approval
I	800 Service Management Main Index



**SMS/800 Release 11.0**

**Documentation Change Summary**

The following table summarizes the changes in technical content made to this document for SMS/800 Release 11.0. Changes are marked by a diffmark “!” in the right margin.

Corrections of typographical errors and minor re-wording of sentences for clarity are diffmarked, but are not included in this summary.

Page	Type of Change	Description
1-3	Modification	Table 1: “Reserved” entry -- time frame changed from 60 days to industry-determined standard.
1-23, 1-24	Modification	Figure 10: If user is not Control Resp Org; Figure 11: If user is Control Resp Org.
1-38	Modification	Section 3.8: Allowable NPA for DIAL# (AND) Screen
2-41	Modification	#11: Default date changed from 6 months to industry-determined standard.
2-63	Addition	RCC numbers cannot be reserved
2-63	Addition	RCC numbers associated with a state code.
2-63, 2-64	Addition	Section 8.20.2: Beginning and End of DIAL# Range for RCC Service.
2-64	Modification	POTS numbers within a specified range are used for terminating calls.
2 - 64	Addition	16 NXXs reserved for RCC numbers listed.
2-76	Modification	Multiples nows may be allowed depending on status of the record...
2-79	Modification	#8: END INTERCEPT default date changed to industry-determined standard.
2-89; 2-90	Addition	Restrict use of Annment Code for % routing.
2-102; 2-103	Addition	“Restrict Use of Annment Code” to Table 24: % and Annment entries.
2-108; 2-109	Addition	Executing a Global Change through the use of the Command “G”

3-47	Modification	Figure 207 (RO Report) Modified Denied RO Change Requests Report.
User Guide: 800 Service Management Documentation Change Summary		BR-780-004-221 Issue 23, June 1999 SMS/800 Release 11.0

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## 1. GENERAL

Part 1, 800 Number Administration, describes the number administration features of the 800 Service Management System.

The 800 Service Management System, SMS/800<sup>TM1</sup> keeps track of the status of all DIAL#s. Users with number reservation capabilities can search for spare DIAL#s and change the status of DIAL#s.

**NOTE:** The SMS/800 Help Desk, acting upon instructions from the North American Numbering Plan administrator, makes DIAL# NXXs available or unavailable for use within SMS/800. New DIAL# NXXs are opened for assignment when necessary.

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1. SMS/800 is a trademark of Ameritech Services, Inc., Bell Atlantic NSI Holdings, Inc., BellSouth Telecommunications, Inc., Pacific Bell, Southwestern Bell Telephone Company, Telesector Resources Group, Inc., U S West Communications, Inc.

## 1.1 DIAL# STATUSES

Table 1 lists the DIAL# statuses recognized by SMS:

**Table 1. DIAL# Statuses**

DIAL# Status	Definition
SPARE	A DIAL# that is available for use by a customer. A SPARE number can be retrieved by an SMS/800 user and, for a specific amount of time (from 0 to 60 minutes, as specified on the REL screen), the number is considered to be in a <i>pre-reservation</i> state and it cannot be reserved by any other user. If the time limit has passed and the number has not yet been reserved by the current user, it is free to be reserved by another user. Refer to 780-004-224, Part 1, for REL screen.)
UNAVAILABLE	A DIAL# that has been taken out of use and can not be assigned until it is released by the SMS/800 Help Desk.
RESERVED	A DIAL# being held for future use by a customer. Numbers are automatically reserved for an industry-determined number of days. Only the SMS/800 Help Desk and the user group that reserved the number can change the length of time a number is reserved by entering a date in the RESERVED UNTIL field; however, the date entered cannot be equal to the current date or go beyond the original date provided by the system.
ASSIGNED	A DIAL# that is associated with a pending customer record that has been established in SMS but is not yet active in a Service Control Point, SCP.
SUSPEND	A DIAL# that was DISCONNECTED but is scheduled to be reactivated. A future pending new connect customer record has been established in the SMS.
WORKING	A DIAL# that has a customer record status of active or sending.
DISCONNECT	A DIAL# whose service has been terminated. DISCONNECTED numbers are on intercept and callers dialing DISCONNECTED numbers receive either a REFERRAL message directing the caller to a different number or a recorded message indicating that the number is disconnected. The customer records for DISCONNECTED numbers are maintained in the SMS and the SCPs and DISCONNECTED numbers are not available for use by another customer. A number remains DISCONNECTED until the END INTERCEPT date is reached. The number will automatically return to SPARE at the end of intercept if it has been DISCONNECTED for the specified number of months; otherwise it becomes TRANSITIONAL at the end of intercept. When the END INTERCEPT date is reached, the customer record is no longer maintained in the SMS or SCPs.

**Table 1. DIAL# Statuses**

<b>DIAL# Status</b>	<b>Definition</b>
TRANSITIONAL	A DIAL# whose service has been terminated for less than the specified number of months and is no longer on intercept. TRANSITIONAL numbers are not available for use by another customer. The customer record for TRANSITIONAL numbers is not maintained in the SMS or SCPs. After the DIAL# service has been terminated for several months, TRANSITIONAL numbers automatically return to SPARE. The purpose of the TRANSITIONAL status is to assure an aging process for numbers whose service has been terminated and are not in the SCPs.

## 1.2 NUMBER STATUS CHANGES

Sections 1.2.1 through 1.2.3 describe the following three ways in which the status associated with a DIAL# can be changed:

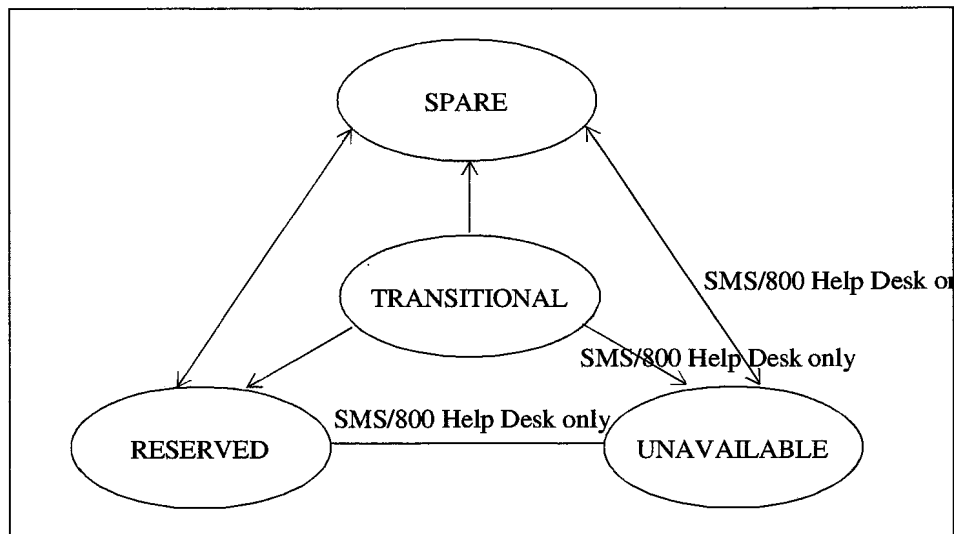
1. By SMS/800 Help Desk and users with number reservation responsibilities, using the SMS number administration functions on the Number Search (NUS) screen.
2. By the system, in response to changes in the Customer Administrative Data (CAD) part of the customer record.
3. Automatically by the system, when certain events occur.

### 1.2.1 Number Status Changes via the NUS Screen

Table 2 lists the number status changes that can be made using the number administration functions on the Number Search (NUS) screen. These changes are illustrated in Figure 1. Note that changes to or from the UNAVAILABLE status may be made only by the SMS/800 Help Desk.

**Table 2.** Number Status Changes Made via the NUS Screen

Status Change From:	To:
SPARE	RESERVED or UNAVAILABLE
RESERVED	SPARE or UNAVAILABLE
UNAVAILABLE	SPARE or RESERVED
TRANSITIONAL	RESERVED, SPARE or UNAVAILABLE



**Figure 1. Number Status Changes via the NUS Screen**

**1.2.2 Number Status Changes Resulting from CAD Modification**

The number status changes listed in Table 3 are initiated by either the creation or the modification of the Customer Administrative Data (CAD) portion of a customer record:

**Table 3. Number Status Changes Resulting from CAD Modification**

Status Change From:	To:
TRANSITIONAL or RESERVED	ASSIGNED
WORKING or SUSPEND	DISCONNECT
DISCONNECT	SUSPEND
ASSIGNED	SPARE

### 1.2.3 Number Status Changes Made Automatically By the System

Table 3 lists the status changes that are made automatically by the system, and the conditions under which they will occur:

**Table 4. Number Status Changes Made Automatically by the System**

Status Change From:	To:	Condition
ASSIGNED or SUSPEND	WORKING	When the related call processing record is made active in the network.
DISCONNECT	SPARE	Upon reaching the END INTERCEPT date, if the number has been disconnected for the specified number of months.
DISCONNECT	TRANSITIONAL	Upon reaching the END INTERCEPT DATE, if the number has not been disconnected for the specified number of months.
TRANSITIONAL	SPARE	After being disconnected for the specified number of months.
RESERVED	SPARE	When the RESERVED UNTIL date has passed.
WORKING	SUSPEND	When the number is temporarily disconnected; i.e., when a disconnect order is followed by a pending connect order.

## 1.3 SPECIAL TYPES OF DIAL#S

### 1.3.1 Duplicate Numbers

Duplicate numbers are normally not created; however, under unusual circumstances the SMS/800 Help Desk acting upon instructions from the North American Numbering Plan administrator can create duplicate numbers for single state service. These numbers are identified by a two-character state code appended to the number. The *Duplicate Numbers Report* can be used to keep track of duplicate numbers.

### 1.3.2 Maintenance Numbers

Maintenance numbers, which are used for test calls, are created by the SMS/800 Help Desk from numbers in the SPARE number pool by changing the status of selected numbers from SPARE to UNAVAILABLE. When a number is made unavailable, the NOTES field should be used to record the reason for making the number unavailable. The *Unavailable Numbers Report* can be used to keep track of the numbers used for maintenance.



### 1.3.3 Radio Common Carrier (RCC) Numbers

The SMS/800 Help Desk, acting upon instructions from the North American Numbering Plan administrator, controls which 800-NXXs within SMS/800 are open for assignment as Radio Common Carrier (RCC) numbers.

SMS/800 does not manage Radio Common Carrier numbers, i.e., it does not keep track of the status of RCC numbers. RCC number inquiries produce a message stating that the NXX is for RCC numbers only, and no number status is displayed.



## 2. NUMBER ADMINISTRATION MENU (NUM)

The Number Administration Menu (NUM), shown in Figure 2, provides access to the Number Search (NUS) screen, used to search for spare DIAL#s and to change the status of selected numbers.

To access the NUM menu, type **NUM** in the CMD field of any SMS screen and press [ENTER].

Or, type **M** in the CMD field of the NUS screen and press [ENTER].

SMS - 800		NOW: 09/22/93 09:44A/C
NUM - NUMBER ADMINISTRATION MENU		
TO ACCESS	ENTER CMD	ENTER KEY
NUMBER SEARCH	NUS	
NXX USAGE CONTROL	NUC	NPA-NXX
DUPLICATE CONTROL	DUC	DIAL#
RESERVATION LIMIT	REL	
ALLOWABLE NPA FOR DIAL#	AND	

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_

Figure 2. Screen: Number Administration Menu (NUM)



### 3. NUMBER SEARCH (NUS)

The Number Search (NUS) screen, shown in Figure 3, allows you to search for numbers that meet specified search criteria, to display the results of the search, and to change the status of selected numbers.

#### 3.1 ACCESS NUS KEY SCREEN

To access the NUS key screen from any SMS screen:

1. Type **NUS** in the CMD field.
2. Press [ENTER]. The system displays the NUS key screen as shown in Figure 3, with the number search fields blank.
3. Optionally, you may now enter number search parameters, defined in Table 5, in the number search fields or in the KEY field. Entries in the KEY field can be in any order. If you use both fields, the entries in the KEY field take precedence.

If neither the number search fields nor the KEY field contain any number search parameters and the CMD field contains NUS, the system will search using default values.

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: _____	QUANTITY(1-10): 10	CONSECUTIVE: N
NPA: ____	START NXX: ____	START LINE#: ____

Figure 3. Screen: Number Search (NUS), Key Screen

## 3.2 NUMBER SEARCH PARAMETERS

**Table 5. Number Search Parameters**

Field	Description	Valid Values
DIAL#	The DIAL#(s) to search for. Explanation of Valid Values is as follows: n = any number from 2-9; any letter except Q or Z; "*" (regular wildcard); "&" (repeated digit wildcard) x = any number from 0-9; any letter except Q or Z; "*" (regular wildcard); "&" (repeated digit wildcard) st = two character state code xxx = (NPA) ***; &&& 800; 888; alpha nxx = wildcard; digits; alpha xxxx = (LINE) wildcard; digits; alpha NOTE: See description of NUS screen (next section) for instructions on using wildcards to search. Do not use wildcards with a state code.	8xx-nxx-xxxx or 8xx-nxx-xxxx-st
NPA	NPA code for 800 type service.	800, 888, 877
QUANTITY	Quantity of numbers to search for and display. Default = 1.	1-10
START NXX	Starting NXX for search.	000-999
START LINE#	Starting line number for search.	0000-9999
CONSECUTIVE	Indicates whether or not to-be-retrieved numbers must be consecutive (i.e., in sequence). Default = N.	Y = Yes N = No

### 3.3 ACCESS NUS SCREEN WITH SPECIFIED SEARCH PARAMETERS

To access the NUS screen *with specified search parameters* from any SMS screen:

1. Type **NUS** in the CMD field.
2. Enter one or more number search parameters (see Table 5) in the KEY field.
3. Press [ENTER]. The system displays the NUS screen with the results of the number search, as shown in Figure 4.

RESP ORG:	SMS - 800	NOW: 04/24/93 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#:	QUANTITY(1-10): 10	CONSECUTIVE: N
NPA: _____	START NXX: _____	START LINE#: _____
	800 234-5678	888 243-1234
	800 341-7656	888 243-2010
	800 444-6312	888 341-1221
	800 876-1234	888 431-3598
	800 921-1126	888 551-6789
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____	_____	
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 4. Screen: Number Search (NUS), After a Search

## 3.4 SEARCHING FOR NUMBERS

By using the NUS number search parameters, you can perform different types of number searches. Note that if no number search criteria is entered, the search of the data base starts from a randomly selected number and goes through the entire data base until either a spare number is found or until the starting number in the data base is reached. If search criteria are entered, the following rules apply:

### 3.4.1 General

In general, entering a value into a search field limits the range of the search. Leaving a field blank means that there is no restriction for that parameter.

If the system finds matches for only a portion of the search criteria that you specify, then those matches will be displayed.

### 3.4.2 DIAL# Field

If the DIAL# field is blank, any spare number can be selected. If a specific ten-digit number is entered in the DIAL# field, only the specified number will be retrieved and displayed regardless of its status. If a specific number is specified in the DIAL# field, the START NXX and START LINE# fields must be blank and the QUANTITY requested must be 1. NPA field must be blank.

### 3.4.3 Using Wildcards in the DIAL# Field

Use the asterisk "\*" wildcard character to search for a partially specified number. Substitute an asterisk for any part of a DIAL# (except the state code). For example, if the customer wants line number 1111 and does not care about the NXX, you could enter the DIAL# as 800\*\*\*1111 or 800-\*\*\*-1111.

Use the ampersand "&" wildcard character to search for numbers with repeating digits. If you use the "&" wildcard, you must use at least *two* of them in your search; it is illegal to use only one. For example:

- 800-**&&&**-2345 could return numbers such as 800-777-2345 or 800-444-2345.
- 888-345-**&&&&** could return numbers such as 888-345-9999 or 800-345-3333.
- 800-2**&**4-**\*\*****&** could return numbers such as 800-264-1366 or 800-224-8922.

Note that the "&" and "\*" wildcards may be used in combination with each other, and are totally independent of one another.

**IMPORTANT:** You cannot use a wildcard with a state code.

---



#### 3.4.4 NPA Field

Use the NPA field to specify the NPA of the DIAL# being sought.

#### 3.4.5 QUANTITY Field and CONSECUTIVE Field

By typing over the default value in the QUANTITY field, you can ask the system to find up to 10 spare numbers. If you request more than one spare number via an entry in the QUANTITY field, you can also request that the retrieved numbers be consecutive (in sequence, with no numbers skipped in the sequence) by entering **Y** in the CONSECUTIVE field. Otherwise, the retrieved numbers may or may not be consecutive.

#### 3.4.6 START NXX Field

To begin the search at a specific NXX, enter the NXX in the START NXX field. For example, if START NXX is 231, the system will skip all numbers up to 230-9999, and will begin its search with 231-0000. The search will continue through higher numbers in the data base until the requested quantity of numbers are found or until the highest NXX in the data base is reached.

NOTE: If a START NXX is entered along with a DIAL#, the 4th, 5th and 6th digits of the DIAL# must be wildcard characters.

#### 3.4.7 START LINE# Field

To begin the search at a specific line number, enter the line number in the START LINE# field. For example, if START LINE# is 3451, the system will skip all numbers that end with the lines 0000 to 3450, and will search only for numbers that end with the lines 3451 to 9999 (regardless of the NPA-NXX). The search continues until the requested quantity of numbers are found or until all the applicable NPA-NXX codes have been searched.

NOTE: If a START LINE# is entered along with a DIAL#, the last four digits of the DIAL# must be wildcard characters.

#### 3.4.8 If You Request a Number that is In Use

If you request a specific number that is in use (not spare), the system displays the message  
REQUESTED NUMBER IS \$\$\$ PLEASE ENTER ANOTHER NUMBER

where \$\$\$ is the current status (WORKING, RESERVED, DISCONNECT, etc.).

If your RESP ORG (see Table 6) is not associated with the number and your user class is not SAC (refer to 780-004-225 SMS Security Administration for definition of user class),

only the RESP ORG, STATUS, STATUS EFF, and RESERVED UNTIL fields will contain number data (the RESERVED UNTIL field contains data only if the status is RESERVED).

For disconnected numbers on intercept the RESERVED UNTIL field is replaced by the DISCONNECT UNTIL field, which specifies when intercept will end.

### **3.4.9 Warning Message when Reaching Your Reservation Limit**

The system will generate a warning message to inform you if you have reached or exceeded 97% of your number reservations limit. This warning message will help keep you informed of the number of additional reservations that can be made *before* your reservation limit is exceeded.

### 3.5 TYPES OF NUMBER SEARCHES

Using the search techniques described above, the following types of number searches can be performed:

1. search for any spare number
2. search for spare numbers in a specific NXX
3. search for any number in a specific NPA
4. search for spare numbers in a specific NPA-NXX
5. search for a specific number
6. search for a partially specified spare number
7. search for a block of consecutive spare numbers
8. search for a quantity of partially specified spare numbers
9. search for a spare number with repeating digits
10. start the search at a specific NXX
11. start the search at a specific line number

Sections 3.5.1 through 3.5.13 describe each type of number search. In each example, two methods of entering the search parameters are shown. In METHOD 1, the number search parameters are entered in the number search fields of the NUS screen. In METHOD 2, the number search parameters are entered in the KEY field.

### 3.5.1 Search for Any Spare Number

#### METHOD 1

Access the NUS key screen and press [ENTER]:

DIAL#: \_\_\_\_\_ QUANTITY(1-10): 1 CONSECUTIVE: N  
NPA: \_\_\_\_\_ START NXX: \_\_\_\_\_ START LINE#: \_\_\_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS            KEY: 1

Either method will produce an NUS screen such as the one in Figure 5:

RESP ORG:	SMS - 800	NOW: 04/24/93 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: _____	QUANTITY(1-10): 1	CONSECUTIVE: N
NPA: _____	START NXX: _____	START LINE#: _____
800 799-5678		
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 5. Search for Any Spare Number

### 3.5.2 Search for Spare Numbers in a Specific NXX

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: \*\*\* 799 \*\*\*\* \_\_\_ QUANTITY(1-10): 5 CONSECUTIVE: N  
NPA: \_\_\_ START NXX: \_\_\_ START LINE# : \_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: \*\*\* 799 \*\*\*\* ,5

Either method will produce an NUS screen such as the one in Figure 6:

RESP ORG:	SMS - 800	NOW: 04/24/93 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: *** 799 ****	QUANTITY(1-10): 5	CONSECUTIVE: N
NPA: ___	START NXX: ___	START LINE#: ___
	888 799-1234	888 799-7656
	888 799-5678	888 799-2010
	888 799-6312	
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 6. Search for Five Spare Numbers in a Specific NXX

### 3.5.3 Search for Spare Numbers in a Specific NPA

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: \_\_\_\_\_ QUANTITY(1-10): 5 CONSECUTIVE: N  
NPA: 888 START NXX: \_\_\_\_ START LINE# : \_\_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 888,5

Either method will produce an NUS screen such as the one in Figure 7:

RESP ORG:	SMS - 800	NOW: 04/24/93 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: _____	QUANTITY(1-10): 5	CONSECUTIVE: N
NPA: 888	START NXX: ____	START LINE#: ____
	888 799-0001	888 799-6576
	888 799-0010	888 799-2010
	888 799-0012	
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 7. Search for Five Spare Numbers in a Specific NPA

### 3.5.4 Search for Spare Numbers in a Specific NPA-NXX

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 888 799 \*\*\*\*\_ QUANTITY(1-10): 5 CONSECUTIVE: N  
NPA: \_\_\_ START NXX: \_\_\_ START LINE# : \_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 888 799 \*\*\*\* ,5

Either method will produce an NUS screen such as the one in Figure 8:

RESP ORG:	SMS - 800	NOW: 04/24/93 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: 888 799 ****	QUANTITY(1-10): 5	CONSECUTIVE: N
NPA: ___	START NXX: ___	START LINE#: ___
	888 799-1234	888 799-7656
	888 799-5678	888 799-2010
	888 799-6312	
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 8. Search for Five Spare Numbers in a Specific NPA-NXX

### 3.5.5 Search for a Specific DIAL# status spare

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 877-999-2345\_\_\_ QUANTITY(1-10): 1 CONSECUTIVE: N  
NPA: \_\_\_ START NXX: \_\_\_ START LINE# : \_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 877-999-2345

Either method will produce an NUS screen such as the one in Figure 9:

RESP ORG:	SMS - 800	NOW: 12/31/98 11:45A/C
	NUS - NUMBER SEARCH	
DIAL#: 877-9992-345	QUANTITY(1-10): 1	CONSECUTIVE: N
NPA: ___	START NXX: ___	START LINE#: ___
05/23/97	877 999-2345	
STATUS: SPARE	STATUS EFF:	RESERVED UNTIL:
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 9. Search for a Specific DIAL# status spare



### 3.5.6 Search for a Specific DIAL# Status Reserved

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 877-392-6366\_\_\_ QUANTITY(1-10): 1 CONSECUTIVE: N  
NPA: \_\_\_ START NXX: \_\_\_ START LINE# : \_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 877-392-6366

Figure 10 shows a DIAL# Status Reserved screen. In this example the search was done by a Resp Org user who is not the Control Resp Org; the number entered is reserved:

RESP ORG: AMOB1	SMS - 800	NOW: 02/12/99 12:05P/C
NUS - NUMBER SEARCH		
DIAL#: 8773926366	QUANTITY(1-10): 01	CONSECUTIVE: N
NPA: ___	START NXX: ___	START LINE#: ___
877 392-6366		
STATUS: RESERVE	STATUS EFF: 02/12/99	RESERVED UNTIL: 3/29/99
NCON:	NPHONE:	
NOTES: _____		
CMD: _____	KEY: _____	
9827 REQUESTED NUMBER IS RESERVED. PLEASE ENTER ANOTHER NUMBER.		

Figure 10. Search for a Specific DIAL# Status Reserved -- User is not Control Resp Org

### 3.5.7 Search for a Specific DIAL # Status Reserved - Control Resp Org

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 888-831-0174\_\_\_ QUANTITY(1-10): 1 CONSECUTIVE: N  
NPA: \_\_\_ START NXX: \_\_\_ START LINE# : \_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 888-831-0174

Figure 11 shows a DIAL# Status Reserved screen in which the user is the Control Resp Org. In this example the number entered is reserved:

RESP ORG: PCPT1	SMS - 800	NOW: 02/11/99 12:05P/C
NUS - NUMBER SEARCH		
DIAL#: 877-392-6366	QUANTITY(1-10): 01	CONSECUTIVE: N
NPA: ___	START NXX: ___	START LINE#: ___
1/23/99 877 392-6366		
STATUS: RESERVE	STATUS EFF: 02/11/99	RESERVED UNTIL: 3/26/99
NCON: Lone Star, Inc	NPHONE: 732-699-4554	
NOTES: _____		
CMD: _____ KEY: _____		
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 11. Search for a Specific DIAL# Status Reserved - Control Resp Org

### 3.5.8 Search for a Partially Specified Spare Number

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 800 \*\*\* \*\*11\_\_\_ QUANTITY(1-10): 1 CONSECUTIVE: N  
NPA: \_\_\_ START NXX: \_\_\_ START LINE# : \_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 800 \*\*\* \*\*11

The line number entered in the DIAL# field or KEY field in the examples above might also have been of the form 800\*\*\*\*\*11 or 800-\*\*\*.\*\*11.

Either method will produce a NUS screen such as the one in Figure 12:

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: 800 *** **11	QUANTITY(1-10): 1	CONSECUTIVE: N
NPA: ___	START NXX: ___	START LINE#: ___
800 221-1011		
STATUS: SPARE	STATUS EFF:	RESERVED UNTIL:
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 12. Search for Spare Number with the Last Two Digits Specified

### 3.5.9 Search for Several Partially Specified Spare Numbers

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 800-\*\*\* 22\*\*    QUANTITY(1-10): 10    CONSECUTIVE: N  
NPA:                    START NXX:            START LINE# :           

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS    KEY: 800 \*\*\* 22\*\*,10

Either method will produce an NUS screen such as the one in Figure 13:

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: 800-*** 22**	QUANTITY(1-10): 10	CONSECUTIVE: N
NPA:	START NXX:	START LINE#:
800 221-2210		800 221-2243
800 221-2212		800 221-2256
800 221-2221		800 221-2278
800 221-2226		800 221-2289
800 221-2234		800 221-2298
STATUS: SPARE	STATUS EFF:	RESERVED UNTIL:
NCON:		NPHONE:
NOTES:	_____	
CMD:	KEY:	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 13. Search for 10 Spare Numbers With Partly Specified Line Number

### 3.5.10 Search For a Block of Consecutive Spare Numbers

With a Y in the CONSECUTIVE field, SMS/800 will retrieve the requested quantity of DIAL#s in sequence. The example below shows that numbers 221-3000 to 221-3009, in randomly selected NPA, are retrieved. This range of retrieved numbers are in sequence and no number is skipped or replaced.

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: \_\_\_\_\_ QUANTITY(1-10): 10 CONSECUTIVE: Y  
NPA: \_\_\_\_ START NXX: \_\_\_\_ START LINE# : \_\_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 10, Y

Either method will produce a NUS screen such as the one in Figure 14:

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: _____	QUANTITY(1-10): 10	CONSECUTIVE: Y
NPA: ____	START NXX: ____	START LINE#: ____
800 221-3000		800 221-3005
800 221-3001		800 221-3006
800 221-3002		800 221-3007
800 221-3003		800 221-3008
800 221-3004		800 221-3009
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 14. Search for Any 10 Consecutive Spare Numbers

### 3.5.11 Search for Spare Number with Repeating Digits

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: 888-7&&-\*&&& QUANTITY(1-10): 5 CONSECUTIVE: N  
NPA: \_\_\_\_ START NXX: START LINE# : \_\_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 888-7&&-\*&&&, 5

Either method will produce an NUS screen such as the one in Figure 15:

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: 888-7&&-*&&&	QUANTITY(1-10): 5	CONSECUTIVE: N
NPA: ____	START NXX: ____	START LINE#: ____
888 711-4111		888 755-4555
888 722-4222		888 788-3888
888 722-5222		
STATUS: SPARE	STATUS EFF:	RESERVED UNTIL:
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 15. Search for 5 Spare Numbers with Repeating Digits

### 3.5.12 Start Search at a Specific NXX

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: \_\_\_\_\_ QUANTITY(1-10): 10 CONSECUTIVE: N  
NPA: \_\_\_\_ START NXX: 221 START LINE# : \_\_\_\_

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 800,221,10

Either method will produce an NUS screen such as the one in Figure 16:

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: _____	QUANTITY(1-10): 10	CONSECUTIVE: N
NPA: ____	START NXX: 221	START LINE#: ____
	800 221-1011	800 221-2006
	800 221-1013	800 221-2563
	800 221-1210	800 221-2580
	800 221-2000	800 221-2905
	800 221-2005	800 221-2906
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 16. Search for 10 Spare Numbers Starting from Specific NXX

### 3.5.13 Start Search at a Specific Line Number

#### METHOD 1

Fill in the number search parameters on the NUS key screen as follows and press [ENTER]:

DIAL#: \_\_\_\_\_ QUANTITY(1-10): 10 CONSECUTIVE: N  
NPA: \_\_\_\_ START NXX: \_\_\_\_ START LINE# : 2999

#### METHOD 2

Fill in the CMD and KEY fields of any SMS screen as follows and press [ENTER]:

CMD: NUS KEY: 2999,10

Either method will produce an NUS screen such as the one in Figure 17:

RESP ORG:	SMS - 800	NOW: 04/24/98 09:30A/C
	NUS - NUMBER SEARCH	
DIAL#: _____	QUANTITY(1-10): 10	CONSECUTIVE: N
NPA: ____	START NXX: ____	START LINE#: 2999
800 221-2999		800 221-3020
800 221-3000		800 221-3021
800 221-3001		800 221-3022
800 221-3002		800 221-3023
800 221-3010		800 221-3024
STATUS: SPARE	STATUS EFF: _____	RESERVED UNTIL: _____
NCON: _____		NPHONE: _____
NOTES: _____		
CMD: _____	KEY: _____	
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.		

Figure 17. Search for 10 Spare Numbers Starting from Specific Line Number



### 3.6 RESERVING OR CHANGING THE NUMBER STATUS, THE CONTROL RESP ORG, AND/OR OTHER NUS INFORMATION

#### 3.6.1 DIAL#s Within the Same NPA

After a search has been carried out, the NUS screen displays the requested numbers and other information fields that are required to complete the process of changing the status of a number.

See Table 6 for a description of the NUS fields.

To change a number's status, control Resp Org and/or other information in the NUS screen:

1. To select all the numbers for a status change skip this step; otherwise, type X in the select field to the left of each number to be selected for a change (see Figure 18).
2. To change the status, type the new status in the STATUS field; see Table 6 for valid values.

**NOTE:** Only the SMS/800 Help Desk can make a number UNAVAILABLE or change an UNAVAILABLE number to a different status.

3. To change the control Resp Org, type the change in the RESP ORG field.

**NOTE:** The control Resp Org of a number can be changed via the NUS screen if the number status is RESERVED or TRANSITIONAL, or if the number status is UNAVAILABLE and the number has no customer record associated with it.

For any number that has a customer record associated with it, the control Resp Org can be changed only via the CAD screen of the customer record.

4. Type any required changes to the NCON, NPHONE, or NOTES fields.

**NOTE:** NCON and NPHONE are required for a status change to RESERVED or UNAVAILABLE)

5. Type **v** in the CMD field.
6. Press [ENTER]. The system responds with a confirmation message that the update has been completed (see Figure 19).

**NOTE:** Be sure to submit your reservation request within the allotted RESERVATION TIME limit specified on the REL screen. If the time limit passes and you have not submitted your request, it is possible for another user to reserve one of the displayed numbers and for your request to be rejected.

```
RESP ORG:                SMS - 800                NOW: 04/24/98 09:30A/C
                          NUS - NUMBER SEARCH

DIAL#: _____        QUANTITY(1-10): 10        CONSECUTIVE: Y
NPA: _____          START NXX: 221            START LINE#: 2999

      X 888 831-0701                888 831-0706
      888 831-0702                888 831-0707
      888 831-0703                X 888 831-0708
      888 831-0704                888 831-0709
      888 831-0705                888 831-0710

STATUS: R                STATUS EFF:                RESERVED UNTIL:
NCON: J. Nesmith        NPHONE: 201-981-2621
NOTES:  Acme Motor Co, Main Office, Detroit

CMD: U _____        KEY: _____
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.
```

Figure 18. Change Status of Selected Number of same NPA to RESERVE

```
RESP ORG: ABC01          SMS - 800                NOW: 04/24/98 09:30A/C
                          NUS - NUMBER SEARCH

DIAL#: _____        QUANTITY(1-10): 10        CONSECUTIVE: Y
NPA: _____          START NXX: 221            START LINE#: 2999

      X 800 221-3000                800 221-3005
      800 221-3001                800 221-3006
      800 221-3002                X 800 221-3007
      800 221-3003                800 221-3008
      800 221-3004                800 221-3009

STATUS: RESERVE        STATUS EFF: 04/24/97        RESERVED UNTIL: 06/23/97
NCON: J. NESMITH        NPHONE: 201-981-2621
NOTES:  ACME MOTOR CO, MAIN OFFICE, DETROIT

CMD: _____        KEY: _____
9811 UPDATE COMPLETED.
```

Figure 19. Change Status of Selected Numbers of same NPA to RESERVE, Com

### 3.6.2 DIAL#s With Different NPAs

After a search has been carried out, the NUS screen displays the requested numbers and other information fields that are required to complete the process of changing the status of a number.

See Table 6 for a description of the NUS fields.

To change the number status, control Resp Org and/or other information in the NUS screen for numbers that have different NPAs:

1. To select *all* the numbers for a status change skip this step; otherwise, type **x** in the select field to the left of each number to be selected for a change (see Figure 20).
2. To change the status, type the new status in the STATUS field; see Table 6 for valid values.

**NOTE:** Only the SMS/800 Help Desk can make a number UNAVAILABLE or change an UNAVAILABLE number to a different status.

3. To change the control Resp Org, type the change in the RESP ORG field.

**NOTE:** The control Resp Org of a number can be changed via the NUS screen if the number status is RESERVED or TRANSITIONAL, or if the number status is UNAVAILABLE and the number has no customer record associated with it.

For any number that has a customer record associated with it, the control Resp Org can be changed only via the CAD screen of the customer record.

4. Type any required changes to the NCON, NPHONE, or NOTES fields.

**NOTE:** NCON and NPHONE are required for a status change to RESERVED or UNAVAILABLE)

5. Type **v** in the CMD field.
6. Press [ENTER]. The system responds with a confirmation message that the update is in progress and that a status can be checked by pressing PF7 (see Figure 21).

- If reserving numbers, press PF7 to display any updated status progress of the numbers that are being reserved. The progress status per number could equal "RESERVED", "WAITING", or "FAILED." Figure 22 displays the completed update.

**NOTE:** If the numbers are being changed from spare to unavailable by a SAC type user, the progress status will equal "WAITING", "UNAVAIL", or "FAILED."

- If changing numbers, press PF7 to display any updated status progress of the numbers being changed. The progress status per number could equal "WAITING", "CHANGED", "SPARED", "UNAVAIL", or "FAILED."

**NOTE:** If PF7 is not pressed within the time limit specified in the Extended Lockout, message 9989 **PROGRESS STATUS IS NOT AVAILABLE** will be returned.

```
RESP ORG:                SMS - 800                NOW: 12/11/98 09:30A/C
                          NUS - NUMBER SEARCH

DIAL#: ***999998*        QUANTITY(1-10): 10    CONSECUTIVE: N
NPA: _____          START NXX: _____    START LINE#: _____

      800 999-9985                888 999-9980
X 800 999-9986                888 999-9981
X 800 999-9987                X 888 999-9982
      800 999-9988                X 888 999-9983
      800 999-9989                888 999-9984

STATUS: R                STATUS EFF:                RESERVED UNTIL:
NCON: J. NESMITH        NPHONE: 699-4554
NOTES: ACME MOTOR CO, MAIN OFFICE, DETROIT

CMD: U _____        KEY: _____
9806 REQUESTED NUMBER(S) HAVE BEEN RETRIEVED.
```

Figure 20. Change Status of Selected Numbers of Different NPAs to RESERVE

```
RESP ORG:                SMS - 800                NOW: 12/11/98 09:30A/C
                          NUS - NUMBER SEARCH

DIAL#: ***999998*        QUANTITY(1-10): 04    CONSECUTIVE: N
NPA: _____          START NXX: _____    START LINE#: _____

      800 999-9985                888 999-9980
X 800 999-9986                888 999-9981
X 800 999-9987                X 888 999-9982    WAITING
      800 999-9988                X 888 999-9983    WAITING
      800 999-9989                888 999-9984

STATUS:                  STATUS EFF:                RESERVED UNTIL:
NCON: J. NESMITH        NPHONE: 699-4554
NOTES: ACME MOTOR CO, MAIN OFFICE, DETROIT

CMD: _____        KEY: _____
9610 UPDATE IN PROGRESS. PRESS PF7 TO CHECK FOR STATUS.
```

Figure 21. Change Status of Selected Numbers of Different NPAs to RESERVE  
in waiting

```

RESP ORG:                SMS - 800                NOW: 12/11/98 09:30A/C
                        NUS - NUMBER SEARCH

DIAL#: ***999998*      QUANTITY(1-10): 04  CONSECUTIVE: N
NPA: _____      START NXX: _____  START LINE#: _____

      800 999-9985                888 999-9980
12/23/97  800 999-9986  RESERVED                888 999-9981
10/10/97  800 999-9987  RESERVED                12/01/97 888 999-9982  RESERVED
      800 999-9988                11/08/97 888 999-9983  RESERVED
      800 999-9989                888 999-9984

STATUS:                STATUS EFF: 12/11/96  RESERVED UNTIL: 12/31/96
NCON: J. NESMITH      NPHONE: 699-4554
NOTES: ACME MOTOR CO, MAIN OFFICE, DETROIT

CMD: _____  KEY: _____
9011 UPDATE COMPLETED.
  
```

Figure 22. Change Status of Selected Numbers of Different NPA to RESERVE, Completed

```

RESP ORG:                SMS - 800                NOW: 04/24/98 09:30A/C
                        NUS - NUMBER SEARCH

DIAL#: _____      QUANTITY(1-10): 10  CONSECUTIVE: N
NPA: _____      START NXX: _____  START LINE#: _____

      800 234-5678                X 888 243-1234  WAITING
X 800 341-7656  WAITING                888 243-2010
      800 444-6312                X 888 341-1221  WAITING
X 800 876-1234  WAITING                888 431-3599
      800 921-1126                888 551-6789

STATUS:                STATUS EFF:                RESERVED UNTIL:
NCON: J. NESMITH      NPHONE: 908-699-4554
NOTES: ACME MOTOR CO, MAIN OFFICE, DETROIT

CMD: _____  KEY: _____
9811 UPDATE IN PROGRESS.  PRESS PF7 FOR PROGRESS STATUS
  
```

Figure 23. Reserving DIAL#s Across NPAs

### 3.7 NUS FIELDS

**Table 6. NUS Fields**

Field	Description	Valid Values
RESP ORG	RESPonsible ORGanization for displayed numbers. The displayed numbers default to user's own organization when the status of SPARE numbers are updated to RESERVED or UNAVAILABLE. For numbers that have a status of <i>RESERVED</i> or <i>TRANSITIONAL</i> , the field can be changed by any user that has update permission for the displayed RESP ORG per their security record. For <i>UNAVAILABLE</i> numbers, the field can be changed only by SMS/800 Help Desk.	XXXXX
DIAL#	The DIAL#(s) to search for. Explanation of Valid Values is as follows: n = any number from 2-9; any letter except Q or Z; "*" (regular wildcard); "&" (repeated digit wildcard) x = any number from 0-9; any letter except Q or Z; "*" (regular wildcard); "&" (repeated digit wildcard) st = two character state code xxx = (NPA) ***; &&& 800; 888; alpha nxx = wildcard; digits; alpha xxxx = (LINE) wildcard; digits; alpha	xxx-nxx-xxxx or xxx-nxx-xxxx-st
NPA	NPA code for 800 type service.	800, 888, 877
QUANTITY	Quantity of numbers to search for and display. Default = 1.	1-10
START NXX	Starting NXX for search.	000-999
START LINE#	Starting line number for search.	0000-9999
CONSECUTIVE	Indicates whether or not to-be-retrieved numbers must be consecutive (i.e., in sequence). Default = N.	Y = Yes N = No
STATUS	Shows status of displayed number(s). If current status is ASSIGNED, WORKING, SUSPENDED or DISCONNECTED, then field is protected and may not be changed by user. If current status is SPARE, RESERVED, UNAVAILABLE or TRANSITIONAL, then field is unprotected and may be changed by authorized users (only SMS/800 Help Desk can change a number to/from UNAVAILABLE). Allowable inputs are SPARE, UNAVAIL, and RESERVE or any truncated versions that begin with S for spare, U for unavailable, and R for reserved.	SPARE, UNAVAIL, RESERVE, ASSIGNE, SUSPEND, WORKING, DISCONN, TRANSIT

**Table 6. NUS Fields**

Field	Description	Valid Values
STATUS EFF	If the status displayed is not SPARE, this field shows the date on which the numbers were given their current status (by the system or a user). STATUS EFF is blank when the status is SPARE. STATUS EFF is generated by the system, is protected and may not be changed by a user.	mm/dd/yy
RESERVED UNTIL	If the status of the displayed numbers is RESERVED, RESERVED UNTIL shows the last day the number will be reserved. The next day the number will automatically be returned to SPARE status. This field can only be changed by those who have update permission for the RESP ORG of the number. Entered date must have two-digit month and two-digit day designations, e.g., 01/05/93 not 1/5/93.	mm/dd/yy
DISCONNECT UNTIL	If the status of the displayed number is DISCONN then the RESERVED UNTIL field is changed to DISCONNECT UNTIL and the date shown is the end-intercept date.	mm/dd/yy
NCON	This is the name of the marketing contact requesting number reservation, or the SMS/800 Help Desk person's name if the numbers are being changed to UNAVAILABLE. NCON is required for a number status change to RESERVED or UNAVAILABLE. Viewable only by persons with the same RESP ORG as the number.	Anything
NPHONE	The phone number of the NCON. NPHONE is required for a number status change to RESERVED or UNAVAILABLE, and it is validated. Viewable only by persons with the same RESP ORG as the number.	NPA-NXX-XXXX, NXX-XXXX
NOTES	Usually used for the name of the customer for whom the numbers are being reserved, but may be used as you see fit. It is not required for a number status change; however, it should be used to indicate why a number is made UNAVAILABLE. Viewable only by persons with the same RESP ORG as the number.	Anything
PROGRESS STATUS (heading not shown on screen)	This status field appears (on the same line following the DIAL#) when the PF7 key is pressed after multiple DIAL#s have been changed or reserved within different NPAs. PROGRESS STATUS is generated by the system, is protected and may not be changed by a user.	RESERVED, CHANGED, WAITING, SPARED, FAILED, UNAVAIL

**Table 6. NUS Fields**

Field	Description	Valid Values
LAST ACTIVE DATE (heading not shown on screen)	The date will be displayed when there is data upon the completion of a successful reservation of one or more numbers, when a search is made on a specific number and the number status is spare, and when a search is made on a specific number status is reserved providing the Resp Org making the request is the control Resp Org of the reserved DIAL#.	mm/dd/yy

### 3.8 ALLOWABLE NPA FOR DIAL# (AND)

The allowable NPA for DIAL# (AND) screen, shown in Figure 24, lists valid DIAL# NPAs and the NPA where a random search or search and reservation starts when:

1. No NPA is specified by the user
2. The user enters wildcards equal to any NPA, \*\*\*, \*&&, 8\*\*, or 8&& for the DIAL# NPA.

The AND screen is view only and is used to obtain a list of valid DIAL# NPAs.

SMS - 800		NOW: 02/05/99 05:42P/C				
AND - ALLOWABLE NPA FOR DIAL#						
START RANDOM SEARCH: 877						
NPA	NPA	NPA	NPA	NPA	NPA	NPA
800	877	888	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_ PAGE 01 OF 01

**Figure 24. AND - Allowable NPA for DIAL# Screen**



## 4. NUMBER ADMINISTRATION REPORTS

This section describes the SMS/800 number administration reports.

### 4.1 REPORT REQUESTS (RRR)

Use the RRR screen described in the *Customer Records* section of this user guide to display or print number administration reports. Note that not all users have access to all reports.

The following number administration reports listed on the RRR screen are described in Sections 4.2 through 4.9:

- *Approaching Due and Cancelled Number*
- *Duplicate Numbers*
- *Unavailable Numbers*
- *Reserved Numbers*
- *Assigned Numbers*
- *Transitional Numbers*
- *Destination NPA-NXX*
- *Number Administration Summary*

**NOTE:** The group of DIAL#s included in each report depends on the Resp Org (responsible organization) that controls the number, indicated in the RESP ORG field which appears on the RRR screen.

## 4.2 APPROACHING DUE AND CANCELLED NUMBER

The *Approaching Due and Cancelled Number* report, shown in Figure 25 and Figure 26, is produced every other week.

This report has two parts:

- Part 1 lists reserved numbers that are within three weeks (21 days) of their RESERVED UNTIL DATE.
- Part 2 lists reserved numbers that have been cancelled because they were not ASSIGNED before the RESERVED UNTIL DATE.

Table 7 lists the items in this report:

**Table 7. Report Items: Approaching Due and Cancelled Number**

Item	Description
RESP ORG	The RESP ORG that controls the numbers listed in the report.
CREATED	The date and time the report was printed.
SCHEDULE	The generation schedule of the report.
VERSION	A number corresponding to the week (1-26) the report was generated.
DIAL#	In the first part of the report are the DIAL#s that are approaching their reserved until date. In the second part of the report are the formally reserved numbers that were cancelled because they were not used before the reserved until date.
RESERVED UNTIL DATE	The date when the reservation of a number expires.
DATE CANCELLED	The date a past due reservation was cancelled.

RESERVED UNTIL DATE		DIAL#	RESERVED UNTIL DATE		DIAL#
5/23/93		800-333-4433	5/24/93		800-623-4473
		800-343-3663			800-633-4473
		800-443-3354			800-642-5643
5/24/93		800-222-5684			800-654-7654
		800-230-4398			800-699-4322
		800-234-3455	5/25/93		800-544-3211
		800-244-4321-VA			800-567-3411
		800-555-6544			800-789-5433
		800-621-8900			800-845-9087
		800-622-0032			800-923-1234

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_ PG 01 OF 10

Figure 25. Report: Approaching Due and Cancelled Number, Part 1

DIAL#	DATE CANCELLED	DIAL#	DATE CANCELLED
800-212-8273-NJ	5/01/93	800-449-5849	5/12/93
800-233-9821	5/05/93	800-450-9832	5/10/93
800-248-8888	5/03/93	800-450-9832	5/03/93
800-249-1123	5/04/93	800-463-8723	5/09/93
800-250-2346	5/02/93	800-513-5120	5/09/93
800-321-5849	5/08/93	800-634-0123	5/04/93
800-324-8907	5/07/93	800-642-9098	5/07/93
800-339-0988	5/06/93	800-723-0943	5/02/93
800-345-8726	5/10/93	800-734-8765	5/05/93
800-432-9876	5/08/93	800-757-3498	5/09/93

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_ PG 05 OF 10

Figure 26. Report: Approaching Due and Cancelled Number, Part 2

### 4.3 DUPLICATE NUMBERS

The *Duplicate Numbers* report, shown in Figure 27, is a weekly report that lists duplicate numbers, the states in which they are used, the associated RESP ORG, and the associated destination number.

The report contains only those duplicate numbers for which the specified RESP ORG has control.

The report can be requested for either a specific state or for "ALL" states but only those duplicate numbers controlled by the requesting RESP ORG will be printed.

Table 8 lists the items in this report:

**Table 8. Report Items: Duplicate Numbers**

Item	Description
RESP ORG	The RESP ORG that controls the duplicate numbers listed in the report.
CREATED	The date and time the report was printed.
SCHEDULE	The generation schedule of the report.
VERSION	A number corresponding to the week of the year (1-52) the report was generated.
STATE	Report request parameter that can either be a specific state (NJ, PA, etc.) or the word "ALL" for all states.
DIAL#	The duplicate number.
STATE	The states in which the number is duplicated.
CR STATUS	The status of the customer record.
TEL#	The destination number: either a POTS# or a DIAL#

DIAL#	STATE	CR STATUS	TEL#
800-226-4121	NJ	ACTIVE	908-699-9999
800-227-7222	DE	SENDING	302-555-0000
800-280-0050	MD	ACTIVE	800-280-0050
		PENDING	800-280-0050
	PA	ACTIVE	215-699-2493
		SENDING	215-788-3456
800-527-7222	PA	FAILED	908-699-8128
		INVALID	908-699-8128
		MUST CHECK	908-699-8128
800-527-7222	PA	DISCONNECT	215-677-1009
		PENDING	215-677-1009
800-656-6700	NJ	HOLD	201-829-2020

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BANJLJFK PAGE 1

Figure 27. Report: Duplicate Numbers

## 4.4 UNAVAILABLE NUMBERS

The *Unavailable Numbers* report, shown in Figure 28, is a weekly report that provides information about numbers with the status of unavailable. It lists all the unavailable numbers, the date the number became unavailable and the reason for unavailability. Figure 29 is the Unavailable Numbers report summary. It will only be printed when a RESP ORG is specified in the request from the RRR screen using wildcard(s). When a specific RESP ORG is requested, the summary page will be suppressed.

The report contains only those numbers for which the specified RESP ORG has control.

Table 9 lists the items in this report.

**Table 9. Report Items: Unavailable Numbers**

Data Item	Description
RESP ORG	The RESP ORG that controls the numbers listed in the report. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
CREATED	The date and time the report was printed.
SCHEDULE	The generation schedule of the report.
VERSION	A number corresponding to the week of the year (1-52) the report was generated.
DIAL#	The unavailable number.
DATE UNAVAIL	The date the number was made "unavailable".
REASON FOR UNAVAILABILITY	The reason the number was made unavailable.
TOTAL UNAVAILABLE NUMBERS FOR RESP ORG	The total unavailable numbers for RESP ORG on this report.

DIAL#	DATE UNAVAIL	REASON FOR UNAVAILABILITY
800-221-1234	05/04/93	USED FOR TEST CALL
800-221-1235	05/15/93	UNKNOWN
800-221-2000	10/10/93	USED FOR TEST CALL
800-221-3000	05/25/93	UNKNOWN

\*\*\* TOTAL UNAVAILABLE NUMBERS FOR RESP ORG BANJ1: 4 \*\*\*

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Figure 28. Report: Unavailable Numbers

RESP ORG: BA***	SMS - 800	CREATED: 06/28/98 10:30A/C
SCHEDULE: WEEKLY		VERSION: 26
UNAVAILABLE NUMBERS REPORT SUMMARY		
TOTAL FOR	TOTAL NUMBERS	
-----	-----	
BANJ1	20	
BAPA1	5	
<hr/>		
BA***	25	
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PG 1 OF 1		

Figure 29. Unavailable Numbers Report Summary



## 4.5 RESERVED NUMBERS

The *Reserved Numbers* report, shown in Figure 30, is a daily report that provides the controlling RESP ORG and SMS/800 Help Desk with a list of all reserved numbers per RESP ORG, their status effective date, their reserved-until date, and the login ID that made their reservation. Figure 31 is the Reserved Numbers report summary. It will only be printed when a RESP ORG is specified in the request from the RRR screen using wildcard(s). When a specific RESP ORG is requested, the summary page will be suppressed.

Table 10 lists the items in this report.

**Table 10. Report Items: Reserved Numbers**

Item	Description
RESP ORG	The RESP ORG that controls the numbers listed in the report. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
CREATED	The date and time the report was printed.
SCHEDULE	The generation schedule for the report.
VERSION	The day of the week (Mo-SU) and the date that the data was collected.
DIAL#	The reserved number.
FROM	The date the number was reserved.
UNTIL	The date the number is reserved until.
BY	The LOGON ID of the person who reserved the number.
TOTAL RESERVED NUMBERS FOR RESP ORG	The total reserved numbers for the RESP ORG on this report.

DIAL#	FROM	UNTIL	BY
800-221-1234	03/04/95	05/04/95	XYZ01
800-221-1235	03/15/95	05/15/95	XYZ01
800-221-3000	03/01/95	05/01/95	XYZ01
800-555-3000	03/01/95	05/01/95	XYZ01
888-221-2000	03/30/95	05/30/95	XYZ01
888-555-1000	03/05/95	05/05/95	XYZ01
888-555-2000	03/06/95	05/06/95	XYZ01

\*\*\* TOTAL RESERVED NUMBERS FOR RESP ORG XYZ01: 7 \*\*\*

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Figure 30. Report: Reserved Numbers

RESP ORG: XYZ**	SMS - 800	CREATED: 09/09/98 10:30A/C
SCHEDULE: DAILY		VERSION: MO
<b>RESERVED NUMBERS REPORT SUMMARY</b>		
<b>TOTAL FOR</b>	<b>TOTAL NUMBERS</b>	
-----	-----	
XYZ01	7	
XYZ02	24,565	
XYZ**	24,572	
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Figure 31. Reserved Numbers Report Summary

## 4.6 ASSIGNED NUMBERS

The *Assigned Numbers* report, shown in Figure 32, is a weekly report that provides information to the RESP ORGs and the SMS/800 Help Desk about numbers with the status of ASSIGNED. Figure 33 is the Assigned Numbers report summary. It will only be printed when a RESP ORG is specified in the request from the RRR screen using wildcard(s). When a specific RESP ORG is requested, the summary page will be suppressed.

The report contains only those numbers for which the specified RESP ORG has control.

Table 11 lists the items in this report.

**Table 11. Report Items: Assigned Numbers**

Item	Description
RESP ORG	The RESP ORG that controls the numbers listed in the report. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
CREATED	The date and time the report was printed.
SCHEDULE	The generation schedule for the report.
VERSION	A number corresponding to the week in the year (1-52) the report was generated.
DIAL#	The number that has been assigned.
EFF DATE	The date the record was scheduled to be sent to the SCP(s).
HOLD DD	Indicates whether or not a hold has been placed on the Due Date. Can be either Y - Yes or N - No.
SERVICE ORDER	Service Order number.
SUPP FORM	Supplemental Form number.
TOTAL ASSIGNED NUMBERS FOR RESP ORG	Total assigned numbers for RESP ORG on report.

RESP ORG: BANJ1	SMS - 800	CREATED: 08/01/98 09:30A/C		
SCHEDULE: WEEKLY		VERSION: 31		
ASSIGNED NUMBERS REPORT				
DIAL#	EFF DATE	HOLD DD	SERVICE ORDER	SUPP FORM
800-526-4121	07/05/93	Y	C49373	
800-631-3491	07/02/93	N	N45695CV	
800-631-8042	07/06/93	N	C0841	
800-631-8042	07/10/93	Y	D0843	
800-799-8833	07/03/93	N	RO345	
*** TOTAL ASSIGNED NUMBERS FOR RESP ORG BANJ1: 5 ***				
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BANJ1JFK				PG 1 OF 1

Figure 32. Report: Assigned Numbers

RESP ORG: SP***	SMS - 800	CREATED: 06/28/98 10:30A/C
SCHEDULE: WEEKLY		VERSION: 26
ASSIGNED NUMBERS REPORT SUMMARY		
TOTAL FOR	TOTAL NUMBERS	
-----	-----	
SPBG1	10	
SPBS1	65	
SPCG1	14	
SPDG3	0	
SPFN1	8	
SPGD1	2	
SPHG1	23	
SPRO1	50	
SPST1	0	
-----	-----	
SP***	172	

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Figure 33. Assigned Numbers Report Summary

## 4.7 TRANSITIONAL NUMBERS

The *Transitional Numbers* report, shown in Figure 34, is a weekly report that provides information to the RESP ORGs and the SMS/800 Help Desk about numbers with the status of TRANSITIONAL. Figure 35 is the Transitional Numbers report summary. It will only be printed when a RESP ORG is specified in the request from the RRR screen using wildcard(s). When a specific RESP ORG is requested, the summary page will be suppressed.

The report contains only those numbers for which the specified RESP ORG has control.

Table 11 lists the items in this report.

**Table 12.** Report Items: Transitional Numbers

Item	Description
RESP ORG	The RESP ORG that controls the numbers listed in the report. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
CREATED	The date and time the report was printed (not when the data is collected).
SCHEDULE	The generation schedule for the report. This field will always be WEEKLY.
VERSION	A number corresponding to the week in the year (1-52) the data for the report was collected.
DIAL#	The number that is in transitional status.
DATE SPARE	The date the DIAL# is scheduled to return to spare.
TOTAL TRANSITIONAL NUMBERS FOR RESP ORG	Total transitional numbers for RESP ORG on report.

RESP ORG: SPR01		SMS - 800		CREATED: 07/01/98 09:30A/C	
SCHEDULE: WEEKLY				VERSION: 26	
TRANSITIONAL NUMBERS REPORT					
DIAL#	DATE SPARE	DIAL#	DATE SPARE		
800-526-4121	08/05/96	888-582-9426	07/05/96		
800-631-3491	08/02/96	888-648-3389	07/02/96		
800-631-8042	08/06/96				
800-631-8044	07/10/96				
800-789-8000	07/03/96				
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800-799-8826	07/30/96				
888-481-2286	08/03/96				
*** TOTAL TRANSITIONAL NUMBERS FOR RESP ORG SPR01: 63 ***					
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PG 1 OF 1					

**Figure 34.** Report: Transitional Numbers



RESP ORG: SP***	SMS - 800	CREATED: 07/10/98 10:30A/C
SCHEDULE: WEEKLY		VERSION: 26
TRANSITIONAL NUMBERS REPORT SUMMARY		
TOTAL FOR	TOTAL NUMBERS	
-----	-----	
SPBG1		210
SPBS1		165
SPDG3		30
SPGD1		112
SPHG1		243
SPRO1		63
SPST1		100
SP***		923

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PG 1 OF 1

Figure 35. Transitional Numbers Report Summary

## 4.8 DESTINATION NPA-NXX

The *Destination NPA-NXX* report, shown in Figure 36, is a weekly report that indicates the destination numbers for DIAL#s.

The report contains only those DIAL#s for which the specified RESP ORG has control.

Table 13 lists the items in this report:

**Table 13. Report Items: Destination NPA-NXX**

Item	Description
RESP ORG	The RESP ORG that controls the DIAL#s listed in the report.
CREATED	The date and time the report was printed.
SCHEDULE	The generation schedule of the report.
VERSION	A number corresponding to the week in the year (1-52) the report was generated.
NPA-NXX	Required report request parameter that specifies the NPA-NXX of the destination numbers to be listed.
DIAL# STATUS	The status of the DIAL#. Either WORKING or ASSIGNED. The report lists the working numbers first followed by the assigned numbers.
POTS#	Destination number.
DIAL#	The corresponding DIAL#.
LSO	Local Serving Office
FSO	Foreign Serving Office. Used when the LSO cannot process the calls.
TYPE OF SERVICE	Either SIMPLE or COMPLEX. For simple service the DIAL# will route to a single destination number. For complex service the DIAL# can route to more than one destination number.

RESP ORG: BANJ1	SMS - 800	CREATED: 04/24/98 09:30A/C		
SCHEDULE: WEEKLY		VERSION: 17		
DESTINATION NPA-NXX REPORT				
NPA-NXX: 201-449		DIAL# STATUS: WORKING		
POTS#	DIAL#	LSO	FSO	TYPE OF SERVICE
-----	-----	-----	-----	-----
201-449-4832	800-352-4832	201449	201828	COMPLEX
201-449-4834	800-352-4832	201449	201828	COMPLEX
201-449-4840	800-352-4840	201449	201828	SIMPLE
201-449-4911	800-352-4911	201449	201828	SIMPLE
201-449-4955	800-352-4955	201475		SIMPLE
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BANJ1JFK				PAGE 1

Figure 36. Report: Destination NPA-NXX

## 4.9 NUMBER ADMINISTRATION SUMMARY

The *Number Administration Summary* report, shown in Figures 37, 38 and 39, is a weekly report that provides a count of the working, assigned, reserved, disconnected, transitional, unavailable and suspended DIAL#s for a specified RESP ORG. Table 14 lists the items found in this report. The SMS/800 Help Desk version of this report combines the counts from the Resp Org data and reports counts for multiple Resp Orgs.

**Table 14.** Report Items: Number Administration Summary

Item	Description
CREATED	The date and time the report was created.
SCHEDULE	The schedule for generating the report (weekly).
VERSION	The number of the week (1-52) when the report was generated.
RESP ORG	The Responsible Organization that controls the summarized numbers.
WORKING NUMBERS	A count of the total working DIAL#s for a Resp Org.
ASSIGNED NUMBERS	A count of the total assigned numbers for a Resp Org.
RESERVED NUMBERS	A count of the total reserved numbers for a Resp Org.
DISCONNECT NUMBERS	A count of the total disconnected numbers for a Resp Org.
TRANSIT NUMBERS	A count of the total transitional numbers for a Resp Org.
UNAVAIL NUMBERS	A count of the total unavailable numbers for a Resp Org.
SUSPEND NUMBERS	A count of the total suspended numbers for a Resp Org.
TOTAL	The total number of working, assigned, reserved, disconnected, unavailable, transitional, and suspended DIAL#s. This is the sum of all the numbers for all Resp Orgs that have the same first 2 characters.
GRAND TOTAL (only on SMS/800 Help Desk version)	The total number of working, assigned, reserved, disconnected, unavailable, transitional, and suspended numbers. This is found only on the report requested by the SMS/800 Help Desk that includes all Resp Orgs.

SCHEDULE: WEEKLY		SMS - 800			CREATED: 09/23/98 4:38P/C		
NUMBER ADMINISTRATION SUMMARY REPORT							
FOR 800 NPA CODE							
RESP ORG	WORKING #S	ASSIGNED #S	RESERVED #S	DISCONNECT #S	TRANSIT #S	UNAVAIL #S	SUSPEND #S
NXNY1	1,993,000	1,000,150	3,000,000	1,000,000	1,000	20	100
NXNY1	10,000	250	100	234	145	5	0
NXNY1	340,456	20,000	450	25	240	20	10
*TOTAL:	2,343,456	1,020,400	3,000,550	1,000,259	1,385	45	110

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Figure 37. Report: Number Admin. Summary FOR 800 NPA CODE, Requested by non-SMS/800 Help Desk User

SCHEDULE: WEEKLY		SMS - 800				CREATED: 09/23/98 4:38P/C	
		NUMBER ADMINISTRATION SUMMARY REPORT				VERSION: 39	
FOR 888 NPA CODE							
RESP ORG	WORKING #S	ASSIGNED #S	RESERVED #S	DISCONNECT #S	TRANSIT #S	UNAVAIL #S	SUSPEND #S
NXNY1	2,883,000	300,250	433,000	457,000	1,105	30	50
NXNE1	12,000	350	300	334	105	8	0
*TOTAL:	2,895,000	300,600	433,300	457,334	1,210	38	50

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**Figure 38.** Report: Number Admin. Summary FOR 888 NPA CODE, Requested by non-SMS/800 Help Desk Users

SCHEDULE: WEEKLY		SMS - 800		CREATED: 09/23/98 4:38P/C		VERSION: 39	
NUMBER ADMINISTRATION SUMMARY REPORT FOR ALL NPA CODES							
RESP ORG	WORKING #S	ASSIGNED #S	RESERVED #S	DISCONNECT #S	TRANSIT #S	UNAVAIL #S	SUSPEND #S
NXNY1	1,993,000	1,000,150	3,000,000	1,000,000	1,000	20	100
NXNY1	10,000	250	100	234	145	5	0
NXNY1	340,456	20,000	450	25	240	20	10
NXNY1	2,883,000	300,250	433,000	457,000	1,105	30	50
NXNE1	12,000	350	300	334	105	8	0
*TOTAL:	5,238,456	1,321,000	4,450,850	1,457,593	2,595	83	160

\*\*\*\*\*  
 \* WARNING: NUMBER RESERVERS WITH '\*' HAVE EXCEEDED RESERVATION LIMIT \*  
 \*\*\*\*\*

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**Figure 39.** Report: Number Admin. Summary FOR ALL NPA CODES, Requested by non-SMS/800 Help Desk Users





## 5. OVERVIEW OF CUSTOMER RECORDS

Part 2, *800 Service Customer Records*, describes customer records (CRs) in the 800 Service Management System (SMS/800), and explains the various customer record features that are available.

A customer record contains the customer and call routing information needed to implement SMS/800 service for a particular DIAL#. One DIAL# might have several customer records associated with it; each record defines service which will take effect at a unique date and time.

### 5.1 CUSTOMER RECORD KEYS

Every customer record is identified by three *keys*:

- The DIAL#.
- The date the service becomes effective, called the *effective date*.
- The time the service becomes effective, called the *effective time*.

The effective date and effective time are known together as the **EFF DATE<TIME>**.

When these three keys are used to identify a customer record, only one record will match the criteria.

### 5.2 ESTABLISH NEW SERVICE

When a customer requests new service for a DIAL#, the NUS (Number Search and Reservation) screen is used to determine if the number is available for assignment, and is used to reserve the number. (For more on the NUS screen, see Part 1, *Number Administration*, of this user guide).

Customer record information for the new service is submitted on either a Service Order (SO) or 800 Supplemental Form (800/SF), and the data from these forms is entered into the SMS/800 system.

Note that the fields on your organization's forms may or may not match the fields on the SMS/800 customer record screens. A complete explanation of each SMS/800 screen and the information to be entered in each field is included in this guide.

### 5.3 CHANGES IN SERVICE

Customers can request changes in service for a DIAL#, such as:

- Adding new terminating telephone numbers.
- Expanding/changing the area of service.
- Temporarily disconnecting the service (such as for seasonal service).
- Changing the call routing.

A request for change in service is accompanied by a new SO or 800/SF. To implement the change, you either edit an existing customer record that has a future EFF DATE<TIME>, or you create a new record with a new EFF DATE<TIME>. The EFF DATE<TIME> specifies when the change in service is to take place.

Since most of the information for a DIAL# usually stays the same from one customer record to the next, SMS/800 provides *copy* and *transfer* functions so that you can create a new customer record without having to re-enter all of the existing data.

### 5.4 THREE PARTS OF A CUSTOMER RECORD

A customer record can consist of the following three related screens:

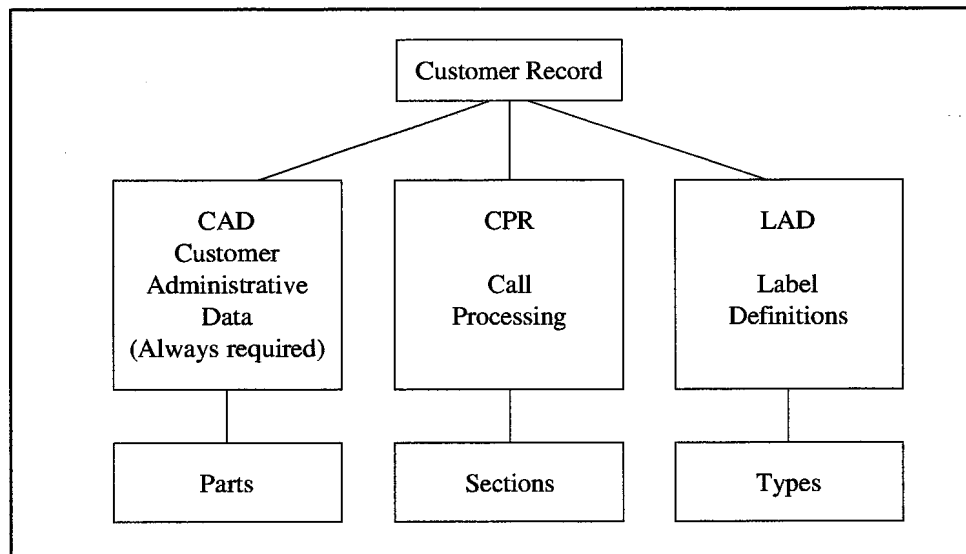
- Customer Administrative Data (CAD)
- Call Processing Data (CPR)
- Label Definitions (LAD)

A complete customer record can consist of any of the following screen combinations:

- CAD only.
- CAD & CPR.
- CAD & LAD.
- CAD, CPR & LAD.

Note that *every* customer record contains a CAD, but not all records contain a CPR or LAD. It is also important to note that a CAD must exist before you can create either a CPR or a LAD for a record.

Figure 40 illustrates the three parts of the customer record. A brief overview of each part follows.



**Figure 40.** Screens in a Customer Record

#### 5.4.1 Customer Administrative Data (CAD) Screen

The CAD contains information on the basic structure of the DIAL# service. This includes such information as the customer name, the terminating lines used for the DIAL#, the area-of-service, simple call routing data, and directory listing information.

Every customer record must have a completed CAD. Note that some records consist of *only* a CAD (see Section 8.1.)

CAD is fully described in Section 8.

#### 5.4.2 Call Processing (CPR) Screen

A CPR is used when the customer record includes complex call-routing for the DIAL#. (See *CALL PROCESSING (CPR); CUSTOMER RECORDS THAT REQUIRE A CPR*.)

The SMS/800 complex call-routing features, also known as *vertical features*, allow a subscriber to route calls through multiple carriers and/or to route calls to multiple destination numbers, based on such criteria as day-of-week, time-of-day or state-of-origin.

**NOTE:** Not all customer records require a CPR.

CPR is fully described in Section 11.

### 5.4.3 Label Definitions (LAD) Screen

The LAD screens are used to define any *labels* used on the CPR screen. A label is a "shorthand" that you can use to stand for various complex call-routing criteria.

For example, if calls will be routed based on the LATA from which they originated, you might use the label "\*LATA01" on the CPR to stand for LATAs 672, 674, 676 and 670, while "\*LATA05" might stand for LATAs 452, 454 and 460. You would define these two labels on the LAD screen.

**NOTE:** If no labels are used on the CPR, a LAD is not required.

LAD is fully described in Section 12.

## 5.5 ACCESS A CUSTOMER RECORD

To access a specific customer record screen from any SMS screen:

1. Enter the name of the screen (**CAD**, **CPR** or **LAD**) in the CMD field.
2. Enter the customer record keys (DIAL#, EFF DATE<TIME> or STAT ) in the KEY field. (See Section 5.6 for information on the input format for customer record keys.)
3. Press [ENTER].

**NOTE:** To access a specific customer record, you will usually enter all three customer record keys (DIAL#, effective date, effective time). Only one customer record will match these three keys.

Alternatively, you may enter just the DIAL# and the effective date or DIAL# and status (STAT). If the DIAL# has only one record for that effective date, the record will appear. If the DIAL# has more than one record for that effective date, the REC screen will appear, and you can select the desired record from the REC screen.

## 5.6 INPUT FORMAT FOR CUSTOMER RECORD KEYS

The format rules for entering customer record keys are as follows:

1. Separate the DIAL#, date and time or status with commas. (The key field can include either date and time or status--not both at the same time).
2. For the date and time, leading zeros may be omitted.
3. The date may contain either *dashes only* or *slashes only* between month, day and year.
4. The time must contain a colon (:) between the hour and minutes, and must be indicated in 15-minute increments -- minutes may be entered as :00, :15, :30 or :45.

Type "A" immediately after the time for a.m. times, including midnight. Type "P" for p.m. times, including noon.

5. If the DIAL# is a *duplicate* number (i.e., if the same DIAL# is used by different subscribers in different states) or an RCC (Radio Common Carrier) number, type a state code after the DIAL#. Separate the DIAL# and the state code with either a dash, a space, or no space.

Table 15 shows examples of valid formats for customer record key entries:

**Table 15. Valid Formats for Customer Record Keys**

Example	Description
800-448-7634, 12/01/93, 1:30P	Spaces after each comma.
800-4487634,12/01/93,1:30P	No spaces between commas.
800 448 7634, 12/01/93, 1:30P	Spaces between NPA, NXX & XXXX.
888-6-ALPHAS, 12/01/93, 1:30P	Alpha included in DIAL#.
800-SPECIAL, 12-01-87, 1:30P	Dashes in date.
800-448-7634, ACT	Spaces after each comma. DIAL# with "active" status.
800-4487634, SND	No spaces between commas. DIAL# with "sending" status.
888-6-ALPHAS, DIS	Alpha included in DIAL#. DIAL# with "disconnect" status.
<i>Duplicate numbers with state code:</i>	
888-448-7634-AZ, 12/01/93, 1:30P	Dash between DIAL# and state code.
800-448-7634 AZ, 12/01/93, 1:30P	Space between DIAL# and state code.
800-448-7634AZ, 12/01/93, 1:30P	No space between DIAL# and state code.
800-448-7634AZ, SND	No space between DIAL# and state code. DIAL# with "sending" status.

## 5.7 MOVING BETWEEN THE CAD, CPR and LAD SCREENS

Once you have accessed a particular customer record, you can move between the CAD, CPR, and LAD screens for that record as follows:

1. Enter the desired screen name (CAD, CPR or LAD) in the CMD field.
2. Press [ENTER].

The system will perform some basic validations on the screen you are currently in. If no errors are found on the current screen, the system will display the requested screen.

## 5.8 QUICK ACCESS TO CRR/CRA/CAS/SPS/REC SCREEN

If you are in a customer record, you can move from the CAD, CPR or LAD screen to the CRR, CRA, CAS, SPS or REC screen for the *same* DIAL# as follows:

1. Type the name of the desired screen in the Command (CMD) field.
2. Press [ENTER].

## 5.9 SAVING & VALIDATING/UPDATING A CR

There are three commands to save a customer record: U (Validate/Update), S (Save) and P (Save a Partially Entered CAD). This section provides an overview of these commands; details on their use are provided in later sections.

### 5.9.1 U - Validate and update a customer record:

The U command is used to validate and update a completed customer record. For a successful update, all necessary customer record screens must be correct and complete.

The U command instructs the system to validate all fields on each screen of the customer record as well as to validate data across fields and across screens.

### 5.9.2 S - Save a customer record:

The S (Save) command is used to save a record that has all the required CAD information, but has an incomplete CPR or LAD. For example, you might create the CAD one day, but not have the information to create or complete the CPR until later.

For a successful save with the S command, all required CAD data must be correct and complete.

Later, when all screens are completed, you use the U command to validate and update the entire customer record.

### 5.9.3 P - Save a partially entered CAD:

The P command is used to save a record that contains some CAD data, but does not yet have all of the required CAD information. This command should only be used when you know that the record would not pass validations for the S command.

**NOTE:** The P command cannot be used on a record containing a CPR or LAD or on a Radio Common Carrier (RCC) record.

## 5.10 VIEWING RESULTS OF VALIDATION: IMMEDIATE VALIDATION RESULTS SCREEN and VALIDATION RESULTS REPORT

If the system finds more than one error and/or warning during customer record validation, the system displays two messages. One instructs you to press PF-7 to access the Immediate Validation Results screen, and the other refers you to the *Validation Results* report.

The Immediate Validation Results screen displays the error/warning messages generated during the attempted validation of the customer record, and supplies additional information to help you resolve errors or problems with the record. This screen could contain more than one page, depending on the number of messages present.

The *Validation Results* report is an on-demand report available from the Report Requests (RRR) screen. This report lists the error/warning messages and information in the same manner as they appear on the Immediate Validation Results screen.

### 5.10.1 Access Immediate Validation Results Screen

To access the Immediate Validation Results screen, press PF-7 when prompted to do so by the system, or at any time when viewing the CAD, CPR or LAD screen.

To return to the CAD, CPR or LAD screen, press PF-8, or enter the screen name in the CMD field and press [ENTER]

**NOTE:** The Immediate Validation Results screen may only be accessed for a customer record with a status of PENDING, INVALID or HOLD.

### 5.10.2 Contents of Immediate Validation Results Screen

Figure 41 shows the Immediate Validation Results screen as it would appear if the customer record successfully passed validation. Table 16 lists the items on this screen:

**Table 16.** Screen Items: Immediate Validation Results, Successful Validation

Item	Description
RESP ORG	RESP ORG of the DIAL#.
DIAL#	10 digits, plus 2 character STATE code if it is a duplicate or RCC record.
UPDATED	Date and time the DIAL# was updated.
BY	Login ID that updated the DIAL#.
EFF DATE (TIME)	Date and time the DIAL# is to be active.
RECORDS PASSED ALL VALIDATIONS SUCCESSFULLY	(Text of screen message.)



RESP ORG: BSSB1	SMS - 800	UPDATED: 10/01/93 09:00A/C
	IMMEDIATE VALIDATION RESULTS	BY: MACYSLIN
DIAL#: 800-221-1234		EFF DATE(TIME): 11/01/93 02:00A/C
RECORD PASSED ALL VALIDATIONS SUCCESSFULLY.		

**Figure 41.** Screen: Immediate Validation Results, Successful Validation

Figures 41, 42, and 43 show the Immediate Validation Results screen as it would appear if the customer record failed validation. Table 17 lists the items on this screen.

Multiple pages are numbered in the lower right corner: PG *n* of *n*.

**Table 17.** Screen Items: Immediate Validation Results, Failed Validation

Item	Description
RESP ORG	RESP ORG of DIAL#.
ERRORS	Numbers of errors in the specified part of the CR - "0" if none.
WARNINGS	Number of warnings in the specified part of the CR - "0" if none.
DIAL#	10 digits, plus 2 character STATE code if it is a duplicate or RCC record.
UPDATED	Date and time the DIAL# was updated.
BY	Logon ID responsible for the DIAL# update.
EFF DATE(TIME)	Effective date and time of the customer record.
CAD, LAD PROBLEMS	Identifies warning/error messages on the CAD and/or LAD part of the customer record.

**Table 17.** Screen Items: Immediate Validation Results, Failed Validation

Item	Description
CPR SECTION	The name of the CPR section which produced a warning or error message. The warning or error message number and text is displayed and additional information is provided for CPR validations:  CPR LINE: Identifies the fields in question if the error was found on a specific line on the CPR.  PROBLEM: Denotes the specific CPR criteria name or other specific data to define the problem.  MISSING: Denotes a missing CPR criterion name by identifying the missing column header.

```
RESP ORG: BANJ1                SMS - 800                UPDATED: 10/08/93 10:45A/C
  ERRORS : 0                    IMMEDIATE VALIDATION RESULTS  BY: PYMFEH
  WARNINGS : 1                  EFF DATE(TIME): 11/01/93 03:30A/C
  DIAL#: 800-243-0001          CAD, LAD PROBLEMS

4639 WARNING: POTS# 201-699-4444 IS USED ON ANOTHER DIAL#.

CMD: _____ KEY: _____ PG 1 OF 3
9973 PRESS PF8 TO RETURN TO CR OR ENTER VALID CMD/KEY TO PROCEED.
9978 TO MOVE THROUGH RESULTS USE "L", PF1, PF2 OR MODIFY PG FIELD.
```

**Figure 42.** Screen: Immediate Validation Results, Failed Validation, Page 1

```
RESP ORG: BANJ1                SMS - 800
ERRORS : 4                      UPDATED: 10/08/93 10:45A/C
WARNINGS : 0                    IMMEDIATE VALIDATION RESULTS   BY: PYMFEH
DIAL#: 800-243-0001            EFF DATE(TIME): 11/01/93 03:30A/C
                                CPR SECTION: MAIN

4713 ENTRIES IN A CPR CRITERION MUST INCLUDE ALL POSSIBLE CASES.
CPR LINE: NJ ->0800A-1000A ?
MISSING TIME: 12:15A-08:00A, 10:15A-12:00A

4711 TEL#: 2016995555 IS NOT LISTED IN "CAD". CHECK YOUR "CAD".
CPR LINE: NJ ->0800A-1000A ->2016995555 ?
PROBLEM TEL#: 2016995555

4710 TO USE "OTHER", YOU MUST SPECIFY SOME OTHER POSSIBILITIES.
CPR LINE: OTHER ->OTHER ?
PROBLEM TIME: OTHER

CMD: _____ KEY: _____ PG 2 OF 3
9973 PRESS PF8 TO RETURN TO CR OR ENTER VALID CMD/KEY TO PROCEED.
9978 TO MOVE THROUGH RESULTS USE "L", PF1, PF2, OR MODIFY PG FIELD.
```

Figure 43. Screen: Immediate Validation Results, Failed Validation, Page 2

## 5.11 METHODS FOR COPYING A CUSTOMER RECORD

There are several ways to copy a customer record; the method you choose depends on the type of copy you wish to perform. The following list refers you to four sections of this documentation that discuss copying customer records:

1. To copy an entire customer record, use the REC (Customer Record Selection) screen. In particular, use this method to copy an entire *complex* customer record.  
See Section 7.6.
2. To copy only a CAD, use the CAD command from any SMS screen. Use this method to copy a simple (CAD-only) record, or to copy the CAD from a complex record, thereby changing it to a simple record.  
See Section 8.18.
3. To copy a CPR, use the C (Copy) command from the CPR screen.  
See Section 11.17.
4. To copy a LAD, use the C (Copy) command from the LAD screen.  
See Sections 12.5 and 12.6.

## 5.12 CUSTOMER RECORD STATUS (CR STATUS)

The CR STATUS indicates the status of the customer record in relation to the SCP. The CR STATUS is automatically generated by the system.

Table 18 describes each possible CR STATUS:

**Table 18. Customer Record Statuses**

Status	Description
SAVED	<p>A SAVED record is stored in SMS, but is not yet completely validated. This could be a newly created record on which the "S" or "P" command has been executed. Or, it could be a modified record which was saved rather than updated after modification.</p> <p>If a SAVED record reaches its EFF DATE&lt;TIME&gt;, it is not sent to the SCPs because it did not finish all validations. The CR STATUS becomes FAILED.</p>
PENDING	<p>A PENDING record has passed all validations and has a future EFF DATE&lt;TIME&gt;. A PENDING record can be accessed and modified.</p> <p>When a PENDING record reaches its EFF DATE&lt;TIME&gt;, its CR STATUS becomes SENDING and the record is sent to the affected SCPs. (Records with any other status, such as HOLD, INVALID or SAVED, do not become SENDING and are not sent to the SCPs when they reach their EFF DATE&lt;TIME&gt;.)</p>
SENDING	<p>A CR STATUS of SENDING indicates that the record is being sent to the affected SCPs, and at least one SCP has not yet responded with an OK status. (For those SCPs that have responded "OK", the record is essentially ACTIVE, even if the CR STATUS is still SENDING.) After all affected SCPs successfully receive the record, the CR STATUS becomes ACTIVE.</p> <p>A SENDING record cannot be modified.</p>
ACTIVE	<p>An ACTIVE record is the one record for the DIAL# that is currently working in all affected SCPs. There can be only one ACTIVE record per DIAL# at a time. An ACTIVE record cannot be modified.</p> <p>(See the NOTE at the end of this section regarding SCP incremental load).</p>
OLD	<p>An OLD record is one whose status was previously ACTIVE or SENDING. It has been replaced by another ACTIVE or SENDING record with a later EFF DATE&lt;TIME&gt;. An OLD record is saved for at least 5 days in the customer record data base. An OLD record cannot be modified.</p>
INVALID	<p>INVALID indicates that a record did not pass validations after an attempted update with the "U" command. An INVALID record bears a future EFF DATE&lt;TIME&gt;.</p> <p>When an INVALID record reaches its EFF DATE&lt;TIME&gt;, it is not sent to the SCPs but becomes a FAILED record. A report is available listing INVALID records.</p>

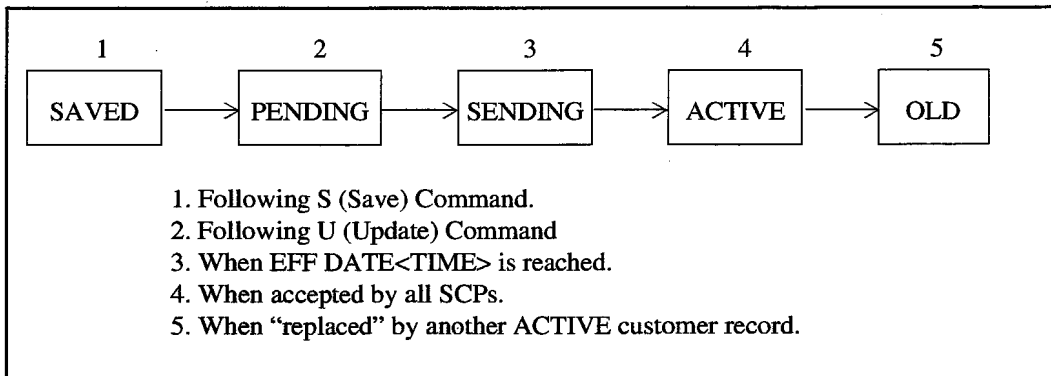
**Table 18. Customer Record Statuses**

Status	Description
DISCONNECT	<p>When a PENDING record with ACTION=D (Disconnect) or ACTION=R (Change made to a disconnect record) reaches its EFF DATE&lt;TIME&gt;, the record is loaded into the SCPs, and the CR STATUS becomes DISCONNECT.</p> <p>DISCONNECT indicates that normal service for the DIAL# has been discontinued. Callers will receive a recorded message. (If REFERRAL=Y, the message will refer them to a new number; if REFERRAL=N, the message will simply state that the number is no longer in service.) The record remains in the SCP and in SMS until it reaches the END INTERCEPT date specified on the CAD.</p> <p>(See the NOTE at the end of this section regarding SCP incremental load).</p>
MUST CHECK	<p>A CR STATUS of MUST CHECK indicates that the record has field entries that may no longer be appropriate. This can occur if:</p> <ul style="list-style-type: none"> <li>• the record was copied from the REC screen to a future effective date/time or to a target DIAL# that was reserved or</li> <li>• another record was inserted with an earlier EFF DATE&lt;TIME&gt; and there were future pending records that follow it, or</li> <li>• the record was copied from the REC screen to itself or to a target DIAL# that was reserved and there were future pending records that followed it.</li> </ul>
FAILED	<p>A FAILED record has not been activated in any SCP. The record's CR STATUS will become FAILED under the following circumstances:</p> <ul style="list-style-type: none"> <li>• A SAVED, INVALID (see Note) or MUST CHECK record reached its EFF DATE&lt;TIME&gt;.</li> <li>• A SENDING record was rejected by all SCPs to which it was sent.</li> <li>• A PENDING record reached its EFF DATE&lt;TIME&gt; but failed validation against a changed SMS table.</li> <li>• A record was awaiting carrier approval, and an emergency update with the "NOW" option was attempted (see Part 5, <i>Carrier Notification and Approval</i>, of this user guide).</li> <li>• A PENDING record was awaiting carrier approval, and it reached its EFF DATE&lt;TIME&gt;.</li> </ul>
HOLD	<p>HOLD indicates that a record has been placed on hold by request of the customer or control Resp Org (HOLD-DD=Y on the CAD screen). When a HOLD record reaches its EFF DATE&lt;TIME&gt;, the record is not sent to the SCPs.</p> <p>The HOLD status can only be removed prior to the EFF DATE&lt;TIME&gt;. If the HOLD is not removed and the EFF DATE&lt;TIME&gt; is reached, no changes can be made to the record; to remove the HOLD, the record must be transferred to a later EFF DATE&lt;TIME&gt;.</p>

#### NOTES:

- For a given DIAL#, there can be only one ACTIVE or DISCONNECT record at a time. Multiple records can exist with other CR STATUSES.
- On the Customer Record Resend (CRR) screen, an ACTIVE or DISCONNECT record affected by an SCP incremental load might reflect an SCP status other than OK; the status might be LO, RJ, QN or QU. The SCP status will eventually show up as OK when the SCP incremental load is complete or when corrective action is taken (if necessary). For more information on the CRR screen, see Part 3 of this user guide, *800 Service Maintenance*. For more on SCP incremental load, see BR 780-004-224, *SMS Administration, Part 3, Mass Changes*.
- Records created by a mass change that have an INVALID status will remain INVALID after the EFF DATE is past. They are not changed to FAILED.
- The *Deficient Customer Records* report (Section 17.4) lists FAILED, HOLD, INVALID, MUST CHECK, past due PENDING and/or SAVED records.

Figure 44 shows a typical sequence of CR STATUSES that a customer record might go through:



**Figure 44.** Typical Sequence of CR Statuses for a Customer Record

### 5.13 PERMISSIONS

SMS has a security system that determines create, view and modify permissions for customer records. This protects records from being viewed or modified by unauthorized users. This section describes the permission levels granted to different groups of SMS/800 users.

**NOTE:** A record with a past EFF DATE<TIME> is always view only. Users with permission to access the record may view it, but may not change it in any way (though you may copy or transfer it). The system displays a message to notify you if a record is view only.

### 5.13.1 SMS/800 Help Desk:

A user from the SMS/800 Help Desk can create a customer record for any DIAL# and can view all customer record information in the SMS/800 system. A SMS/800 Help Desk user can modify all customer records that have a future EFF DATE<TIME>.

### 5.13.2 Control Resp Org:

The *Control Resp Org* is the responsible organization that controls a DIAL#. It is the organization that reserved the DIAL# and it is associated with all customer records for the number.

A user from the Control Resp Org can create a customer record for the DIAL# and can view all customer record information for the number. A Control Resp Org user can modify customer records for the number that has a future EFF DATE<TIME>.

### 5.13.3 Involved Routing Carrier

An *involved routing carrier* is a carrier responsible for routing some or all of the calls for a DIAL#. The involved routing carriers are listed on the CAD BASIC screen and, if more room is needed, on the CAD CARRS screen (the *carrier identification code* [CIC] for an involved routing carrier is listed in the INTERLATA CARRIERS and/or INTRALATA CARRIERS fields on these screens). In some cases, a carrier might be an involved routing carrier on *some* customer records for a DIAL#, but not on *all* records for that number.

An involved routing carrier can view a SENDING, PENDING, ACTIVE, DISCONNECT or OLD record on which they are listed as an involved routing carrier. They can view only the information pertaining to their part of the routing. Information pertaining to other involved routing carriers will not be visible.

See Sections 8.4 and 11.4 for examples of the involved routing carrier's view of a customer record.

#### NOTES ON INVOLVED ROUTING CARRIER VIEW PERMISSIONS:

- For all involved routing carriers except CIC OTC-0110, view permissions are defined at the Resp Org level. That is, each Resp Org has many associated CICs, and a Resp Org user may view all customer record information pertaining to all associated CICs.

For example, if CIC 9999 is associated with your Resp Org, you may view all customer record information pertaining to CIC 9999.

- The system verifies a Resp Org user's view permission via the ROC (Resp Org Associated Carriers for View) screen, described in BR-780-004-224, *User Guide: SMS Administration*, Section 2, *Tables Administration*.

The ROC screen lists all CICs that are associated with your Resp Org for the purpose of viewing customer record information. This screen is maintained by the SMS/800 Help Desk.

To see which CICs are listed on your Resp Org's ROC screen, type **ROC** in the CMD field, type your Resp Org in the KEY field, and press [ENTER]. You can page forward through the ROC screen until you reach the active screen.

- When CIC OTC-0110 is an involved routing carrier, view permissions are defined at the network level. That is, all users belonging to the same network as the indicated OTC-0110 can view the intralata routing information. For example, if your network is responsible for routing traffic for area code 908, and CIC OTC-0110 is specified as an intralata carrier for calls within area code 908, you may view those parts of the record pertaining to CIC OTC-0110.

#### 5.13.4 Customer & Agent

Customers and agents for a customer record are identified by an id code entered in the CUST and AGENT fields on the CAD (see Section 8.10.2.) Customers or agents who have a logon id for SMS/800 may view the CAD of customer records associated with their CUST id or AGENT id, and may view or view/modify the CPR and LAD of these records. (Customers and agents are notified of their particular permission status when they are assigned their ID.)

#### 5.13.5 Other Users

Other users, including Service Maintenance, Network Managers, SCP Administrators and other Resp Orgs might have view permission for the customer record. Some fields on the record might not be viewable, depending on field-level restrictions.

### 5.14 CUSTOMER RECORD REPORTS

SMS/800 provides many customer record reports, available through the Customer Record Reports Request (RRR) screen. These reports help you to track customer records and their statuses. For example, the *Deficient Customer Record* report lists customer records that are in some way incomplete (incomplete customer records which have not passed validation do



not become active when their EFF DATE<TIME> is reached, so it is important to track this information).

Complete details on customer record reports are in Section 17.

## 5.15 BASIC STEPS FOR CREATING A CR FOR NEW SERVICE

The following are the basic steps for creating an initial customer record for new DIAL# service. Detailed procedures for creating customer records are described in later sections.

This description is for records with *simple service*, which require only a CAD. Simple service is service using one interlata and/or one intralata carrier, with only one terminating number for each carrier.

1. To access CAD from any SMS screen, type **CAD** in the Command (CMD) field, type the DIAL# and the EFF DATE<TIME> in the KEY field, and press [ENTER].
2. The CAD screen is displayed. The ACTION field displays the letter N, indicating that this is a CAD for new service.

The DIAL# and the EFF DATE<TIME> are in the upper portion of the CAD screen. The EFF DATE<TIME> that you entered is also displayed in the DD field. The NCON and NPHONE fields are populated with information entered in the NUS screen when the number was reserved.

3. Type all required information on the CAD screen.
4. If you are not finished with the CR, use the P or S command to save the record information that you've entered so far. The CR STATUS becomes SAVED.

OR

If you've entered all the necessary record information, use the U command to validate and update the entire customer record. If it passes validations, it becomes a PENDING record.

Figure 45 shows a sample CAD screen for the creation of new service.

```

RESP ORG : BANJ1                SMS - 800                NOW: 02/22/93 11:15A/C
CR STATUS: -                    LAST: -
APPROVAL : -                    CAD - CUSTOMER ADMINISTRATIVE DATA    BY: -
                                PREVIOUS USER:
DIAL#: 800-765-4321            EFF DATE<TIME>: 02/26/93 02:00A/C
                                PART: BASIC

SO: _____ SF: _____ DD: 02/26/93    HOLD-DD: N
ACTION : N                    CUST: _____ AGENT: _____ TELCO: BANJ
NCON: B. CASEY                NPHONE: 222-5338
LISTING: __ DAU: N DATYPE: N  RCC: N          IC/EC: ____
LN: _____
LA: _____
RAO: _____ BILLTN: _____ REFERRAL: _ END INTERCEPT: _____
INTRALATA CARRIERS: _____
INTERLATA CARRIERS: _____
AREAS-NETWORK: __ STATE: __ AREA CD: __ LATA: __ AOS LBL: _____
TEL#          CITY          UTS #LNS L SIS LSO FSO STN SFG HML OTC
____
____
____
NOTES: _____
____
____
CMD: _____ KEY: _____
    
```

Figure 45. Screen: Customer Administrative Data (CAD) for New Service

## 5.16 DIAL# TURNAROUND

Every customer record includes the destination telephone number(s) to be used for routing the DIAL# calls (specified in the TEL# field on the CAD or in the TEL# column on the CPR). When the DIAL# is dialed, the SCP/CMSDB data base performs the translation for routing the call.

A service provider has the option to specify a POTS# as the destination number, or to specify the DIAL# of the customer record as the destination number. When the DIAL# is specified as the destination number, this is referred to as *DIAL# turnaround*.

With DIAL# turnaround, the SCP/CMSDB data base returns the dialed number and routing CIC to the switch, and the switch routes the DIAL# to the specified carrier for translation.

SMS allows you to create customer records that perform DIAL# turnaround and/or POTS translation. Note that, for DIAL# turnaround, the DIAL# specified as the destination number *must* match the DIAL# of the customer record.

## 5.17 CUSTOMER RECORD CLEANUP RULES

SMS/800 cleans up customer record information from the customer record data base on a bi-weekly basis. This section lists the rules used by SMS/800 for removing customer records.

### 5.17.1 Cleanup of HOLD, PENDING and FAILED Records

- The EFF DATE of the record must have passed.
- If the record is followed by another record with a status of ACTIVE, SENDING, DISCONNECT or OLD:

At least five days must have passed since the record's EFF DATE.

- If the record is followed by another record with a status of SAVED, PENDING, HOLD, FAILED, INVALID, or MUST CHECK:

At least 30 days must have passed since the record's EFF DATE.

**NOTE:** If the record is the most recent or only record for the DIAL#, then it will *not* be removed.

### 5.17.2 Cleanup of MUST CHECK, INVALID and SAVED Records

- The EFF DATE of the record must have passed.
- If the record is followed by another record with a status of ACTIVE, SENDING DISCONNECT or OLD:

At least five days must have passed since the record's EFF DATE.

- If the record is followed by another record with a status of SAVED, PENDING, HOLD, FAILED, INVALID, or MUST CHECK:

At least 30 days must have passed since the record's EFF DATE.

**NOTE:** If the record is the most recent or only record for the DIAL#, then it will *not* be removed.

### 5.17.3 Cleanup of OLD Records

- If the OLD record is followed by another record:  
At least five days must have passed since the status changed to OLD.

- If the OLD record is the most recent or only record for the DIAL#:  
At least 30 days must have passed since the status changed to OLD.

**NOTE:** If the OLD record that was deleted was the only record for the DIAL#, the status of the DIAL# itself will be returned to SPARE.

## 5.18 SUMMARY - CUSTOMER RECORD CONCEPTS

Some important things to remember about customer records are:

- A customer record must have a CAD. The CPR and LAD are not always required, but depend upon the type of service to be provided.
- A DIAL# may have more than one record associated with it. Each record will have a different EFF DATE<TIME>.
- When you issue the U (Update) command, the entire record (CAD, CPR, and LAD) is validated and updated.
- When you issue the S (Save) command, the entire record (CAD, CPR and LAD) is saved.
- When you issue the P (Save a Partially Entered CAD) command, only the information on the CAD is saved. This command cannot be used on a record containing a CPR or LAD.
- A CAD must exist before you can create a CPR or LAD for a record.

## 6. CUSTOMER RECORD MENU (CRM)

The Customer Record Menu (CRM), shown in Figure 46, allows access to all screens for customer record operations.

To access CRM from any SMS screen, type **CRM** in the CMD field and press [ENTER].

Or, to access CRM from any screen listed on the Customer Record Menu, type **M** in the CMD field and press [ENTER].

To access the Main Menu from CRM, type **M** in the CMD field and press [ENTER].

SMS - 800		NOW: 04/30/98 03:43P/C
CRM - CUSTOMER RECORD MENU		
TO ACCESS	ENTER CMD	ENTER KEY
CUSTOMER RECORD INCLUDES:		
* CUSTOMER ADMINISTRATIVE DATA	CAD	DIAL#, (EFF DATE, TIME, STAT, PART)
* CALL PROCESSING	CPR	DIAL#, (EFF DATE, TIME, STAT, SECT)
* LABEL DEFINITIONS	LAD	DIAL#, (EFF DATE, TIME, STAT, TYPE)
CUSTOMER RECORD SELECTION	REC	DIAL#, (EFF DATE, TIME)
CALL SAMPLING	CAS	DIAL# (START DATE, TIME)
CALL SAMPLING SELECTION	CSS	DIAL#
SUMMARY OF CARRIER APPROVAL STATUS	SAP	EFF DATES, (APPROVAL, CIC, OK, NPA)
DETAIL OF CARRIER APPROVAL STATUS	DAP	DIAL#, (EFF DATE, TIME)
CMD: _____	KEY: _____	

Figure 46. Screen: Customer Record Menu (CRM)



## 7. CUSTOMER RECORD SELECTION (REC)

The Customer Record Selection (REC) screen, shown in Figure 47, lists the customer records associated with a DIAL# for which you have view and/or update permission. Records on the REC screen are listed chronologically according to EFF DATE<TIME>, beginning with the *oldest* record.

The REC screen shows the following data about each record: the EFF DATE<TIME>, the CR STATUS, and which screens exist for the CR (CAD, CPR or LAD). It also specifies if a CAD was *copied*, in the last column.

You can use the REC screen to:

- View a list of all customer records for a DIAL#.
- Identify the correct record when there is more than one match for the keys you specified.
- Select a customer record and perform one of the following operations on the *entire* record: Copy, Transfer, Update/Validate, Delete.
- Create a customer record test call record (see Part 3, *800 Service Maintenance*, of this user guide.)

		SMS - 800	NOW: 02/22/93 12:00P/C		
REC - CUSTOMER RECORD SELECTION					
DIAL#: 800-765-4321			EFF DATE<TIME>: - -		
	EFF DATE	<TIME>	CR STATUS	APPROVAL	EXISTING SCREENS
-	02/10/93	8:00A/C	FAILED	DENIED	CAD, CPR, LAD
-	02/11/93	3:15A/C	OLD	GRANTED	CAD
-	02/18/93	12:00P/C	ACTIVE	GRANTED	CAD*COPIED*, CPR
-	02/19/93	4:00P/C	SAVED	N/A	CAD
-	02/20/93	2:15P/C	FAILED	N/A	CAD
-	02/26/93	4:45P/C	PENDING	NOT REQ	CAD
-	02/27/93	9:45A/C	MUST CHECK	N/A	CAD*COPIED*, CPR, LAD
-	02/28/93	10:30A/C	MUST CHECK	N/A	CAD, CPR

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_  
9707 MORE THAN 1 MATCH FOUND. SELECT 1 BY ENTERING "X" IN FRONT.

Figure 47. Screen: Customer Record Selection (REC)

## 7.1 ACCESS REC AND LIST ALL CRs FOR A DIAL#

To access REC from any SMS screen:

1. Type **REC** in the CMD field.
2. Type the DIAL# in the KEY field.
3. Press [ENTER]. The REC screen appears, listing all records for the DIAL#.

If no records are found for the DIAL#, the REC key screen appears along with a message indicating that no record exists for the specified key. (The REC key screen also appears if an incorrect or incomplete key is entered, or if you are not authorized to access the requested records.)

## 7.2 AUTOMATIC DISPLAY OF REC SCREEN

The system will automatically display the REC screen if you request a CAD, CPR or LAD screen for a particular DIAL# and more than one record matches the keys you specified. In this case, you select the desired record from the REC screen in order to display the desired CAD, CPR or LAD.

## 7.3 QUICK ACCESS TO CAD/CPR/LAD SCREEN

You can move from the REC screen to the CAD, CPR, or LAD screen for the *same* DIAL# as follows:

If the DIAL# has more than one customer record, type **x** to the left of the desired customer record (this is not required if there is only one customer record for the DIAL#). Type the name of the desired screen in the CMD field and press [ENTER].

## 7.4 QUICK ACCESS TO DAP SCREEN

You can move from the REC screen to the DAP screen for the *same* DIAL# as follows:

Type **x** to the left of the desired customer record (this is required even if there is only one record on the REC screen), type DAP in the CMD field, and press [ENTER].

## 7.5 QUICK ACCESS TO CRR/CRA/CAS/SPS SCREEN

You can move from the REC screen to the CRR, CRA, CAS or SPS screen for the *same* DIAL# as follows:

Type the name of the desired screen in the CMD field and press [ENTER]. (Do *not* type an X next to any of the customer records listed on the REC screen).



## 7.6 COPY A CUSTOMER RECORD VIA REC

If you have proper permissions, you may copy a customer record to a different record. The target record may have the same DIAL# or a different DIAL# from the source record.

### 7.6.1 General Rules

- If the target DIAL# is different than the source DIAL#, the target DIAL# must be reserved or unavailable.
- The Control Resp Org of the target DIAL# and the source DIAL# must be on the update list of the user's security record.
- RCC and duplicate numbers cannot be copied from the REC screen. For instructions on copying RCC and duplicate numbers, see Section 8.18, *COPY A CAD TO CREATE A NEW CUSTOMER RECORD*.

### 7.6.2 Copying a Record Forward via REC

To copy a record *forward* means to copy it to a later EFF DATE<TIME>.

If you copy forward to an existing record (i.e. if you wish to overwrite the information in the existing record), the system will first check the next future record after the target record to see if the ACTION sequence of the records are still valid.

If the ACTION sequence is still valid, the system will first ask "Do you want to overwrite?" before proceeding with the copy. If the ACTION sequence is not valid, the system will notify you why the copy has been denied.

For example:

- On Record 1, ACTION=D (disconnect).  
On Record 2, ACTION=N (new).  
On Record 3, which is the next future record after Record 2, ACTION=D.
- You may wish to copy from Record 1 to Record 2. This would cause Record 2 to have ACTION=R (change made to a disconnect record).
- The system will not allow the copy, because it would result in the following invalid ACTION sequence: On Record 2, ACTION=R; on Record 3, ACTION=D.

### 7.6.3 Copying a Record Backward via REC

To copy a record *backward* means to copy it to an earlier EFF DATE<TIME>.

If ACTION = N (new) or D (disconnect), the record cannot be copied backwards.

If ACTION = C (change made to a regular record) or R (change made to a disconnect record), the record can be copied backwards, but *you cannot copy backwards to an existing record*; i.e., you cannot overwrite an existing record.

#### 7.6.4 Copying a Record to NOW (Immediate Update) via REC

You may enter **NOW** as the EFF DATE<TIME> when copying a record via the REC screen. This is known as an *immediate update*. The value NOW is automatically interpreted as the current quarter hour interval. For example: At 10:19 am, NOW is interpreted as 10:15am. See Section 9.2 for complete details on immediate update.

#### 7.6.5 Selection of next 15-minute window during copy to NOW

When entering a NOW record, the system may select the next 15-minute window as long as the following conditions are met:

1. A record with a status of ACTIVE, SENDING, or DISCONNECT exists for the current 15-minute window.
2. No record exists for the next 15-minute window.
3. No record exists between the current 15-minute window and the effective date/time of the record being copied.

#### 7.6.6 Steps for Copying a Customer Record via REC

To copy a customer record via the REC screen:

1. Type **x** in the select field to the left of the desired customer record (you may only select one record at a time).
2. Type **c** (Copy) in the CMD field.
3. Type the target DIAL# and EFF DATE<TIME> in the KEY field.  
If a target DIAL# is not supplied, the default is the source DIAL#.  
Refer to Sections 7.6.2 through 7.6.5 above for rules regarding EFF DATE<TIME> when copying forward, copying backward, and copying to NOW (immediate update).
4. Press [ENTER]. If the record can be copied, SMS performs the copy and displays the CAD screen with a confirmation message. If you are not authorized to copy the record, SMS will return an error message on the REC screen.

Following a successful copy, the copied CR data is saved and the status of the copied customer record is MUST CHECK.

**7.6.7 Reference Table: Allowable COPYs via REC**

Table 19 shows whether or not a copy is allowed based on the customer record's CR STATUS and the value in the ACTION field (N,C,R or D).

The table indicates if you can copy the record to the same DIAL# or to another reserved number.

**Table 19. Allowable Copies**

CR STATUS	ACTION	Target DIAL#	Copy Allowed
ACTIVE	N-C	Reserved or Same DIAL#	yes
SENDING	N-C	Reserved or Same DIAL#	yes
SENDING	D-R	Same DIAL#	yes
SENDING	D-R	Reserved DIAL#	no
PENDING	N-C	Reserved or Same DIAL#	yes
PENDING	D-R	Same DIAL#	yes
PENDING	D-R	Reserved DIAL#	no
SAVED	N-C	Reserved or Same DIAL#	yes
SAVED	D-R	Same DIAL#	yes
SAVED	D-R	Reserved DIAL#	no
HOLD	N-C	Reserved or Same DIAL#	yes
HOLD	D-R	Same DIAL#	yes
HOLD	D-R	Reserved DIAL#	no
DISCONNECTED	D-R	Same DIAL#	yes
DISCONNECTED	D-R	Reserved DIAL#	no
INVALID	N-C-D-R	Reserved or Same DIAL#	no
FAILED	N-C-D-R	Reserved or Same DIAL#	no
OLD	N-C-D-R	Reserved or Same DIAL#	no
MUST CHECK	N-C-D-R	Reserved or Same DIAL#	no
<p><b>ACTION code reference:</b>            N = New Service            C = Change in Service            D = Disconnect            R = Change Made to a Disconnect Record</p>			

## 7.7 TRANSFER A CUSTOMER RECORD VIA REC

When you *transfer* a customer record, the system moves all data from the original record to a different record. *All data from the source record is removed from the system.*

When a customer record needs to be rescheduled, you transfer an existing record to a new EFF DATE<TIME>. Transfer might be used to change a customer record to a new EFF DATE<TIME> when the original record is no longer needed.

### 7.7.1 General Rules

- Records with a CR status of SAVED, PENDING, INVALID, MUST CHECK, FAILED or HOLD may be transferred.
- Records with a CR status of SENDING, ACTIVE, OLD or DISCONNECT may not be transferred.

### 7.7.2 Transferring a Record Forward via REC

To transfer a record *forward* means to transfer it to a later EFF DATE<TIME>. You may transfer a record only as far forward as the EFF DATE<TIME> of the *next* input record.

If you transfer forward to the next existing record (i.e., if you want to overwrite the information in the next record), the system will first check the next future record after the target record to see if the ACTION sequence of the records is still valid.

If the ACTION sequence is valid, the system will first ask "Do you want to overwrite?" before proceeding with the transfer. If the ACTION sequence is not valid, the system will notify you why the transfer was denied.

For example, if you wish to transfer a record with ACTION=R, and the next future record after the target has ACTION=D, the system will not allow the transfer because the resulting ACTION sequence (ACTION=R, ACTION=D) is invalid.

### 7.7.3 Transferring a Record Backward via REC

To transfer a record backward means to transfer it to an earlier EFF DATE<TIME>. You may only transfer a record backward to an EFF DATE<TIME> that is later than the EFF DATE<TIME> of the previous input record; you may not overwrite the previous existing record via a transfer.

You may not transfer a record backward to a time earlier than NOW.

#### 7.7.4 Transferring a Record to NOW (Immediate Update) via REC

You may enter **NOW** as the EFF DATE<TIME> when transferring a customer record via the REC screen. This is known as an immediate update. The value **NOW** is automatically interpreted as the current quarter hour interval. For example: At 10:19 am, **NOW** is interpreted as 10:15 am.

See Section 9.2 for complete details on immediate update.

#### 7.7.5 Transferring Same Record to Itself via REC

You may transfer the same record to **NOW** multiple times within the current 15-minute window as long as the record does not have a status of **ACTIVE**, **SENDING**, or **DISCONNECT**.

Both of the following conditions must be met when a record is transferred to itself using **NOW** and the existing target record is to be replaced:

1. CR Status of the record being transferred is **FAILED**, **SAVED**, **INVALID**, **MUST CHECK**, **PENDING**, or **HOLD**.
2. The effective date/time of the source record being transferred to itself and the effective date/time of the target record being replaced are the same.

**NOTE** — When the transfer to **NOW** is used and the target record is being replaced with itself, you **will not** be asked if you want to overwrite the existing record.

#### 7.7.6 Transferring Future Record to NOW

The transfer of a record with a future effective date and time to **NOW** (transfer backwards) is allowed. However, it will not replace an existing record in the current 15-minute window.

If an existing record in the current 15-minute window holds a status of **ACTIVE**, **SENDING**, or **DISCONNECT**, the system may select the next 15-minute window providing the following conditions are met:

1. There is no existing record between the next 15-minute window and the effective date/time of the record being transferred.
2. There is no record in the next 15-minute window.

#### 7.7.7 Steps for Transferring a Record via REC

To transfer a customer record via the REC screen:

1. Type **x** in the select field to the left of the desired record (you may select only one record at a time).
2. Type **t** (Transfer) in the CMD field
3. Type the target EFF DATE<TIME> or NOW in the KEY field.

Refer to Sections 7.7.2 through 7.7.6 above for rules regarding EFF DATE<TIME> when transferring forward, transferring backward, and transferring to NOW (immediate update).

4. Press [ENTER]. If there is no existing record or the next 15 minute window is selected with the specified target keys, SMS performs the transfer and returns the target CAD screen.

SMS may return the REC screen and ask if you want the system to overwrite the existing record. Type **y** in the CMD field and press [ENTER]. SMS will return the target REC screen.

**NOTE** — When the transfer to NOW is used and the target record is being replaced with itself, you **will not** be asked if you want to overwrite the existing record.

Following a successful transfer, the CR STATUS is SAVED.

## 7.8 UPDATE A CUSTOMER RECORD VIA REC

**NOTE:** You cannot update a MUST CHECK record from the REC screen.

To update a customer record via the REC screen:

1. Type **x** in the select field to the left of the desired record (you may select only one record at a time).
2. Type **u** (Update) in the CMD field.
3. Press [ENTER]. The system validates the entire record. A message may alert you to the *Validation Results* report.

If the target EFF DATE<TIME> is less than 24 hours from the current date, this is an *emergency update*. See Section 9 for more information on a CR emergency update.

You may also update a customer record from any screen of the customer record (CAD, CPR, LAD).

## 7.9 DELETE A CUSTOMER RECORD VIA REC

### 7.9.1 Rules for Deleting Records

A record with a *future* EFF DATE<TIME>, and a CR status of PENDING, SAVED, INVALID, HOLD or MUST CHECK can be deleted.

A record with a CR status of OLD, SENDING, ACTIVE or FAILED cannot be deleted.

See below for the method to delete a DISCONNECT record.

### 7.9.2 Steps for Deleting a Record via REC

To delete a customer record via the REC screen:

1. Type **x** in the select field to the left of the desired record (you may only select one record at a time).
2. Type **D** (Delete) in the CMD field.
3. Press [ENTER]. The selected record is highlighted. If the record can be deleted and the system is not authorized to perform a deletion, SMS returns a confirmation prompt. To delete the record, type Y followed by [ENTER] in response to the confirmation prompt. The highlighted record is removed from the list and any records following it are moved up one line.

If the system is not authorized to delete the record, SMS returns an error message.

4. **NOTE:** If a DIAL# has only one customer record and that record is deleted, the status of the DIAL# will return to SPARE.

### 7.9.3 Steps for Deleting a DISCONNECT Record via REC

To delete a DISCONNECT record:

1. Copy the DISCONNECT record to the current date.
2. Change the value in the END INTERCEPT field to the current date.
3. Type **R** in the ACTION field (indicates that this is a change made to a DISCONNECT record).
4. Type **U** in the CMD field.
5. Press [ENTER]. The DISCONNECT record will be deleted from the SCP.





## 8. CUSTOMER ADMINISTRATIVE DATA (CAD)

The CAD screen contains information on the basic structure of the DIAL# service. This includes such information as the customer name, the terminating lines used for the DIAL#, the area-of-service, simple call routing data and directory listing information.

Every customer record must have a completed CAD screen. Some customer records need *only* a CAD screen, as explained below.

### 8.1 CUSTOMER RECORDS THAT NEED ONLY A CAD

A customer record requires only a CAD if it meets all of the following criteria:

1. There is no more than one interlata carrier.
2. There is no more than one intralata carrier.
3. In the TEL# (destination telephone number) field:
  - there is only one POTS number, or
  - there is only a DIAL# turnaround number, or
  - there is one POTS number and a DIAL# turnaround number.

**EXCEPTION:** A record that has *two* POTS numbers in the TEL# field requires only a CAD if the following conditions are met:

1. One of the POTS numbers has a valid pseudo NPA (0 or 1 in the first position) and one has a valid standard NPA (2 through 9 in the first position).
2. There is one intralata carrier and one interlata carrier. The intralata carrier is OTC and the interlata carrier is OTX.

If these conditions are met, the system will generate a Call Processing Routing data tree with information that is provided to an SSP in response to a query. This information allows the SSP to route all intralata traffic over the OTC carrier to the POTS number with the standard NPA and all interlata traffic over the OTX carrier to the POTS number with the pseudo NPA.

Note that all duplicate numbers and RCC (radio common carrier) numbers require only a CAD.

## 8.2 FIVE PARTS OF CAD

There are five parts to the CAD, as listed in Table 20. For most customer records, you will only need to complete the first part, CAD BASIC.

**Table 20.** Five Parts of CAD

<b>CAD Part</b>	<b>Description</b>
CAD BASIC Basic Information	Contains most of the service, billing and directory assistance listing data. CAD BASIC is designed to handle all data needed for most DIAL# service. The other four parts of CAD are used when there is additional data that won't fit on CAD BASIC.
CAD #INFO Destination Number Information	Contains data related to each destination number for the DIAL#. Used when there are more than two destination numbers.
CAD AREAS Area of Service Information	Contains additional entries to define the area of service.
CAD DAINFO Directory Assistance Information	Contains additional directory assistance listing information.
CAD CARRS Carrier Information	Contains additional intralata and interlata carriers.

## 8.3 CAD KEY SCREEN

The CAD Key Screen is displayed when data is missing or incorrect on the CAD Basic screen. The correct data can be entered into the key fields on this screen in order to bring up the desired call processing record. Figure 48 shows the key fields with examples and an explanation of restrictions on the type of data to be entered in the key field.

```
SMS - 800                                NOW: 12/15/93 10:09A/C
CAD - CUSTOMER ADMINISTRATIVE DATA
DIAL#: _____ EFF DATE<TIME>: _____
STATUS: _____ PART: _____

ENTER THE ABOVE KEYS TO ACCESS THE CAD SCREEN.

KEY FIELD      EXAMPLE      RESTRICTION
DIAL#          800-555-1212  ALWAYS REQUIRED
EFF DATE      12/10/93      -
TIME          02:15A/C     00, 15, 30, 45 FOR MINUTES
STATUS        ACT          ACT, SND, DIS FOR CR STATUS
PART          #INFO       BASIC, #INFO, AREAS, DAINFO, CARRS

CMD: CAD _____ KEY: _____
6001 DIAL#: REQUIRED FIELD. ENTER LIKE "800-199-2000".
```

Figure 48. CAD Key Screen

#### 8.4 CONTROL RESP ORG & INVOLVED ROUTING CARRIER VIEWS OF CAD

As discussed earlier in Section 5.13, the Control Resp Org can view and modify all information in a customer record, while an involved routing carrier can view only the information pertaining to its own call routing.

The next two figures illustrate the Control Resp Org's view and the involved routing carrier's view of CAD.

Figure 49 is the Control Resp Org's view of a CAD BASIC screen:

```
RESP ORG : BANJ1          SMS - 800          NOW: 12/16/92 02:00P/C
CR STATUS: PENDING          LAST: 12/11/92 09:00A/C
APPROVAL: GRANTED CAD - CUSTOMER ADMINISTRATIVE DATA BY: BANJ1WCL
DIAL#: 800-699-2933          PREVIOUS USER: BANJ1AMJ
                                EFF DATE<TIME>: 04/24/93 03:45A/C
                                PART: BASIC

SO: AB0001N          SF: _____ DD: 04/24/93          HOLD-DD: N
ACTION: N          CUST: _____ AGENT: _____ TELCO: BANJ
NCON: HCA          NPHONE: 908-699-2671
LISTING: LI DAU: N DATYPE: N RCC: N          IC/EC BI: _____
LN: XYZ CO.
LA: 333 HOES LANE, PISCATAWAY, NJ 08854
RAO: 123          BILLTN: _____ REFERRAL: _          END INTERCEPT: _____
INTRALATA CARRIERS: OTC-0110
INTERLATA CARRIERS: LSI-0036 TDX-0223
AREAS-NETWORK: US STATE: _____ AREA CD: _____ LATA: _____ AOS LBL: _____
TEL#          CITY          UTS #LNS L SIS          LSO          FSO          STN          SFG          HML OTC
908-699-2000 PISCATAWAY          _____ 0001          _____ 908699          _____          _____          _____          _____ Y
212-691-3333 NEW YORK          _____ 0001          _____ 212691          _____          _____          _____          _____ N
NOTES: _____
CMD: _____ KEY: _____          END
9608 CPR EXIST.
```

Figure 49. Control Resp Org View of CAD

Figure 50 is a view of the same CAD screen by involved carrier LSI.

NOTE: The following rules apply to the involved routing carrier view of CAD:

- Data in the INTRALATA CARRIERS field is viewable only if the involved routing carrier is an intralata carrier.
- If all the matching CICs for an involved routing carrier fit on CAD BASIC, the carrier information will be shown on CAD BASIC. If the matching CICs do not fit on CAD BASIC, the carrier information will be shown on CAD CARRS.
- Several data fields, such as LISTING, are not viewable to the involved routing carrier. The field names appear with no data next to them.

```
RESP ORG : BANJ1                SMS - 800                NOW: 12/16/92 02:00P/C
CR STATUS: PENDING              LAST: 12/11/92 02:02A/C
APPROVAL : GRANTED CAD - CUSTOMER ADMINISTRATIVE DATA  BY: BANJ1BRG
DIAL#: 800-699-2933             PREVIOUS USER:
                                   EFF DATE<TIME>: 04/24/93 03:45A/C
                                   PART: BASIC
SO:                               SF:                   DD: 04/24/93       HOLD-DD:
ACTION: N                         CUST:              AGENT:             TELCO:
NCON:                             NPHONE:
LISTING:   DAU:   DATYPE:   RCC:   IC/EC BI:
LN:
LA:
RAO:       BILLTN:               REFERRAL: _       END INTERCEPT:
INTRALATA CARRIERS:
INTERLATA CARRIERS: LSI-0036
AREAS-NETWORK: US STATE:   AREA CD:   LATA:   AOS LBL:
                TEL#       CITY       UTS #LNS LSIS   LSO   FSO   STN   SFG   HML OTC
212-691-3333 NEW YORK     _  0001 _  212691 _ _ _ _ _ _ _ _ _ _
NOTES:
CMD: _____ KEY: _____ END
9019 VIEW ONLY. NO CHANGES ALLOWED.
9608 CPR EXIST.
```

Figure 50. Involved Routing Carrier View of CAD

## 8.5 MOVE BETWEEN PARTS OF CAD

There are several ways to move between the parts of CAD, as listed below. SMS/800 allows you to move from one part to another as long as there are no syntax errors on the screen you are trying to leave.

- **PAGE THROUGH CAD** - Press [PF1] to page forward and [PF2] to page backward through all parts of CAD.

The order of paging through CAD is: BASIC, #INFO, AREAS, DAINFO and CARRS. Note that CAD #INFO might have multiple pages.

When paging through CAD, each part of CAD is displayed, whether or not data has been entered in all parts.

- **MOVE TO A SPECIFIC PART** - From within the customer record, type **CAD** in the CMD field, type the part name in the KEY field and press [ENTER].
- **MOVE TO CAD BASIC** - From any part of CAD, you can move to the CAD BASIC screen as follows: Type **CAD** in the CMD field, leave the KEY field empty and press [ENTER].

## 8.6 QUICK ACCESS TO CPR/LAD/CRR/CRA/CAS/SPS/REC SCREEN

You can move from the CAD screen to the CPR, LAD, CRR, CRA, CAS, SPS or REC screen for the *same* DIAL# as follows:

Type the name of the desired screen in the Command (CMD) field and press [ENTER].

## 8.7 AREA OF SERVICE LABELS USED IN CAD

You can use an *area of service label* (AOS label) as a value in the AOS LBL field on CAD-BASIC or CAD-AREAS. An AOS label represents a previously defined set of values for an area of service.

For example, if the area of service covers several states, you could use the label "WEST" to stand for California, Nevada and New Mexico.

Four screens are used to define AOS labels:

1. LATA Type Area of Service (LAS)
2. NPA Type Area of Service (NAS)
3. State Type Area of Service (SAS)
4. NPA-NXX Type Area of Service Label (NNS)

Instructions for using the LAS, NAS, SAS and NNS screens are in Part 4, *Customer Record Tables*, of this user guide.

An AOS label can represent more than one type of area of service (LATA, NPA, State, NPA-NXX). This kind of label needs to be defined on all of the relevant AOS label screens. For example, one label could represent several states *and* several NPAs; this label would need to be defined on both the SAS and NAS screens.

You can only use AOS labels that are owned by the network of the control Resp Org on the customer record. For example, if the Control Resp Org is BANJ1, you can use an AOS label owned by BANJ2, but you cannot use a label owned by PCPT1. Note that if the record's Control Resp Org changes, the AOS label(s) might also have to change.

Two AOS label reports are available through the RRR screen: The *AOS Label List* report lists valid AOS labels and their values. The *AOS Label to DIAL# Inquiry* report lists the DIAL#s that use a specified AOS label. These reports are described in Part 4, *Customer Record Tables*, of this user guide.

**NOTE:** The AOS labels used on CAD are totally separate from the call processing labels defined on LAD and used on CPR.

## 8.8 REQUIRED FIELDS ON CAD

Several fields on CAD BASIC are required fields, as specified below in Section 8.10.2. When creating a new CAD, all required fields are highlighted or populated with default values.

All required fields on the CAD must be properly completed before you can:

1. SAVE or UPDATE the record with the S or U commands (described below in Section 8.10.2),
2. page to any of the other parts of the CAD, or
3. create a CPR or LAD for the customer record.

## 8.9 PARTIALLY ENTERED CAD

A *partially entered CAD* is a CAD which does not yet have all of the required field information, but which you want to save anyway. The CAD *must* pass a minimal validation of seven fields (as discussed below) before it can be saved as a partially entered CAD.

You save a partially entered CAD with the P command, as described in Section 8.10.2. The P command is allowed on any part of CAD -- BASIC, #INFO, AREAS, DAINFO, CARRS -- however, you should use it only when it is not possible to do a regular SAVE or UPDATE with the S or U commands.

**NOTE:** The P command is *not* allowed for an RCC (radio common carrier) record or for a record that contains a CPR or LAD.

For a successful save with the P command, the CAD must pass only the following minimal validations:

1. The following six fields must contain valid entries: RESP ORG, ACTION, DUE DATE, HOLD DD, DAU and DATYPE. Note that these fields are initially populated by the system, but can be changed by the user.
2. The TELCO field must contain data; it can contain any 4 alphanumeric characters. Note that this field is initially populated by the system, but can be changed by the user.
3. Other fields do not need to have data entered. However, in the other fields that do have data entered, the correct *type* of data must be entered (alphabetic characters in alpha fields, numbers in numeric fields). The system will not check the *validity* of the data.

For example, an INTRALATA CARRIER entry of "0000" will pass this minimal validation, because the right *type* of characters are entered. This entry would not pass validation when you use the S or U commands, because it is not a valid CIC code in SMS/800.

If the CAD is saved with the P command, its CR STATUS becomes SAVED. Keep in mind, however, that the CAD has not yet been fully validated by the system.

## 8.10 CREATE AN INITIAL CAD

Input must always begin on the BASIC part of CAD when creating a customer record for new service.

The CAD fields and their valid values are described in Table 21 (note that the fields are listed in alphabetical order in this table).

### 8.10.1 Access CAD BASIC

To access CAD BASIC:

1. Type **CAD** in the CMD field of any SMS screen.
2. Type the DIAL# and the EFF DATE<TIME> in the KEY field (see Section 5.6 for valid input formats for customer record keys).
3. Press [ENTER]. If the DIAL# was previously reserved by your RESP ORG, the CAD BASIC screen appears, with data in the following fields:
  - DIAL#: Contains the DIAL# entered in the KEY field (if the DIAL# was entered in alphabetic form, the numerical equivalent is displayed on the CAD screen).
  - EFF DATE<TIME>: Contains the effective date and time entered in the KEY field.
  - DD (Due Date): Contains the effective date entered in the KEY field.
  - HOLD-DD, DAU, ACTION, DATYPE and RCC: These fields display **N** as a default value (for a radio common carrier number, the RCC field will display **Y**). The **N** in the ACTION fields indicates new service. See Table 21 for an explanation of the **N** in the other four fields.
  - NCON, NPHONE and NOTES: These fields are populated with information from the NUS screen which was entered when the DIAL# was reserved.
4. If the DIAL# is not available for assignment by the logon ID making the request, the CAD key screen appears, with a message explaining that the number is not available for assignment. If necessary, you can look up the number (excluding Radio Common Carrier numbers) via the NUS screen to determine its current status. Note that you cannot look up Radio Common Carrier numbers via the NUS screen.

### 8.10.2 Enter Data in the CAD BASIC Screen

The steps for completing the CAD BASIC screen are listed below.

**NOTE:** To save a partially entered CAD, type **P** in the CMD field and press [ENTER].

Enter data in the CAD BASIC screen as follows:

1. Type data in either SO or SF (required).



2. Type data -- or leave the default data -- in the next three required fields: DD, HOLD DD, ACTION.
  3. Type data for CUST and AGENT, if necessary (optional fields). This data is needed in order to allow a customer or agent to access the customer record on-line.
  4. Type data -- or leave default data -- in NCON and NPHONE, if necessary (optional fields). The default data for NCON and NPHONE is automatically copied from the NUS screen for the specified number.
  5. Type data -- or leave default data -- in the following required fields: LISTING, DAU, DATYPE.
  6. Type data for IC/EC BI (optional field).
  7. Type directory assistance listing data in the required LN field. At least one LN entry is required. You may enter this information on CAD BASIC and/or on CAD DAINFO. Any LN information entered on CAD BASIC will also appear on CAD DAINFO.
  8. Type data for LA (optional field).
  9. Type data for the following required fields: RAO, BILLTN.
  10. Type data for REFERRAL if ACTION is a D or R.
  11. Type data -- or leave default date -- for END INTERCEPT if ACTION is a D or R. The default date is based on a tunable number of months which is determined by the industry.
  12. Type carrier information in the INTRALATA CARRIERS and/or INTERLATA CARRIERS fields. At least one carrier entry is required. You may enter this information on CAD BASIC and/or on CAD CARRS. Any carrier information entered on CAD BASIC will also appear on CAD CARRS.
  13. Type area of service data for one or more of the following AREAS fields: NETWORK, STATE, AREA CD, LATA, AOS LBL.  
  
An entry is required in at least one AREAS field. You may enter this information on CAD BASIC and/or on CAD AREAS. Any area of service information entered on CAD BASIC will also appear on CAD AREAS.
  14. Type the destination telephone number in the required TEL# field (use the first line for the first or only destination number). At least one TEL# entry is required. You may enter this information on CAD BASIC and/or on CAD #INFO. Any TEL# information entered on CAD BASIC will also appear on CAD #INFO.
  15. On the same line as TEL#, type data in the required #LNS and OTC fields. If the TEL# is a POTS number, then LSO is also required.
  16. Type optional data in CITY, LSIS, LSO (required field if TEL# is a POTS number), FSO, STN, SFG, HML, UTS.
  17. Type a second TEL# and enter data in the accompanying fields on the second line, if needed.
-

18. Type NOTES, if any.

19. When all of the required information for the CAD is complete, you can:

*Save the CAD:* To save the CAD, type **s** in the CMD field and press [ENTER]. If the CAD passes validation, the CR STATUS becomes SAVED. If errors are found in any fields, they must be corrected in order to save the CAD.

OR

*Access another part of CAD:* To access any other part of CAD, press [PF1] to page forward to the desired page. Or, type **CAD** in the CMD field, type the name of the desired part in the KEY field and press [ENTER].

OR

*Update the CAD:* If the customer record is completed, type **u** in the CMD field and press [ENTER] to update the CAD. The system performs a full validation of the record. If errors are found in any fields, they must be corrected in order to update the CAD. If the record passes validation, the CR STATUS becomes PENDING.

## 8.11 CAD BASIC FIELDS

Table 21. CAD BASIC Fields

Field	Description	Valid Values
ACTION	Required field. Action type is derived from SO or SF. Action types are: N=New service, C=Change in service, D=Disconnect service R=Making a change to a Disconnect record. Default=N for a CAD for new service. Otherwise, no default.	N, C, D, or R
AGENT	Optional field. Identifies a party acting as an agent for the DIAL# with update capability for the associated record (CAD, CPR, LAD) or for the CPR/LAD depending on the type of user in the party's security record. It may also identify a user with view only permissions for the entire customer record.	5 alphanumeric. A unique code for each agent.
APPROVAL	Populated & protected by the system. Indicates the record's carrier-approval status. Possible values are: AWAIT - Awaiting carrier approval responses. DENIED - Approval denied. GRANTED - Approval granted. NOT REQ - Carrier approval not required. NOW REJ - "NOW" update was rejected. N/A - Carrier approval not applicable.	No user entry.

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
AREAS (fields)	There are five AREAS categories: NETWORK, STATE, AREA CD, LATA and AOS LBL, as described below in alphabetical order. You can enter data in one or more of the AREAS categories. An entry is <i>required</i> in at least <i>one</i> of them on CAD BASIC, unless an entry is made on CAD AREAS. Each entry is validated against a system table. If more room is needed for area of service entries, use CAD AREAS.	
AOS LBL	A valid Area of Service label. The label must belong to the network of the record's Control Resp Org. For example, if the Control Resp Org is BANJ1, you can use a label owned by BANJ2, but you cannot use a label owned by PCPT1.	Up to 7 characters.
AREAS-AREA CD	Area code(s) included in area of service. Any valid area code. Up to two entries allowed.	2 fields, 3-Digit area code.
AREAS-LATA	LATA(S) included in area of service. Any valid LATA code. Up to three LATA entries allowed.	3 fields, 3 numerics each
AREAS-NETWORK	CCS network included in area of service. A valid two-letter CCS network code can be entered. See the <i>CCS Network-State-NPA Mapping</i> report (Section 17.17) for a list of the NPAs served by the CCS network.  Also, a valid AOS code may be entered in this field. Valid AOS codes are: <ul style="list-style-type: none"> <li>• US (United States)</li> <li>• XA (United States plus Canada)</li> <li>• XB (United States plus Caribbean) or</li> <li>• XC (United States plus Canada and Caribbean).</li> <li>• CN (Canada)</li> </ul> NOTE: Values of US, XA, XB or XC cannot be combined with any other areas.	Two-alpha network code or area of service code (US, XA, XB, or XC).
AREAS-STATE	State included in area of service. See the State Codes Table for valid state codes. A state code represents all the NPAs that are in the state.	2-alpha state code.
BILLTN	Required field. Bill To Number. The account number used for billing vertical features. You can use alphas &/or numerics (excluding special characters). Enter 999-999-9999 if there are no vertical features (i.e., if the record has no CPR).	10 alphas &/or numerics, excluding special characters.

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
BY	Populated & protected by the system. The 8-character LOGON ID of the last person to update the record. May be populated with **SCPL**, **UPDT** or *SCPAOS* due to mass changes.	No user entry.
CITY	Required field if TEL# is entered on same line and if LISTING=LI. Optional field if TEL# is entered on same line and LISTING is not LI. Must be left blank if TEL# is not entered on same line. City where the destination number terminates (for the TEL# entered on this same input line).	Up to 16 alpha.
CR STATUS	Populated & protected by the system. The customer record status. Possible values are: SAVED, PENDING, SENDING, ACTIVE, OLD, INVALID, DISCONNECT, MUST CHECK, FAILED, HOLD.	No user entry.
CUST	Optional field. Indicates a subscriber who has on-line access to SMS. (Blank & protected field for duplicates and RCCs).	5 alphanumeric A unique code for each subscriber.
DATYPE	Required field. Populated by the system for a new record; can be modified. Indicates type of number for directory assistance. N=Normal numbers, G=Government numbers, F=Frequently called numbers. Default=N.	N, G or F
DAU	Required field. Populated by the system for a new record; can be modified. Indicates type of directory assistance update. N (No) indicates no automatic updates to the directory assistance provider. If LISTING=BL (block) or NP (nonpublished), DAU must equal N. Y (Yes) indicates that update information is sent to the directory assistance provider. Default=N.	Y or N
DD	Required field. Populated by the system with the EFF DATE of the record; can be modified. Due Date. The date that service should begin, end or change.	8 characters in valid date format: mm/dd/yy
EFF DATE<TIME>	Populated & protected by the system. Contains the EFF DATE<TIME> entered in the KEY field when creating the record. This is the date and time that the record should be sent to the SCPs and activated. If ACTION=R, the effective date must be earlier than the END INTERCEPT date on the previous disconnect record.	No user entry.

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
END INTERCEPT	Required if ACTION=D or R. Otherwise, must be left blank. Date that a DISCONNECT record is taken off intercept; i.e., the caller will no longer get a recorded message. Can be equal to or later than the effective date of the disconnect record.	8 characters in valid date format: mm/dd/yy
FSO	Optional field if TEL# is entered on same line. Otherwise, must be left blank. Foreign Serving Office. Central office that terminates the DIAL# service access line, if different from LSO (for the TEL# entered on the same input line).	NPANXX
HOLD-DD	Required field. Populated by the system for a new record; can be modified. Hold Due Date. Y indicates that a hold is placed on the due date; the customer record status will be HOLD and the record will not go active upon reaching its EFF DATE<TIME>. N indicates that no hold is placed on the due date. Default=N.	Y or N
HML	Optional field if TEL# is entered on same line. Otherwise, must be left blank. Multiline Hunt Group. This is a code to identify a specific software arrangement of customer lines (for the TEL# entered on this same input line). Used to investigate maintenance problems.	1-4 numeric
IC/EC BI	Optional field. The Interexchange Carrier/Exchange Carrier Billing Indicator. IC/EC level generated reports to enable RESP ORGs to recover costs.	3 or 4 letter alphacode or blank

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
INTRALATA CARRIERS	<p>Required field if service covers intralata (within the lata) areas. Identifies the carrier(s) providing intralata service for the DIAL#. The following are valid entries:</p> <ul style="list-style-type: none"> <li>• A 4-digit Carrier Identification Code (CIC).</li> <li>• A three-letter Access Customer Name Abbreviation (ACNA). If only an ACNA is entered, the system assumes you want the primary CIC.</li> <li>• A combination of ACNA and CIC separated by a dash (ACNA-CIC or CIC-ACNA).</li> </ul> <p>When the record is updated, the system redisplay the CARRIER field entry in the form ACNA-CIC.</p> <p>Use OTC to indicate any Bell Operating Company or independent providing intralata business services within their network.</p> <p>There is room for six intralata carrier entries. Use CAD CARRS if more than six entries are required.</p> <p>See the <i>Carrier Information List</i> report (Section 17.19) for a list of the carrier names and the associated CICs. The report indicates which are the primary CICs.</p>	<p>3-letter ACNA,          4-digit CIC,          ACNA-CIC, or          CIC-ACNA.</p>

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
INTERLATA CARRIERS	<p>Required field if service covers interlata (between latas) areas. Identifies the carrier(s) providing interlata service for the DIAL#. The following are valid entries:</p> <ul style="list-style-type: none"> <li>• A 4-digit Carrier Identification Code (CIC),</li> <li>• A three-letter Access Customer Name Abbreviation (ACNA). If only an ACNA is entered, the system assumes you want the primary CIC.</li> <li>• A combination of ACNA and CIC separated by a dash (ACNA-CIC or CIC-ACNA).</li> </ul> <p>When the record is updated, the system redisplay the CARRIER field entry in the form ACNA-CIC.</p> <p>Use OTX to indicate any Bell Operating Company or independent providing interlata business services within their network.</p> <p>There is room for six interlata carrier entries. Use CAD CARRS if more than six entries are required.</p> <p>See the <i>Carrier Information List</i> report (Section 17.19) for a list of the carrier names and the associated CICs. The report indicates which are the primary CICs.</p>	3-letter ACNA, 4-digit CIC, ACNA-CIC, or CIC-ACNA.
LA	Optional field. Listing Address. The address for the directory assistance listing.	Up to 75 alphanumeric. Special characters also allowed.
LAST	Populated & protected by the system. The date and time of the last update.	No user entry.
LISTING	<p>Required field. The valid entries are:</p> <ul style="list-style-type: none"> <li>• LI = Published listing; the number is sent to directory assistance. If DATYPE=F, LISTING must be LI.</li> <li>• NP = Non-published; the number is not sent to directory assistance.</li> <li>• BL= Blocked from being sent to directory assistance. If RCC=Y, LISTING will automatically be BL, &amp; field will protected.</li> </ul>	LI, NP, or BL
LN	Required field. The listing name for directory assistance, specified by the customer. If record is saved with P command and this field is blank, the system will populate it with a "-".	Up to 75 characters. Special characters also allowed.

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
LSIS	Optional field if TEL# is entered on same line. Otherwise, must be left blank. Lead SIS. This is the first number in the sequence of a customer service group (for the TEL# entered on this same input line).	4 numeric
LSO	Required field if a POTS# is entered in the TEL# field on the same line. Optional field if the DIAL# is entered in the TEL# field on the same line. Must be left blank if no TEL# is entered on the same line. Local Serving Office. Central office providing local service to customer (for the TEL# entered on this same input line).  If TEL# is a POTS#, entry must be a six digit NPANXX.  If TEL# is the DIAL#, entry may be a three digit NPA, a six digit NPANXX or blank.	NPANXX, NPA or blank
NCON	Optional field. The name of the contact person in OTC who initiated the SO. The name used on the NUS screen is carried over and may be modified, if necessary.	Anything
NOTES	Optional field. Any notes on the SO or SF which need to be stored and for which no specific fields exist on CAD. The NOTES from the NUS screen are carried over and may be modified, if necessary.	Up to 72 printable characters on the first line and 79 on the second.
NPHONE	Optional field. The phone number for the contact named in the NCON field. The phone number from the NUS screen is carried over and may be modified, if necessary.	NPA-NXX-XXXX. (NPA optional)
OTC	Required field if POTS# is entered in the TEL# field on the same line. Must be left blank if no TEL# is entered on the same line. Operating Telephone Company. Indicates whether or not the subscriber purchased service from the OTC which is local to this TEL#.	Y, N or blank
PREVIOUS USER	Populated & protected by the system. The 8-character LOGON ID of the previous non-mass change ID to update the record. This field can be blank for the initial bringup of the record.	No user entry.



**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
RAO	Required field. The identification code of the Revenue Accounting Office responsible for billing the customer for this DIAL#. Enter 999 if no vertical features are associated with the record. If the record is saved with the P command and this field is blank, the system will populate it with 999.	3 numeric. Validated against a system table of RAO codes.
RESP ORG	Populated by the system; can be modified. The responsible organization that controls the customer record. (See <i>Changing the Control Resp Org on a Customer Record</i> for important information on modifying this field.)	5 characters
RCC	Populated & protected by the system. Radio Common Carrier. Y or N indicates whether or not this is a radio common carrier (beeper) number.	No user entry.
REFERRAL	Required field if ACTION=D or R. Otherwise, must be left blank. For a DISCONNECT record, indicates the type of recorded message that the caller will hear. Y indicates that the message will refer the caller to another number. N indicates that the message will simply state that the number is no longer in service.	Y, N, or blank
SF	Required field, unless SO is entered. Number associated with the 800 Supplemental Form.	Up to 6 alphanumeric
SFG	Optional field if TEL# is entered on same line. Otherwise, must be left blank. Simulated Facility Group (for the TEL# entered on this same input line). Used to investigate billing and maintenance problems.	3-5 alphanumeric
SO	Required field, unless SF is entered. Service order type and number. The first character must be alphabetic. The next 2 to 11 characters can be alphanumeric. If there is a 13th character, then it must be alphabetic.	4 to 13 alphanumeric characters.
STN	Optional field if TEL# is entered on same line. Otherwise, must be left blank. Screening Telephone Number recorded on terminating AMA tape. 7 numeric. May be used to investigate billing inquiries.	NXXXXXX
TELCO	Required field. Identifies the company that sold SMS access to a subscriber or agent and is responsible for vertical feature billing. System generated data equivalent to the first four characters of the RESP ORG entering the first CAD.	4 alphas.

**Table 21. CAD BASIC Fields**

Field	Description	Valid Values
TEL#	<p>Destination telephone number(s) for dialed number. The two lines on CAD BASIC part of CAD are for the first two destination numbers. Enter additional numbers on CAD #INFO. Entries may be POTS numbers or the DIAL#.</p> <p>At least one entry is required on CAD BASIC, unless all TEL#s are entered on CAD #INFO.</p> <p>If more than one number is specified in the TEL# field, the system will sort them in ascending numerical order upon update of the CAD. This sorting does not affect the routing in any way.</p>	NPA-NXX-XXXX
UTS	<p>Three letter optional field. Entries are at the discretion of the RESP ORG, TELCO or entity that controls the customer record.</p>	<p>1st char = A, B, C, D, E, F, or blank.</p> <p>2nd char = W, B, C, or blank.</p> <p>3rd char = J, N or blank.</p>
#LNS	<p>Required field if TEL# is entered on same line (not required for RCC numbers). The number of lines on which the DIAL# may terminate per each TEL# (for the TEL# entered on same line). If the number of lines for a DIAL# turnaround number is not known, enter 800 in order to prevent network management from prematurely initiating mass calling controls.</p>	1-4 numeric

## 8.12 USING CAD #INFO, CAD AREAS, CAD DAINFO and CAD CARRS

There are four categories of CAD information that can be entered on either CAD BASIC or on an additional part of CAD: TEL# information, AOS information, directory assistance listing information and carrier information.

For many customer records, all necessary information will fit on CAD BASIC. However, for some records, you will need to use one or more of the additional parts of CAD to enter all of the necessary information. For example, if there are more than two destination telephone numbers, you will need to use CAD #INFO and if there is more than one directory assistance listing, you will need to use CAD DAINFO.

When the information will not all fit on CAD BASIC, you can do one of the following:

- Enter some of the information on CAD BASIC and enter the rest on the related part of CAD. Note that any information entered on CAD BASIC will also appear on the related part of CAD. For example, if you entered area of service information on CAD BASIC, it will also appear on CAD AREAS.

OR

- Leave the relevant fields blank on CAD BASIC and enter all of the relevant information on the related part of CAD. In this case, the relevant CAD BASIC fields will remain blank and protected. For example, if there are eleven interlata carriers, you can leave the INTERLATA CARRIERS fields blank on CAD BASIC and enter all eleven of the carriers on CAD CARRS. The INTERLATA CARRIERS field on CAD BASIC will remain blank and protected.

If you enter information on an additional part of CAD, but all of the information would actually fit on CAD BASIC, the information will appear both on the part of CAD where you entered it and on CAD BASIC. For example, if you enter one interlata carrier on CAD BASIC and five on CAD CARRS, the five carriers that you entered on CAD CARRS will also appear on CAD BASIC. For another example, if you enter no TEL#s on CAD BASIC and two on CAD #INFO, the two that you entered on CAD #INFO will also appear on CAD BASIC.

### 8.13 CAD #INFO: ADD MORE TEL#'s

CAD #INFO, shown in Figure 51, is used to enter additional destination TEL# information. Each page of CAD #INFO has eleven lines for TEL# information. You can append pages as necessary; see *Enter Data in CAD #INFO* below. Note that the last line of each page is carried over to the first line of the next page. A maximum of 300 numbers is allowed.

The field descriptions for CAD #INFO are the same as for CAD BASIC.

**NOTE:** When involved routing carriers view CAD #INFO, they will only see data for those destination numbers that they are responsible for routing.

RESP ORG :	SMS - 800	NOW: 02/24/93 12:00P/C						
CR STATUS:		LAST:						
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY:						
		PREVIOUS USER:						
DIAL#: 800-765-4321		EFF DATE<TIME>:						
	PART: #INFO							
TEL#	CITY	UTS #LNS L SIS	LSO	FSO	STN	SFG	HML	OTC
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____
CMD: _____	KEY: _____							

Figure 51. Screen: CAD #INFO

#### 8.13.1 Access CAD #INFO

To access CAD #INFO from any screen in the customer record, type **CAD** in the CMD field, type **#INFO** in the KEY field and press [ENTER].

Or, use [PF-1] to page forward or [PF-2] to page backward to CAD #INFO.

#### 8.13.2 Enter Data in CAD #INFO

The steps for completing CAD #INFO are listed below.

**NOTE:** To save a partially entered CAD, type P in the CMD field and press [ENTER].

1. Type the TEL# on a blank line.

2. On the same line as TEL#, enter required data in the #LNS and OTC fields. If the TEL# is a POTS number, then LSO is also required.
3. Type optional data in CITY, LSIS, LSO, FSO, STN, SFG, HML, UTS.
4. Type additional TEL#s as necessary. If more lines are needed type **A** (Append) in the CMD field and press [ENTER]. Another #INFO page is added.
5. After all required data is entered, you can:

*Save the CAD:* To save the CAD, type **S** in the CMD field and press [ENTER]. If no errors are found in the required fields, the CR STATUS becomes SAVED. If errors are found, they must be corrected in order to SAVE.

OR

*Access another part of CAD:* To access any other part of CAD, press [PF1] to page forward or [PF2] to page backward to the desired page. Or, type **CAD** in the CMD field, type the name of the desired part in the KEY field and press [ENTER].

OR

*Update the CAD:* If the customer record is completed, type **U** (Update) in the CMD field and press [ENTER]. Validation is performed on the existing portions of the record. If errors are found, they must be corrected in order to successfully update the CAD. If the record passes validation, the CR STATUS becomes PENDING.

## 8.14 CAD AREAS: ADD MORE AREA OF SERVICE INFORMATION

CAD AREAS, shown in Figure 52, is used to enter additional area of service information.

On CAD AREAS, you can enter data for one or more of the five area of service categories: NETWORK, STATE, AREA CD, LATA and AOS LBL. All of the combined entries constitute the record's area of service.

**NOTE:** We recommend that you do not enter redundant AOS information (although the system will accept it). For example, if you have entered NJ in the STATE field, it would be redundant to enter 609, 908 and 201 in the AREA CD fields.

RESP ORG :	BANJ1	SMS - 800	NOW: 02/22/93 12:00P/C
CR STATUS:	SAVED		LAST: 02/24/93 04:58P/C
APPROVAL :	NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJ1SGM
			PREVIOUS USER: BANJ1HCF
DIAL#:	800-765-4321	EFF DATE<TIME>:	02/26/93 02:00A/C
		PART:	AREAS
NETWORK:	_____		
STATE :	_____		
AREA CD:	_____		
LATA :	_____		
AOS LBL:	_____		
CMD:	_____	KEY:	_____

Figure 52. Screen: CAD AREAS

### 8.14.1 Access CAD AREAS

To access CAD AREAS from any screen in the customer record, type **CAD** in the CMD field, type **AREAS** in the KEY field and press [ENTER].

Or, use [PF-1] to page forward or [PF-2] to page backward to CAD AREAS.

### 8.14.2 Enter Data in CAD AREAS

The steps for completing CAD AREAS are listed below. The field descriptions for CAD AREAS are the same as for CAD BASIC.

**NOTE:** To save a partially entered CAD, type **P** in the CMD field and press [ENTER].

1. Enter one or more of the following categories of area of service information, as necessary:
  - NETWORK: CCS network code(s) for any CCS network included in the area of service, or one of the following: US, XA, XB, XC, CN.
  - STATE: State code(s) for any state to be included in the area of service.
  - AREA CD: Area code(s) for area of service.
  - LATA: LATA code(s) for area of service.
  - AOS LBL: AOS label(s) being used to indicate area of service.

2. After all required data is entered, you can:

*Save the CAD:* To save the CAD, type **s** in the CMD field and press [ENTER]. If no errors are found in the required fields, the CR STATUS becomes SAVED. If errors are found, they must be corrected in order to SAVE.

OR

*Access other parts of CAD:* To access any other part of CAD, press [PF1] to page forward or [PF-2] to page backward to the desired page. Or, type **CAD** in the CMD field, type the name of the desired part in the KEY field and press [ENTER].

OR

*Update the CAD:* If the customer record is completed, type **u** (Update) in the CMD field and press [ENTER] to update the CAD. Validation is performed on the existing portions of the record. If errors are found, they must be corrected in order to successfully update the CAD. If the record passes validation, the CR STATUS becomes PENDING.

## 8.15 CAD DAINFO: ADD DIRECTORY ASSISTANCE LISTINGS

CAD DAINFO, shown in Figure 53, is used to enter additional directory assistance listing information.

**NOTE:** Involved routing carriers cannot view the data on CAD DAINFO.

RESP ORG : UWMN1	SMS - 800	NOW: 08/10/93 11:30A/C
CR STATUS: SAVED		LAST: 08/08/93 04:58P/C
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: UWMN1SGM
		PREVIOUS USER: UWMN1YOS
DIAL#: 800-765-4321		EFF DATE<TIME>: 10/22/93 02:00A/C
PART: DAINFO		
LISTING: LI		
LN: APPLIED RESEARCH ASSOCIATES, INC.		
LN: _____		
LN: _____		
LN: _____		
LN: _____		
LN: _____		
LN: _____		
LN: _____		
CMD: _____	KEY: _____	MORE IN CARRS

Figure 53. Screen: CAD DAINFO

### 8.15.1 Access CAD DAINFO

To access CAD DAINFO from any screen in the customer record, type **CAD** in the CMD field, type **DAINFO** in the KEY field and press [ENTER].

Or, use [PF-1] to page forward or [PF-2] to page backward to CAD DAINFO.

### 8.15.2 Enter Data in CAD DAINFO

The steps for completing CAD DAINFO are listed below. The field descriptions for CAD DAINFO are the same as for CAD BASIC.

**NOTE:** To save a partially entered CAD, type **P** in the CMD field and press [ENTER].

1. Type each additional directory assistance listing in the LN field.
2. After all required data is entered, you can:



*Save the CAD:* To save this CAD, type **s** in the CMD field and press [ENTER]. If no errors are found in the required fields, the CR STATUS becomes SAVED. If errors are found, they must be corrected in order to SAVE.

OR

*Access another part of CAD:* To access any other part of CAD, press [PF1] to page forward or [PF2] to page backward to the desired page. Or, type **CAD** in the CMD field, type the name of the desired part in the KEY field and press [ENTER].

OR

*Update the CAD:* If the customer record is completed, type **u** (Update) in the CMD field and press [ENTER] to update the CAD. Validation is performed on the existing portions of the record. If errors are found, they must be corrected in order to successfully update the record. If the record passes validation, the CR STATUS becomes PENDING.

## 8.16 CAD CARRS: ADD MORE CARRIERS

CAD CARRS, shown in Figure 54, is used to enter additional carrier information.

RESP ORG :	BANJ1	SMS - 800	NOW:	02/22/93 12:00P/C
CR STATUS:	SAVED		LAST:	02/24/93 04:58P/C
APPROVAL :	NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY:	BANJ1SGM
			PREVIOUS USER:	BANJ1BRG
DIAL#:	800-765-4321		EFF DATE<TIME>:	02/26/93 02:00A/C
		PART:	CARRS	
INTRALATA CARRIERS:	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
INTERLATA CARRIERS:	MCI-0222	MCI-0243	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
CMD:	_____	KEY:	_____	END

Figure 54. Screen: CAD CARRS

### 8.16.1 Access CAD CARRS

To access CAD CARRS from any screen in the customer record, type **CAD** in the CMD field, type **CARRS** in the KEY field and press [ENTER].

Or, use [PF-1] to page forward to CAD CARRS.

### 8.16.2 Enter Data in CAD CARRS

The steps for completing the CAD CARRS are listed below. The field descriptions for CAD CARRS are the same as for CAD BASIC.

**NOTE:** To save a partially entered CAD, type **P** in the CMD field and press [ENTER].

1. Enter any additional INTRALATA CARRIERS.
2. Enter any additional INTERLATA CARRIERS.
3. After all required data is entered, you can:

*Save the CAD:* To save the CAD, type **S** in the CMD field and press [ENTER]. If no errors are found in the required fields, the CR STATUS becomes SAVED. If errors are found, they must be corrected in order to SAVE.

OR

*Access another part of CAD:* To access any other part of CAD, press [PF1] to page forward or [PF2] to page backward to the desired page. Or, type **CAD** in the CMD field, type the name of the desired part in the KEY field and press [ENTER].

OR

*Update the CAD:* If the customer record is completed, type **U** (Update) in the CMD field and press [ENTER] to update the CAD. Validation is performed on the existing portions of the record. If errors are found, they must be corrected in order to successfully update the CAD. If the record passes validation, the CR status becomes PENDING.

## 8.17 CHANGE THE CONTROL RESP ORG OF A CUSTOMER RECORD

A user with update permission can change the control Resp Org indicated in the RESP ORG field, thereby changing the control Resp Org of the customer record.

This subsection discusses issues that users must be aware of when changing the control Resp Org of a customer record.

### 8.17.1 Business Arrangements with Carriers

The *new* control Resp Org must ensure that their entity has business agreements in place with each carrier used in the customer record. To check this, users from the new control Resp Org can view their entity's EAG (Entity Agreements with Carriers) screen, which displays the list of carriers that may be used in their customer records. (For more on the EAG screen, see Part 4 of this User guide, *Customer Record Tables*.)

If any of the carriers used in the customer record do *not* appear on the new control Resp Org's EAG screen, the CR STATUS will become INVALID (rather than PENDING) upon record update.

**EXCEPTION:** If there are no routing-related differences between this customer record and the currently ACTIVE record, the CR STATUS will become PENDING upon record update, whether or not all carrier agreements are in place. A routing related difference is a difference in any of the following fields on any part of CAD:

- REFERRAL
- INTRALATA CARRIERS
- INTERLATA CARRIERS
- AREAS (any AREAS field)
- TEL#
- #LNS
- LSO
- FSO

Eventually, however, the new control Resp Org is likely to make a routing-related change to this record or to a later record for the same DIAL#. Once that happens, if any of the carriers used in the customer record do not appear on the new Resp Org's EAG screen, the CR STATUS will become INVALID upon record update.

### 8.17.2 AOS Label Ownership

The AOS labels used in the customer record must belong to the control Resp Org's network.

If the old and new control Resp Orgs are part of the same network, the AOS label names may remain the same. However, if the old and new control Resp Orgs are from different

networks, the *new* Resp Org must ensure that the AOS label names are changed accordingly.

If the record uses any AOS labels that do *not* belong to the new control Resp Org's network, the CR STATUS becomes INVALID (rather than PENDING) upon record update.

### 8.17.3 Changing the Control Resp Org

To change the control Resp Org on a customer record:

1. Access the CAD BASIC screen of the customer record. The record must have a future EFF DATE<TIME>, or an effective date and time of NOW.
2. Type the new control Resp Org in the RESP ORG field.
3. Type **u** (Update) in the CMD field and press [ENTER]. The system transfers ownership of the DIAL# to the new control Resp Org. If all of the new Resp Org's carrier agreements are in place and all AOS labels pass validation, the CR STATUS becomes PENDING. If not, the CR STATUS becomes INVALID and the system displays a message to notify you of the problem.

**NOTE:** If you save the record with the S command, the CR STATUS becomes SAVED and the system transfers ownership of the DIAL# to the new Resp Org. However, the record is not validated until it is updated with the U command and the CR STATUS becomes PENDING.

### 8.18 COPY A CAD TO CREATE A NEW CUSTOMER RECORD

If a change in DIAL# service is to take effect at a different EFF DATE<TIME> than the existing customer records, you need to create a new customer record for the DIAL#.

Create the new customer record by copying an existing CAD to a new EFF DATE<TIME>, as follows:

1. Type **cad** in the CMD field of any SMS screen.
2. Type the DIAL# and new EFF DATE<TIME> in the KEY field.  
The new EFF DATE<TIME> must be *later* than that of the *initial* CAD for the DIAL#.
3. Press [ENTER].
4. If there is no existing customer record for the DIAL# with the specified EFF DATE<TIME>, the system automatically copies the entire CAD from the record with the closest *previous* EFF DATE<TIME>.

The CAD BASIC screen appears, with the word **\*COPIED\*** in the BY field. All parts of the copied CAD are present and you can page to them.

Modify the new record as needed. Save it or update it with the S or P command.

5. If there is an existing customer record for the DIAL# with the specified EFF DATE<TIME>, the system displays the existing CAD BASIC screen for that record, along with a message informing you of the existing screens for the record.

## 8.19 INSERT A NEW CUSTOMER RECORD / MUST CHECK STATUS

To *insert* a new customer record for a DIAL# means to copy a record to a new EFF DATE<TIME> that is *earlier* than an existing customer record. This might be necessary if you receive an SO requesting a change in service that is to go into effect *before* an existing customer record.

Examples are shown in Figures 55 and 56. Record 1 is ACTIVE and Record 2 is PENDING with an effective date of 6-10-97. A change record has been issued to be effective on 6-1-97. Since this date precedes the 6-10-97 effective date on record #2, it must be inserted *ahead* of that record.

When a record is inserted, the CR STATUS of any PENDING record with a later EFF DATE<TIME> becomes MUST CHECK, as shown in the figures.

The MUST CHECK status indicates that some or all of the data on the record might be invalid or incorrect, due to the information on the new inserted record.

To eliminate the MUST CHECK status, access the MUST CHECK record and modify it if necessary. Then, from the CAD screen, update the record with the "U" command. The CR STATUS will once again become PENDING.

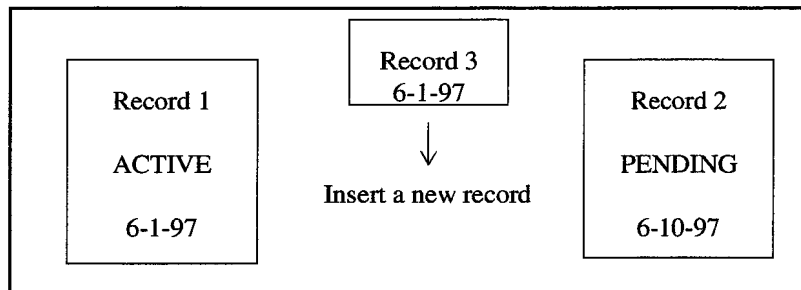


Figure 55. Inserting a New Customer Record

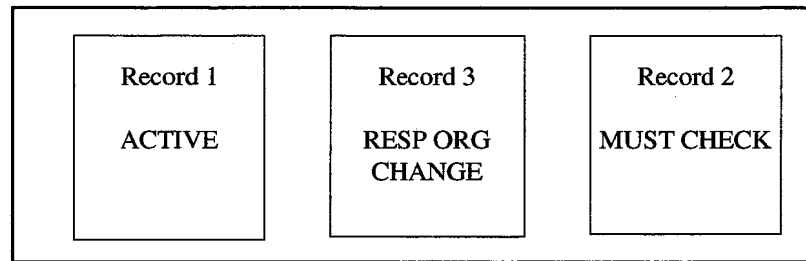


Figure 56. MUST CHECK Status Resulting from Insertion of a Record

## 8.20 CREATE A CAD FOR RADIO COMMON CARRIER (RCC)

Radio Common Carrier (RCC) service is used for beepers. This service can be purchased by organizations or individuals. A range of DIAL#s (from 1 to 10,000 numbers) is purchased; each individual beeper is "tied" to one of the numbers and will beep when that number is dialed. RCC numbers cannot be reserved as they are not in the Number Administration Data Base.

### 8.20.1 Preliminary Note: RCC Service with Interexchange Carriers

**IMPORTANT WARNING:** For RCC records, not all Interexchange Carriers can handle a POTS destination number entered in the TEL# field of the CAD screen. Therefore, *before* using a POTS destination number, check with the Interexchange Carrier to ensure that a POTS number can be used.

Each RCC number range is associated with a state code. This allows the same 800 number range to be assigned 50 times, one record per state.

### 8.20.2 Beginning and End of DIAL# Range for RCC Service

As mentioned above, RCC service consists of a range of DIAL#s; the range can be anywhere from 1 to 10,000 numbers. One RCC record represents the entire range of numbers purchased for RCC service.

The beginning of the range is specified by the line number of the DIAL#, which appears in the DIAL# field of the customer record, i.e., 800-302-2399, in which 2399 is the beginning of the range.

The end of the range is specified by the line number of the routing number that is entered in the TEL# field, i.e., 800-302-2998 or a POTS NPA-2988, which would specify a range of 600 numbers.

The routing number can equal a DIAL# and/or POTS number. However, if both a DIAL# and POTS number are entered, the line number for both must be the same. For example, if

the routing DIAL# is 800-302-2998 and it also has a POTS routing number, the POTS number must equal NPA-NXX-2998.

When a POTS number is entered as the routing number, it designates the end of a range of POTS numbers that will be returned when the corresponding 800 RCC number is dialed. For example, in the earlier example where 800-302-2399 is the beginning of the RCC range and NPA-555-2998 is the end of the range, all of the POTS numbers from NPA-555-2399 and NPA-555-2998 are routing numbers. If 800-302-2399 is dialed, NPA-555-2399 is returned as the routing or generating number. If 800-302-2500 is dialed, then NPA-555-2500 is used for routing. The POTS NPA-NXX replaces the 800-302 and the line number equals the line number that was dialed.

### 8.20.3 Special Issues Regarding RCC Records

Users should be aware of the following special issues related to RCC records:

1. The DIAL# of the customer record must be a number for RCC service.
2. A DIAL# for RCC service requires a state code.
3. An RCC customer record has simple service only. Only a CAD is allowed.
4. An RCC customer record is for *intrastate* service only, so that the same NPA code can be used by customers in different states.
5. When a DISCONNECT action is entered for an RCC record, no REFERRAL is allowed. Also, when disconnecting an RCC record, do not make any changes to the area of service or the range of numbers.
6. The number must be blocked from sending to directory assistance. Therefore, the LISTING field on the CAD is automatically filled in with "BL" and is protected by the system.
7. The RAO and BILLTN fields on the CAD are blank and protected.
8. The RCC field displays Y and is protected.
9. An RCC number cannot be reserved via the NUS screen before creating the customer record and cannot be viewed on the NUS screen after the record is created. This is because RCC numbers are not stored in the Number Administration database.
10. RCC records cannot be copied or transferred via the REC screen. See Section 8.18 for instructions on copying an RCC record.
11. Only NPA 800 has RCC numbers.
12. Only 16 NXXs in NPA 800 are used for RCC numbers. They are 202, 212, 302, 312, 402, 412, 502, 512, 602, 612, 702, 712, 802, 812, 902, and 912.

### 8.20.4 Access CAD to Create an RCC Record

Access the CAD screen as follows:



1. Type **CAD** in the CMD field of any SMS screen.
2. Type the DIAL# and the EFF DATE<TIME> in the KEY field.  
 For the DIAL#, the NPA must be 800. The first digit of the NXX must be a numeric value from 2 through 9, the second digit of the NXX must be 0 or 1 and the third digit of the NXX must be 2. For example, the NXX could be 902.  
 Also, the DIAL# *must* include a state code, as in: 800-302-2300NJ, 800-212-3300-NY, or 800-402-1200-MA.
3. Press [Enter]. If the specified DIAL# is an RCC number, SMS returns the CAD screen as in Figure 57.

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: -		LAST: -
APPROVAL : NOT REQ CAD - CUSTOMER ADMINISTRATIVE DATA		BY: -
DIAL#: 800-302-2300NJ		PREVIOUS USER:
	PART: BASIC	EFF DATE<TIME>: 02/26/93 02:00A/C
SO: _____	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: _____		NPHONE: 201-932-2932
LISTING: BL DAU: _	DATYPE: _	RCC: Y
LN: _____		IC/EC BI: _____
LA: _____		
RAO: _____	BILLTN: _____	REFERRAL: _
		END INTERCEPT: _____
INTRALATA CARRIERS: _____		
INTERLATA CARRIERS: _____		
AREAS-NETWORK: _	STATE: _	AREA CD: _
TEL#	CITY	UTS #LNS LSI
		LSO FSO STN SFG HML OTC
NOTES: _____		
CMD: _____	KEY: _____	

Figure 57. Screen: CAD Accessed for Radio Common Carrier (RCC)

### 8.20.5 System Populated/Protected Fields

On the CAD of the RCC record, the following fields are automatically populated and protected by the system:

1. LISTING is automatically displays BL, since an RCC record is blocked from sending to directory assistance.
2. RCC automatically displays Y, since the system recognizes that this is an RCC number.
3. RAO and BILLTN are blank and protected.

### 8.20.6 Enter CAD Data for an RCC Record

The steps for entering CAD data for an RCC record are listed below. As with any CAD, all *required* fields must be entered in order to successfully save or update with the "S" or "U" commands. The required fields for the RCC CAD are:

- SO or SF
- ACTION
- LN
- INTRALATA and/or INTERLATA CARRIER
- TEL#
- LSO (required if TEL# is a POTS routing number)
- OTC (required if TEL# is a POTS routing number)

**NOTE:** You may *not* save a partially entered CAD for an RCC record; the P command is invalid here.

Enter CAD data for an RCC record as follows:

1. SO or SF: Type the service order number (SO) or the number associated with the 800 Supplemental Form (SF).
2. ACTION: Enter the appropriate action code (N,C,D or R).
3. LN: Type the customer name.
4. LA (optional): Type the customer address.
5. INTRALATA CARRIERS: If applicable, type the INTRALATA CARRIER.
6. INTERLATA CARRIERS: If AREAS includes interlata, exactly *one* entry for INTERLATA CARRIER is allowed.
7. AREAS: Specify the area of service by an entry in the STATE, AREA CD, LATA or AOS LBL field.

**NOTE:** All areas of service entered in these fields *must* be within the state which follows the RCC DIAL#. The STATE entry may only be the same state that follows the RCC DIAL#.

8. TEL#: Type the TEL# representing the *last* number (XXXX) in the line range in the TEL# field.

In this field, you can enter a maximum of one DIAL# and/or one POTS#.

A DIAL# entered in the TEL# field must have the same NXX as the DIAL# of the customer record (specified in the DIAL# field).

If only a DIAL# is entered in the TEL# field, do not specify an intralata carrier; specify only an interlata carrier.

If both a POTS# and a DIAL# are entered in the TEL# field, they must have the same line number.

9. LSO (required only if the TEL# is a POTS routing number): Type the local serving office data for the TEL#.
10. OTC (required only if the TEL# is a POTS routing number): Type **Y** if the INTRALATA CARRIER is CIC 0110, otherwise, type **N**.
11. NOTES: Type notes, if any.
12. Type **U** (Update) in the CMD field and press [ENTER]. Validation is performed on the record.

Figure 58 is an example of a completed CAD for RCC service for which 100 lines are assigned.

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: PENDING		LAST: -
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJ1HCA
DIAL#: 800-302-2300NJ		PREVIOUS USER: BANJ1SGW
	PART: BASIC	EFF DATE<TIME>: 02/26/93 02:00A/C
SO: N3111227	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: _____	NPHONE: _____	HOLD-DD: N
LISTING: BL DAU: _	DATYPE: N	RCC: Y
LN: MR. COPY SERVICE CENTER		IC/EC BI: ____
LA: PISCATAWAY		
RAO: _____	BILLTN: _____	REFERRAL: _
INTRALATA CARRIERS: OTC-0110		END INTERCEPT: _____
INTERLATA CARRIERS: ATX-0288		
AREAS-NETWORK: _	STATE: NJ	AREA CD: _____
TEL#	CITY	UTS #LNS LSIS
908-699-2399	PISCATAWAY	LSO
		FSO
		STN
		SFG
		HML
		OTC
		Y
NOTES: _____		
CMD: _____	KEY: _____	
9011 UPDATE COMPLETED.		

Figure 58. Screen: Completed CAD for Radio Common Carrier

## 8.21 EXAMPLE SCENARIOS FOR RCC SERVICE

There are many ways to establish RCC service through the CAD screen. This section will show what the CAD screen will look like for different scenarios of creating RCC Service.

**IMPORTANT NOTE:** These are NOT the only valid scenarios for establishing RCC service. There are many other different combinations of these scenarios which are perfectly valid. Remember, for those numbers involving Interexchange Carriers, make sure the Interexchange Carrier can handle a POTS destination number before entering the record. If the Interexchange Carrier cannot handle a POTS destination number and one is entered, the calls will not be processed correctly and the record will have to be redone.

### 8.21.1 Scenario 1: POTS and DIAL# in TEL# Field

Your customer wants to establish RCC service for 800-212-1000-NJ. Intralata calls will be routed via carrier OTC-0110 using the POTS number 908-699-1010. Interlata calls will be routed via carrier XYZ-0023 using 800-212-1010.

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: PENDING		LAST: -
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJ1HCA
DIAL#: 800-212-1000NJ		PREVIOUS USER: BANJ1SGW
		EFF DATE<TIME>: 02/26/93 02:00A/C
PART: BASIC		
SO: N3111227	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: YKC		NPHONE: _____
LISTING: BL DAU: _	DATYPE: N	RCC: Y
LN: MR. COPY SERVICE CENTER		IC/EC BI: _____
LA: PISCATAWAY		
RAO: BILLTN: _____	REFERRAL: _	END INTERCEPT: _____
INTRALATA CARRIERS: OTC-0110	_____	_____
INTERLATA CARRIERS: XYZ-0023	_____	_____
AREAS-NETWORK: _	STATE: NJ	AREA CD: _____
		LATA: _____
		AOS LBL: _____
	TEL#	CITY
	800-212-1010	
	908-699-1010	PISCATAWAY
		908699
		Y
NOTES: _____		
CMD: _____ KEY: _____		
9011 UPDATE COMPLETED.		

Figure 59. RCC Example: POTS and DIAL# in TEL# Field

### 8.21.2 Scenario 2: Only a POTS Number in TEL# Field

Your customer wants to establish RCC service for 800-212-1000-NJ. In this scenario, all calls will be routed using the POTS number 908-699-1010. Intralata calls will be routed via carrier OTC-0110. Interlata calls will be routed via carrier XYZ-0123.

**WARNING:**

In this scenario, it must be confirmed that the Interexchange Carrier is able to handle the call being routed using a POTS#.

**NOT ALL INTEREXCHANGE CARRIERS ARE ABLE TO ROUTE DIAL# TRAFFIC THROUGH A POTS NUMBER!**

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: PENDING		LAST: -
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJLHCA
DIAL#: 800-212-1000NJ		PREVIOUS USER: BANJLAMJ
		EFF DATE<TIME>: 02/26/93 02:00A/C
PART: BASIC		
SO: N3111227	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: YKC		NPHONE: _____
LISTING: BL DAU: _	DATYPE: N	RCC: Y
LN: MR. COPY SERVICE CENTER		IC/EC BI: _____
LA: PISCATAWAY		
RAO: BILLTN: _____	REFERRAL: _	END INTERCEPT: _____
INTRALATA CARRIERS: OTC-0110	_____	_____
INTERLATA CARRIERS: XYZ-0123	_____	_____
AREAS-NETWORK: _	STATE: NJ	AREA CD: _____
	LATA: _____	AOS LBL: _____
TEL#	CITY	UTS #LNS LSIS
908-699-1010	PISCATAWAY	908699
		FSO
		STN
		SFG
		HML
		OTC
		Y
NOTES: _____		
CMD: _____ KEY: _____		
9011 UPDATE COMPLETED.		

**Figure 60.** RCC Example: Only a POTS Number in TEL# Field

### 8.21.3 Scenario 3: Range of 10,000 Line Numbers

Your customer wants to establish RCC service for 10,000 line numbers. The number 800-802-0000 in the DIAL# field is the start range number. The number 800-802-9999 entered in the TEL# field is the end range number. This designates 10,000 lines to be established for RCC service.

In this scenario, the only carrier specified is XYZ-0023. All calls to all 10,000 line numbers will be routed via this carrier.

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: PENDING		LAST: -
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJ1HCA
DIAL#: 800-802-0000 NJ		PREVIOUS USER: BANJ1AMJ
		EFF DATE<TIME>: 02/26/93 02:00A/C
PART: BASIC		
SO: N3111227	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: YKC		TELCO: BANJ
LISTING: BL DAU: _	DATYPE: N	RCC: Y
LN: MR. COPY SERVICE CENTER		IC/EC BI: _____
LA: PISCATAWAY		
RAO: _____	BILLTN: _____	REFERRAL: _
INTRALATA CARRIERS: _____		END INTERCEPT: _____
INTERLATA CARRIERS: XYZ-0023		
AREAS-NETWORK: _____	STATE: NJ	AREA CD: _____
TEL#	CITY	UTS #LNS L SIS
800-802-9999	SAN XYZ	LSO FSO STN SFG HML OTC
		908699
NOTES: _____		
CMD: _____	KEY: _____	
9011 UPDATE COMPLETED.		

Figure 61. RCC Example: Range of 10,000 Line Numbers

### 8.21.4 Scenario 4: Range of One Line Number

Your customer wants to establish RCC service for one line number. The number 800-802-2011 in the DIAL# field is the start range number. The POTS routing number 510-521-2011 entered in the TEL# field is the end range number. This designates one line to be established for RCC service.

Intralata calls will be routed via carrier OTC-0110. Interlata calls will be routed via carrier ABC-0123.

(In this scenario, if a DIAL# had been entered in the TEL# field instead of a POTS number, all calls would route over ABC-0123 and OTC-0110 would not be entered.)

#### WARNING:

In this scenario, it must be confirmed that the Interexchange Carrier is able to handle the call being routed using a POTS#.

**NOT ALL INTEREXCHANGE CARRIERS ARE ABLE TO ROUTE DIAL# TRAFFIC THROUGH A POTS NUMBER!**

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: PENDING		LAST: -
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJ1HCA
DIAL#: 800-802-2011 NJ		PREVIOUS USER: BANJ1BRG
	PART: BASIC	EFF DATE<TIME>: 02/26/93 02:00A/C
SO: N3111227	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: YKC		NPHONE: _____
LISTING: BL DAU: _	DATYPE: N	RCC: Y
LN: MR. COPY SERVICE CENTER		IC/EC BI: _____
LA: PISCATAWAY		
RAO: BILLTN: _____	REFERRAL: _	END INTERCEPT: _____
INTRALATA CARRIERS: OTC-0110	_____	_____
INTERLATA CARRIERS: ABC-0123	_____	_____
AREAS-NETWORK: _	STATE: NJ	AREA CD: _____
	LATA: _____	AOS LBL: _____
TEL#	CITY	UTS #LNS LSIS LSO FSO STN SFG HML OTC
510-521-2011	SAN ABC	_____ 510521 _____ _____ _____ Y
NOTES: _____		
CMD: _____	KEY: _____	
9011 UPDATE COMPLETED.		

Figure 62. RCC Example: Range of One Line Number



### 8.21.5 Scenario 5: Area of Service Smaller Than State

Your customer wants to establish RCC service for calls coming from LATA 224 in New Jersey. (Calls coming from any other LATA will not be accepted, even if they are from within New Jersey.) All calls will be routed via carrier XYZ-0023.

RESP ORG : BANJ1	SMS - 800	NOW: 02/22/93 11:15A/C
CR STATUS: PENDING		LAST: -
APPROVAL : NOT REQ	CAD - CUSTOMER ADMINISTRATIVE DATA	BY: BANJ1HCA
DIAL#: 800-802-0000 NJ		PREVIOUS USER: BANJ1SGW
		EFF DATE<TIME>: 02/26/93 02:00A/C
PART: BASIC		
SO: N3111227	SF: _____	DD: 02/26/93
ACTION : N	CUST: _____	AGENT: _____
NCON: YKC		TELCO: BANJ
LISTING: BL DAU: _	DATYPE: N	RCC: Y
LN: MR. COPY SERVICE CENTER		IC/EC BI: _____
LA: PISCATAWAY		
RAO: _____	BILLTN: _____	REFERRAL: _
		END INTERCEPT: _____
INTRALATA CARRIERS: _____		
INTERLATA CARRIERS: XYZ-0023		
AREAS-NETWORK: _	STATE: _____	AREA CD: _____
	TEL# _____	LATA: 224
800-802-9999	CITY _____	AOS LBL: _____
SAN ABC	UTS #LNS LSTS	LSO FSO STN SFG HML OTC
NOTES: _____		
CMD: _____	KEY: _____	
9011 UPDATE COMPLETED.		

Figure 63. RCC Example: AOS Smaller Than State



## 9. EMERGENCY / IMMEDIATE / CRITICAL UPDATE

### 9.1 EMERGENCY UPDATE

When the U (Update) command is issued on any CR with an EFF DATE<TIME> less than 24 hours from the update time, this is known as an *emergency update*.

**NOTE:** For an emergency update, EFF TIME must be entered in quarter hour intervals that are more than five minutes from the present time.

An emergency update may be issued from the REC screen, or from any screen of the customer record (CAD, CPR, LAD).

To perform an emergency update on any existing CR, transfer a PENDING, FAILED, or INVALID CR to an EFF DATE<TIME> less than 24 hours from the current time, or copy an ACTIVE, SENDING, or DISCONNECT CR to an EFF DATE<TIME> less than 24 hours from the current time.

Here are the basic steps for an emergency update:

1. Transfer a CR to a *future* EFF DATE<TIME>.

OR

Copy a CPR and the CAD will be carried with it to a future EFF DATE<TIME>.

OR

Create another CR with a future EFF DATE<TIME>.

2. Modify data if needed.
3. Type **u** (Update) in the CMD field

OR

**NOTE:** If your update must take place during an SCP overload condition, contact the SMS/800 Help Desk to perform a *critical update*. Only the SMS/800 Help Desk has permission to perform a critical update (see Section 9.3)

4. Press [ENTER]. The record CR STATUS becomes PENDING when it passes all validations. At the EFF TIME, the CR STATUS becomes SENDING and if sending is successful, the CR STATUS becomes ACTIVE. The updated record STATUS becomes INVALID if it fails validations before the EFF TIME. If the updated record fails validations after the EFF TIME, the STATUS becomes FAILED.

## 9.2 IMMEDIATE UPDATE ("NOW" UPDATE)

### 9.2.1 Definition of Immediate Update

You may update a customer record with an EFF DATE<TIME> of NOW. This is known as an immediate update. The value NOW is automatically interpreted as the current quarter hour interval. For example:

- At 10:19am, NOW is interpreted as 10:15am.
- At 2:44pm, NOW is interpreted as 2:30pm.
- At 9:01 am, NOW is interpreted as 9:00am.

When the customer record is successfully updated with the U command, SMS immediately sends the record to the affected SCPs.

**NOTE:** Multiple immediate updates per DIAL# may be allowed depending on the status of the record in the current 15-minute window. In some cases, when an immediate update is entered, the system will automatically select the next 15-minute window as the effective date/time.

### 9.2.2 Performing an Immediate Update

There are three ways to perform an immediate update:

- From the REC screen, copy a record to NOW (see Section 7.6.6). Or,
- From the REC screen, transfer a record to NOW (see Section 7.7.7). Or,
- From any SMS screen, access the CAD, CPR, or LAD screen using the record's DIAL# and the word NOW in the KEY field. For example, to perform an immediate update on a CAD:
  1. Type **CAD** in the CMD field.
  2. In the KEY field, type the DIAL# of the CAD to be updated, followed by a comma and the word **NOW**.
  3. Press [ENTER].
  4. If a CR for the specified DIAL# already exists, the system displays a copy of the CAD with the EFF DATE<TIME> equal to the current quarter hour and a STATUS of "-".
  5. Edit the CAD if necessary.
  6. Type **v** in the CMD field.
  7. Press [ENTER].

8. The system changes the status to PENDING and displays the following messages:

UPDATE COMPLETED

and

RECORD IS BEING SENT! PLEASE LEAVE THE SCREEN, NO CHANGES  
ALLOWED.

### 9.3 CRITICAL UPDATE

When a CR update must take place during an SCP overload condition, this is known as a *critical update*.

**NOTE:** If you need a critical update performed, contact the SMS/800 Help Desk. Only the SMS/800 Help Desk has permission to perform a critical update. The SMS/800 Help Desk will follow these steps:

1. Type **u** in the CMD field.
2. Type **CRITICAL** in the KEY field.
3. Press [ENTER].



## 10. DISCONNECT AN ACTIVE RECORD

An ACTIVE customer record may be disconnected upon receipt of a service order. If there is no referral required, follow steps 1-11. If referral is required and the customer record has a CPR, the record must be copied using the REC screen so that the CPR is also included.

1. Type **CAD** in the CMD field of any SMS screen
2. Type the DIAL# and new EFF DATE (date for the disconnect) in the KEY Field.
3. Press [ENTER].
4. SMS returns a copy of the latest previous CAD for the ACTIVE record requested.
5. Type the correct Service Order number in the SO field.
6. Type **D** (Disconnect) in the ACTION field.
7. Type **N** (No) or **Y** (Yes) in the REFERRAL field.

If referral is N, destination numbers can be removed from the TEL# field or can be left there for record keeping purposes.

If referral is Y, destination numbers must be included.

8. In the END INTERCEPT field, type a date that is within the maximum number of months a number can be intercepted, which is a tunable parameter set by the industry.
9. Type **U** (Update) in the CMD field.
10. Press [ENTER].
11. SMS returns the CAD screen showing your entries.

When a DISCONNECT record is sent to the SCP(s), it replaces the ACTIVE record.

When the END INTERCEPT date is reached, a delete record is sent to the SCP and the DISCONNECT record and any OLD records are removed from SMS/800, providing there are no future PENDING records following the DISCONNECT record.





## 11. CALL PROCESSING (CPR)

A Call Processing (CPR) screen is used when the customer record includes complex call-routing for the DIAL#. The SMS/800 complex call-routing features, also known as *vertical features*, allow DIAL# calls to be routed through multiple carriers and/or to be routed to multiple destination numbers, based on such criteria as day-of-week, time-of-day and state-of-origin.

### 11.1 CUSTOMER RECORDS THAT REQUIRE A CPR

A customer record requires a CPR if *any* of the following conditions are true:

- There is more than one intralata carrier.
- There is more than one interlata carrier.
- There is more than one POTS destination number.
- Vertical features, such as time-of-day routing, will be used for the DIAL# service.

### 11.2 COMPLEX CALL ROUTING - BASIC CONCEPTS

This sub-section introduces the fundamental concepts of entering complex call routing information in SMS/800.

Calls to a DIAL# can be routed through several carriers and/or to several destination numbers. For example, a DIAL# customer might request that during office hours on Monday through Friday, all calls should be routed through carrier XXX to an office in downtown Chicago. At all other times, calls to the same DIAL# should be routed through carrier YYY to an office in Milwaukee.

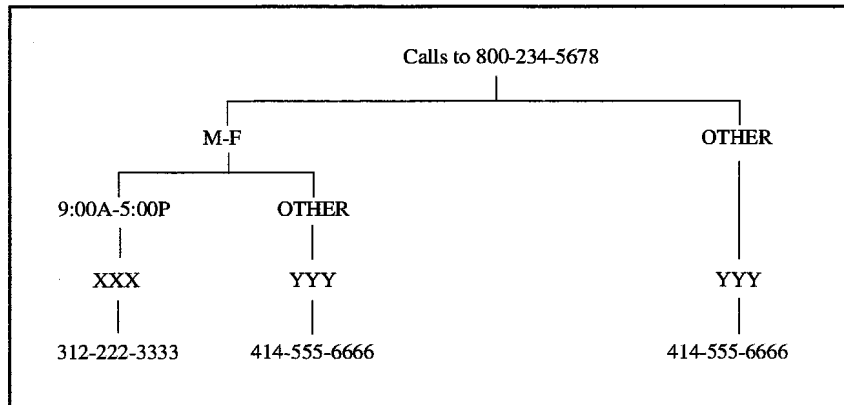
To enter such a call routing scheme in the customer record, we suggest that you go through the following two step process (the first step is optional, the second step is required):

1. (Optional:) Draw a *call routing diagram*, to help clarify all of the relevant criteria for routing the calls.
2. (Required:) Enter the appropriate call routing instructions in the CPR.

These two steps are discussed in Sections 11.2.1 and 11.2.2.

## 11.2.1 The Call Routing Diagram

Figure 64 shows the call routing diagram for the introductory Chicago/Milwaukee example discussed above:



**Figure 64.** Call Routing Diagram: Introductory Example

### 11.2.1.1 Analysis of the Diagram

In this diagram, there are two conditions that affect how the call is routed. The first condition is day-of-week; i.e., on what day was the call made? The left side of the diagram represents calls made on Monday through Friday. The right side represents calls made on Saturday and Sunday.

**NOTE:** The keyword "OTHER" is used on the right side of the diagram to represent Saturday and Sunday -- i.e., all days *other* than Monday through Friday. This keyword is discussed in detail in Section 11.11.

The second condition that affects how the call is routed is time-of-day; i.e., at what time was the call made? Moving down the left side of the diagram, you can see that calls made on Monday through Friday are split into two branches: Calls made from 9:00am to 5:00pm are routed one way and calls made at all other times (again, notice that the keyword "OTHER" is used) are routed another way. Moving down the right side of the diagram, you can see that time-of-day is not relevant to calls made on weekends; every call made on the weekend will be routed the same way.

Finally, at the bottom of each branch of the diagram is the routing carrier and the terminating number.

### 11.2.1.2 Decision Nodes and Action Nodes

In our example, SMS/800 will have at most two criteria upon which to base its routing decision: day-of-week and time-of-day. These are known as the *decision criteria* or *decision nodes*.

And, there are two criteria which SMS/800 will use to take action for routing the call: the carrier and the destination telephone number. These are known as the *action criteria* or *action nodes*.

### 11.2.2 Conveying Call Routing Information Via the CPR

The routing information shown in the call routing diagram is communicated to SMS/800 via the CPR screen. On the CPR screen, you show each decision node and each action node for routing the DIAL# call.

The CPR for our example is shown in Figure 65:

```

RESP ORG : BANJ1                SMS - 800                NOW: 12/16/93 02:00P/C
CR STATUS: PENDING              LAST: 12/11/93 09:00A/C
APPROVAL : NOT REQ              CPR - CALL PROCESSING  BY: BANJ1AMJ
                                PREVIOUS USER:
DIAL#: 800-234-5678             EFF DATE<TIME>: 04/24/94 03:45A/C
                                _ SECTION: MAIN
                                <- !                               ! ->
                                *****
CTRL  _ DAY                      _ TIME /C          _ CARRIER          _ TEL#
                                *****
  _   M-F                        09:00A-05:00P  XXX-0135           312-222-3333
  _   M-F                        OTHER          YYY-0246           414-555-6666
  _   OTHER                      YYY-0246           414-555-6666
  _
  _
  _
  _
  _
  _
PRIM CARRS-INTRALATA:          INTERLATA:          TIME ZONE: C DAYLIT SVG: Y
CMD: _____ KEY: _____                                END
  
```

Figure 65. CPR Screen: Introductory Example

#### 11.2.2.1 Columns on the CPR:

The columns on the CPR represent the decision nodes and action nodes for call routing. Starting from the left side of the screen, the first two columns on this CPR are the decision nodes: DAY (day-of-week) and TIME (time-of-day). The last two columns on this CPR

are the action nodes: CARRIER (routing carrier) and TEL# (destination telephone number).

#### 11.2.2.2 Rows on the CPR:

Each row on the CPR represents one branch of the call routing diagram. Notice that there are two branches for Monday through Friday calls and one branch for Saturday and Sunday calls, just as in the call routing diagram. If you follow each row of the CPR from left to right, you will see that the CPR conveys information for every possible call routing decision that SMS/800 will have to make for this DIAL#.

### 11.3 MAIN & SUB SECTIONS OF THE CPR

A CPR may consist of two types of sections: MAIN sections and SUB sections. All CPRs contain at least one MAIN section. The number of additional MAIN and/or SUB sections is determined by the complexity of the call routing scheme.

Each CPR section must have a name, up to six characters, to distinguish it from other sections. MAIN section names must begin with the letter M. SUB section names must begin with the letter S. SMS arranges the sections in alphabetical order, so MAIN sections will be viewed first when paging through the CPR. To name a section, you enter the name in the KEY field when you first access it. If no section name is entered in the KEY field, the name defaults to "MAIN".

In the MAIN section(s), you enter the overall call routing information. In a SUB section, you can enter sub-portions of the routing information that are particularly complex and/or that are used repeatedly in the CPR. Then, to direct the CPR to this portion of the routing information, you refer to the SUB section by name in the MAIN section. (You type the name of the SUB section in a GOTO node; GOTO is explained further in Section 11.28.3.)

**NOTE:** Creating a SUB section is optional, but its purpose is to eliminate repetitive typing and to centralize changes in the CPR.

### 11.4 CONTROL RESP ORG VIEW & INVOLVED ROUTING CARRIER VIEW OF CPR

As discussed earlier in Section 5.13, the Control Resp Org can view and modify all parts of a customer record, while an involved routing carrier can view only the information pertaining to its own routing.

The next two figures represent the Control Resp Org's view and the involved routing carrier's view of a CPR. Figure 66 is a CPR as viewed by a Control Resp Org. Figure 67 is carrier LSI's view of the same CPR; notice that only the routing information relevant to carrier LSI is displayed.

---

NOTE: For the involved carrier, data in some fields might not be viewable, such as PRIM CARRS-INTRALATA in this example. In such cases, the field name appears with no data next to it.

```

RESP ORG : BANJ1                SMS - 800                NOW: 12/16/93 02:00P/C
CR STATUS: PENDING              LAST: 12/11/93 09:00A/C
APPROVAL : NOT REQ              CPR - CALL PROCESSING    BY: BANJ1ABC
                                PREVIOUS USER: BANJ1AMJ
DIAL#: 800-699-2933            EFF DATE<TIME>: 04/24/94 03:45A/C
                                - SECTION: MAIN
                                <- !                                ! ->
*****
CTRL  - AREA CD  - 6#  - TIME  /E  - CARRIER  - TEL#
*****
-    201, 908, 609  908699,908369  _____  OTC-0110  908-699-2000
-    201, 908, 609  OTHER          08:00A-05:00P  LSI-0036  212-691-3333
-    201, 908, 609  OTHER          OTHER          TDX-0223  212-691-3333
-    OTHER          _____  LSI-0036  908-699-2000
-
-
-
-
-
-
PRIM CARRS-INTRALATA: OTC-0110  INTERLATA:                TIME ZONE: E  DAYLIT SVG: Y
CMD: _____  KEY: _____                                END
  
```

Figure 66. Control Resp Org View of CPR

```

RESP ORG : BANJ1                SMS - 800                NOW: 12/16/93 02:00P/C
CR STATUS: PENDING              LAST: 12/11/93 09:00A/C
APPROVAL : NOT REQ              CPR - CALL PROCESSING    BY:
                                PREVIOUS USER:
DIAL#: 800-699-2933            EFF DATE<TIME>: 04/24/94 03:45A/C
                                - SECTION: MAIN
                                <- !                                ! ->
*****
CTRL  - AREA CD  - 6#  - TIME  /E  - CARRIER  - TEL#
*****
-    201, 908, 609  OTHER-001      08:00A-05:00P  LSI-0036  212-691-3333
-    OTHER-002      _____  LSI-0036  908-699-2000
-
-
-
-
-
-
PRIM CARRS-INTRALATA:                INTERLATA:                TIME ZONE: E  DAYLIT SVG: Y
CMD: _____  KEY: _____                                END
9019 VIEW ONLY. NO CHANGES ALLOWED.
  
```

Figure 67. Involved Routing Carrier View of CPR

## 11.5 OTC-0110 VIEW

Wherever CIC OTC-0110 is specified as an intralata carrier, the intralata routing information is viewable at the network level. That is, all Resp Orgs that belong to the same network as the CIC OTC-0110 that handles intralata traffic for the specified terminating number can view the intralata routing information.

*Example:*

In the BA (Bell Atlantic) network there are multiple Resp Orgs. One of these Resp Orgs is responsible for routing intralata traffic for the 908 area code and others are not.

If a CPR contains intralata traffic for the 908 area code and uses OTC-0110 as the carrier, all Resp Orgs within Bell Atlantic can see the CPR path for the 908 area code. Even those Resp Orgs in Bell Atlantic that do not route intralata traffic for the 908 area code can see this information, because they belong to the same network as the indicated CIC-0110.

## 11.6 CALL PROCESSING CRITERIA

There are 11 types of decision criteria and four types of action criteria that can determine call routing for a DIAL#. These criteria are entered in the decision and action nodes of the CPR.

Table 22 gives a brief description of each type of call processing criteria. Detailed descriptions are provided in Table 23.

**Table 22.** Call Processing Criteria

Criterion	Description
<i>Decision criteria:</i>	
STATE	State(s) from which calls originate.
AREA CD	Area code(s) from which calls originate.
LATA	LATA(s) from which calls originate.
NXX	NXX(s) from which calls originate. (Cannot be used on the same CPR with 6# criteria.)
6#	NPA-NXX(s) from which calls originate. (Cannot be used on the same CPR with NXX criteria.)
10#	Specific 10-digit phone number(s) from which calls originate.
DATE	Date(s) on which calls are made.
DAY	Day(s)-of-week on which calls are made.
TIME	Time(s) at which calls are made.
%	The percentage of calls to be routed a certain way.
SWITCH	An ON/OFF indicator which indicates whether or not a particular call routing path should be activated.
<i>Action criteria:</i>	
CARRIER	The carrier through which the call should be routed.
TEL#	The destination number to which the call should be routed.
ANNCMENT	The recorded announcement that the caller will hear (either an out-of-band announcement or a vacant-code announcement).
GOTO	Used to reference a SUB section of the CPR.

**Note:** If 6#, 10# or NXX is the first node, the number of CPR rows or branches is limited to 200.

---

## 11.7 CALL PROCESSING LABELS USED IN CPR

A *call processing label* is a "shorthand" that can be used to represent a set of values in a CPR node. For example, you could use the label "\*MIDWEST" in a STATE node to represent Missouri, Illinois and Wisconsin.

Call processing labels can be used in the following CPR nodes:

- STATE
- AREA CD
- LATA
- NXX
- 6#
- 10#
- DATE
- TIME
- TEL#

Call processing labels are defined on the Label Definition (LAD) screen. Note that if any call processing labels are used in the CPR, the customer record *must* contain a LAD. Each label name must begin with an asterisk (\*) and may be up to 8 characters, including the asterisk.

**NOTE:** The call processing labels used on CPR are totally separate from the area of service labels used on CAD.

The following examples illustrate further how labels can be used on the CPR:

*Example 1:*

A company has chosen a group of seven NPA-NXXs as a test market for their latest sales effort. All calls to their DIAL# originating from this group of NPA-NXXs will be routed to a designated destination phone number in their sales office.

The CPR for this call routing scheme must have a 6# node, since one of the decision criteria is the originating NPA-NXX. In this 6# node, you could use the label "\*TESTMKT" to represent the seven NPA-NXXs that were selected as a test market. You would define this label on the LAD screen.

*Example 2:*

A customer has requested that all calls made to their DIAL# during business hours, except lunchtime, should be routed a particular way.

This CPR will have a TIME node, since one of the decision criteria is time-of-day. In the TIME node, you could use the label "\*BUSHRS" (for "business hours") to represent the hours 9:00A-12:00P and 1:00P-5:00P. You would define the label on the LAD screen.



## 11.8 THE SWITCH NODE

SWITCH is a decision node that can have the value ON or OFF. This node allows you to turn a call routing path ON or OFF.

For example, a business based in California uses DIAL# service for their customer service department. They have a central customer service office in California to which calls are usually routed. They also have offices in Nevada, to which calls can be routed in case of an emergency.

In this case, you would define both the California and Nevada routing paths on the CPR and you would include a SWITCH node on the CPR. Under normal circumstances, the SWITCH node will say ON in the California routing path and OFF in the Nevada routing path. This indicates that calls should be routed to the California offices and not to the Nevada offices.

In the event of an emergency, you can immediately switch the call routing as follows: Copy the record forward to the closest allowed time and change the SWITCH node to OFF for California and ON for Nevada. When the record goes active, the Nevada routing path will be used.

See Sections 11.28.2 and 11.28.8 for examples of a CPR with a SWITCH node.

## 11.9 THE % (PERCENT) NODE

% (percent) is a decision node that allows you to assign percentages of the call volume to different carriers and/or to different terminating numbers.

For example, a direct marketing firm uses DIAL# service for its sales department. The volume of incoming calls is generally very high. To avoid overloading any one telephone network and to ensure that all calls will get through, the firm wants to distribute the load among four different carriers; each carrier will handle 25% of the calls.

You would define the routing paths for four carriers on the CPR and you would include a % node on the CPR. For each routing path, the % column would say "25".

See Section 11.28.2 for an example of a CPR with a % node.

**NOTE:** With percent distribution, calls are assigned via a random number seed. Over the long run, calls will be distributed in the correct percentages, although during any given short period of time the percent distribution may not be exact.

### 11.9.1 Restrict Use of Announcement Code for % Routing

Announcement (Annment) is an action node that routes calls to a recorded message. The % node and the Annment node cannot be used on the same path. When you create or Update a CPR, a validation checks for data in both nodes.

---

If populated % and annmnt nodes are found on the same path, you will receive an appropriate error message.

This validation applies to both Main and Sub CPR Sections.

## 11.10 TIME ZONES AND DAYLIGHT SAVING TIME ON CPR

### 11.10.1 Specifying a Time Zone for Date, Day and Time Information

You can specify a time zone for date, day and time information on the CPR. The time zone can be indicated in two places:

- In the TIME ZONE field near the bottom of the CPR.
- In the column heading for a DATE, DAY or TIME node (such as "DAY /P" for day-of-week, Pacific time). A time zone entered in a column heading overrides any value entered in the TIME ZONE field.

If necessary, you can specify more than one time zone for DATE, DAY and TIME nodes as follows: Create two or more nodes with the same column heading (i.e., two TIME nodes) and enter a different time zone for each (i.e., TIME /P and TIME /E). See *SAMPLE CALL ROUTING DIAGRAMS AND CPRs* for an example of a CPR with two time zones.

**NOTE:** If you do not specify a time zone, the CPR defaults to Central time.

Each SCP will interpret the date, day and time information according to the time zone indicated on the CPR. For example, if the column heading for the DAY node says "DAY /P", all DAY values are interpreted according to Pacific time. Therefore, a call that originated on Monday at 1:00am in Boston will be converted to its Pacific time equivalent, Sunday at 10:00pm. The call routing information provided to the requesting SSP will be the routing information for Sunday calls.

### 11.10.2 Daylight Saving Time

The DAYLIT SVG field on the CPR has a default value of Y (yes). This indicates that, for those times of the year when Daylight Saving Time is in effect, all date, day and time information is interpreted according to Daylight Saving Time. At other times of the year, the DAYLIT SVG field is ignored and all information is interpreted according to Standard Time.

If the value in the DAYLIT SVG field is changed to N, all date, day and time information will be interpreted according to Standard Time all year round.

## 11.11 KEYWORD 'OTHER' USED IN CPR

The keyword OTHER can be used in a CPR node to cover all possible cases for call routing decisions. The following examples show how this keyword is used:

### *Example 1:*

A DIAL# customer has requested that calls made between 9am and 5pm should be routed to one destination number, while calls made at all other times should be routed to another destination number. In the TIME node on the CPR, you would type in "09:00A-05:00P" in one routing path and you would type the keyword OTHER in the other routing path to represent all other times.

### *Example 2:*

The area of service for a DIAL# includes New York, New Jersey and Connecticut. Calls originating from area codes 609 and 908 should be routed through one carrier and all other calls should be routed through another carrier. In the AREA CD node, you would type in "609,908" in one routing path and you would type the keyword OTHER in the other routing path to represent all other area codes.

**NOTE:** The keyword OTHER cannot be used in a % node.

See Section 11.28 for examples of CPRs that use the keyword OTHER.

### 11.11.1 Explanation-of-CPR-OTHER Screen

The Explanation-of-CPR-OTHER screen defines what the keyword OTHER represents on a particular CPR. Only involved routing carriers are able to access this screen. Each involved routing carrier will see only the "OTHER" information that pertains to their portion of the call routing.

### 11.11.2 Access Explanation-of-CPR-OTHER Screen

To access the Explanation-of-CPR-OTHER screen:

1. From the CPR Screen, enter [PF-3].
2. If the CPR contains "OTHER" branches, the explanation screen will appear.

If the CPR does not contain "OTHER" branches, or if the involved routing carrier has permission to view the entire section of the CPR (making it unnecessary to have an "explanation" screen), the screen will appear with the following message:

THERE IS NO OTHER TO BE EXPLAINED IN THIS CPR SECTION

3. Press [PF-8] to return to the CPR screen.

Figure 68 shows the Explanation-of-CPR-OTHER screen:

```
RESP ORG : BANJ1                SMS - 800
CR STATUS: PENDING

                EXPLANATION OF CPR "OTHER"

DIAL#: 800-699-2933                EFF DATE<TIME>: 04/24/93 03:45A/C
OTHER-001: ALL 6#S IN AREA CODES 201, 908, 609, EXCEPT 908-699, 908-369.
OTHER-002: ALL AREA CODES IN THE US EXCEPT 201, 908, 609.

CMD: _____ KEY: _____                PG 1 OF 1
9973 PRESS PF8 TO RETURN TO CR OR ENTER VALID CMD/KEY TO PROCEED.
```

Figure 68. Screen: Explanation of CPR OTHER

## 11.12 DITTO MARKS USED IN CPR

You can use ditto marks ("") on successive lines of a CPR column to represent a repeated value. Upon validation, the system will automatically replace each ditto mark with the value that it represents. See Section 11.28.5 for an example of a CPR that uses ditto marks.

## 11.13 CREATE A CPR

Before you can create a CPR for a customer record, all required fields on the CAD must be completed.

If a CPR must be created in less than 24 hours, it is considered an *emergency update* (see Section 9.1.)

If you are in the CAD or LAD screen of a customer record, you can create a new CPR for that record as follows:

1. Type **CPR** in the CMD field of the CAD or LAD screen.  
Optionally, you may also type a section name in the KEY field. If no section name is entered, the default name is MAIN.
2. Press [ENTER]. A blank CPR screen is displayed.

If you are *not* currently in the customer record, create a new CPR as follows:

1. Type **CPR** in the CMD field of any SMS screen.

2. Type the DIAL# and EFF DATE<TIME>, in the KEY field.  
Optionally, you may also type a section name in the KEY field. If no section name is entered, the default name is MAIN.
3. Press [ENTER]. If a CAD exists for the specified DIAL# and EFF DATE<TIME>, a blank CPR screen is displayed. The DIAL# and EFF DATE<TIME> (and section name, if specified) are carried over from the KEY field.

If no CAD exists for the specified DIAL# and EFF DATE<TIME>, the closest previous CAD is automatically copied before the blank CPR screen is displayed. (Note that since a CPR cannot be created without an accompanying CAD, the closest CAD is copied by SMS. After you enter CPR data and update the record with the U command, the REC screen will show an indication of the \*COPIED\* CAD. The CAD screen, when accessed, will show \*COPIED\* in the BY field.)

If keys are missing or incomplete, the CPR Key screen is displayed with an appropriate error message.

Each field on the CPR screen and the valid field entries are described in Table 23.

## 11.14 ENTER CPR DATA

Enter data in the CPR as follows:

1. Type a column header for each decision node and action node in the call routing plan. See the CPR Fields Table for valid column headings and abbreviations (if you type in an abbreviation, the system will spell out the complete column heading upon record update).

*Scroll right or left to access more columns:*

If your CPR requires more than five columns of data (i.e., if there are more than five nodes), press [PF10]-Scroll Right to move one column to the right. Press [PF9]-Scroll Left to scroll one column to the left.

*Insert a column:*

To add a column between two existing columns, type **I** (Insert) in the CTRL field where the new column should be. Press [ENTER]. A blank column is inserted where **I** was entered.

*Delete a column:*

To delete a column, type **D** (Delete) in the CTRL field of that column and press [ENTER]. Type **Y** (Yes) in response to the confirmation prompt, followed by [ENTER].

2. Enter the first row of values for each node. Remember that each row of the CPR screen represents a routing path; if a particular path does not make use of a node, leave the field empty on that row.

*Add a page to the section:*

To add a page to the CPR section, type **A** (Append) in the CMD field and press [ENTER]. Another page will be added with the column headers filled in.

*Insert a row:*

To insert a row between two existing rows, type **I** (Insert) in the CTRL field where you want the new row and press [ENTER]. The blank row is inserted *above* the row where **I** was entered.

*Delete a row:*

To delete a row, type **D** (Delete) in the CTRL field next to the row and press [ENTER]. Type **Y** (Yes) in response to the confirmation prompt, followed by [ENTER]. The lines below the deleted line will move up to fill space.

3. Type in the Primary Carriers - Intralata and Interlata as appropriate for the DIAL#. Note that this information is not required (though it is still allowed) if there is a CARRIER node and there is carrier data in *every* row of that node.
4. Change the default value for TIME ZONE and/or DAYLIT SVG, if necessary.
5. To save the record, type **S** in the CMD field, then press [ENTER] If no errors are found in the required fields, the CR STATUS becomes SAVED. If errors are found, they must be corrected in order to SAVE.

OR

To validate and update the record, type **U** (Update) in the CMD field and press [ENTER]. Validation is performed on the existing portions of the CR.

## 11.15 MOVE BETWEEN COLUMNS

1. Press [PF-9] to move left one column.
2. Press [PF-10] to move right one column.

## 11.16 DELETE ENTIRE CPR

To delete an entire CPR:

1. Type **D** (Delete) in the CMD field of the CPR screen and press [ENTER].
2. Type **Y** (Yes) in response to the confirmation prompt and press [ENTER].
3. A blank CPR mask is displayed with the existing customer record keys.

**NOTE:** The deletion does not take effect in the customer record data base until you SAVE or UPDATE the record. If you try to leave the record without first saving or updating it, the system will ask DO YOU WANT TO SAVE?. Type **Y** and [ENTER] in response to this question in order to finalize the deletion.

### 11.17 COPY ENTIRE CPR TO A DIFFERENT CUSTOMER RECORD

You can copy an entire CPR to another customer record. The record you are copying *to* is known as the *target* record. The record you are copying *from* is known as the *source* record. The target record can have the same DIAL# or a different DIAL# than the source record.

**NOTE:** If you are copying to a different DIAL#, you must have update permission for the Resp Org of that number and there must already be at least one existing customer record for that number.

To copy an entire CPR to a new customer record:

1. Type **c** (Copy) in the CMD field of the CPR screen.
2. Type the target DIAL# and target EFF DATE<TIME> in the key field.  
The target EFF DATE<TIME> cannot be earlier than the first customer record for the target DIAL# and cannot be earlier than the current time. You may not enter NOW as the EFF DATE<TIME> when performing a copy from the CPR screen.
3. Press [ENTER].
4. If no CPR exists for the target DIAL# and EFF DATE<TIME>, the system carries out the copy request and displays the target CPR.  
If a CPR does exist for the target DIAL# and EFF DATE<TIME>, the system asks if you want to overwrite the existing CPR information. To proceed with the copy, type **y** in the CMD field and press [ENTER].

**NOTE:** If no customer record exists for the target DIAL# and EFF DATE<TIME>, the system automatically creates a new customer record in order to carry out the copy request. Since the new record requires a CAD, the system copies the CAD from the closest previous record.

### 11.18 TRANSFER ENTIRE CPR TO A DIFFERENT CUSTOMER RECORD

You can transfer an entire CPR to another customer record. When you transfer a CPR, the CPR information is moved to the target record and is deleted from the source record.

The source record must have a future EFF DATE<TIME> and may not have a CR STATUS of SENDING or ACTIVE. The target record can have the same DIAL# or a different DIAL# than the source record.

**NOTE:** If you are transferring the CPR to a different DIAL#, you must have update permission for the Resp Org of that number and there must already be at least one customer record for that number.

To transfer a CPR to a different customer record:

1. Type **t** (Transfer) in the CMD field of the CPR screen.
2. Type the target DIAL# and target EFF DATE<TIME> in the KEY field.

The target EFF DATE<TIME> cannot be earlier than the first record for the target DIAL# and cannot be earlier than the current time. You may not enter NOW as the EFF DATE<TIME> when performing a transfer from the CPR screen.

3. Press [ENTER].
4. If no CPR exists for the target DIAL# and EFF DATE<TIME>, the system carries out the transfer request and displays the target CPR.

If a CPR does exist for the target DIAL# and EFF DATE<TIME>, the system asks if you want to overwrite the existing CPR information. Press **Y** to proceed with the transfer.

**NOTE:** If no customer record exists for the target DIAL# and EFF DATE<TIME>, the system automatically creates a new customer record in order to carry out the transfer request. Since the new record requires a CAD, the system copies the CAD from the closest previous record. The target CPR is displayed.

### 11.19 ADD SECTIONS TO A CPR / ACCESS A SECTION OF A CPR

To add a MAIN or SUB section to the CPR (and to access a section of a CPR):

1. Type **CPR** in the CMD field of the CPR screen.
2. Type the section name in the KEY field.
3. Press [ENTER].
4. If this is a new section, a blank CPR is displayed. If this is an existing section, the first page of the section is displayed.

### 11.20 DELETE A SECTION OF A CPR

To delete a section from a CPR:

1. Access the section to be deleted.
2. Type D (Delete) in the control field next to SECTION:.
3. Press [ENTER].
4. Type **Y** (Yes) in response to the confirmation prompt for the deletion.
5. Press [ENTER].

**NOTE:** The deletion does not take effect in the customer record data base until you SAVE or UPDATE the record. If you try to leave the record without first saving or updating it, the system will ask DO YOU WANT TO SAVE?. To confirm the deletion, type **Y** in the CMD field and press [ENTER].



## 11.21 CPR KEY SCREEN

The CPR Key Screen is displayed when data is missing or incorrect on the CPR or CAD screen. The correct data can be entered into the key fields on this screen in order to bring up the desired call processing record. Figure 69 shows the key fields with examples and an explanation of restrictions on the type of data to be entered in the key field.

```

SMS - 800                                NOW: 12/15/93 10:09A/C
CPR - CALL PROCESSING

DIAL#: _____                      EFF DATE<TIME>: _____
STATUS: _____                      SECTION: _____

ENTER THE ABOVE KEYS TO ACCESS THE CPR SCREEN.

KEY FIELD      EXAMPLE      RESTRICTION
DIAL#          800-555-1212  ALWAYS REQUIRED
EFF DATE      12/10/93      -
TIME          02:15A/C     00, 15, 30, 45 FOR MINUTES
STATUS        ACT      ACT, SND, DIS FOR CR STATUS
SECTION       MAJOR    MUST START WITH "M" OR "S"

CMD: CPR      KEY: _____
6001 DIAL#:   REQUIRED FIELD.  ENTER LIKE "800-199-2000".
```

Figure 69. CPR Key Screen

## 11.22 QUICK ACCESS TO CAD/LAD/CRR/CRA/CAS/SPS/REC SCREEN

To move from the CPR screen to the CAD, LAD, CRR, CRA, CAS, SPS or REC screen for the *same* DIAL#:

1. Type the name of the desired screen in the CMD field.
2. Press [ENTER].

## 11.23 CPR FIELDS

**Table 23. CPR Fields**

Field Name	Description	Valid Values
COLUMN HEADER	Each column header is a call routing criterion. Abbreviations are allowed, such as ST for STATE. You can use a time zone indicator with the DATE, DAY and TIME column headers, such as TIME /P or DATE /E (see the TIME ZONE field for valid time zone indicators). A time zone indicator used in a column header overrides the value in the TIME ZONE field at the bottom of the CPR.	ST or State AR or Area Cd L or Lata 6 or 6# 10 or 10# DAT or Date DAY TI or Time G or GOTO C or Carrier TE or Tel# % SW or Switch AN or Annncment NXX
DAYLIT SVG	A yes or no indicator. The default is Y (yes). Y = All date, day and time information on the CPR is interpreted according to Daylight Saving Time when Daylight Saving Time is in effect and according to Standard Time the rest of the year. N = All date, day and time information is interpreted according to Standard Time all year round.	Y or N
PRIM CARRS - INTERLATA	Primary interlata carrier. The carrier entered here must have been previously defined on the CAD BASIC screen of this record. Use OTX to indicate any Bell Operating Company or independent providing interlata business services within their network.	3-letter ACNA, 4-digit CIC, ACNA-CIC, or CIC-ACNA.
PRIM CARRS - INTRALATA	Primary intralata carrier. The carrier entered here must have been previously defined on the CAD BASIC screen of this customer record.	3-letter ACNA, 4-digit CIC, ACNA-CIC, or CIC-ACNA.

**Table 23. CPR Fields**

Field Name	Description	Valid Values
TIME ZONE	<p>Time zone indicator for the CPR. This value is assumed for the entire CPR, unless an overriding time zone is indicated in a DATE, DAY and/or TIME column heading. The default is C = Prevailing Central Time.</p> <p>The valid time zone indicators and the difference in hours between the various time zones and the central time zone are as follows:</p> <ul style="list-style-type: none"> <li>A = Atlantic (-2 hrs)</li> <li>B = Bering (+5 hrs)</li> <li>C = Central (0 hrs)</li> <li>E = Eastern (-1 hr)</li> <li>H = Hawaiian/Alaska (+4 hrs)</li> <li>M = Mountain (+1 hr)</li> <li>N = Newfoundland (-2.5 hrs)</li> <li>P = Pacific (+2 hrs)</li> <li>Y = Yukon (+3 hrs)</li> </ul>	<p>A            B            C            E            H            M            N            P            Y</p>

## 11.24 DECISION AND ACTION NODES: FIELD ATTRIBUTES

Table 24 describes the decision nodes and action nodes and the values allowed for each. Refer to this table when filling out the CPR screen.

**Table 24.** Decision and Action Nodes: Field Attributes

Field Name	Description	Valid Values
STATE	State(s) from which calls originate (must be within the record's area of service). May be state code(s), or a LAD label representing states. To enter more than one state code, separate the entries with a comma, as in: FL,MS,GA. See State Codes Table for valid state codes.	2 character state code(s), a LAD label, or "OTHER".
AREA CD	Area code(s) from which calls originate (must be within the record's area of service). May be a standard 3-digit NPA where the second digit is 0 or 1, or a LAD label representing NPAs. To enter more than one NPA, separate entries with a comma, as in 609,201.	3 numerics, a LAD label, or "OTHER".
LATA	LATA(s) from which calls originate (must be within the record's area of service). May be a standard 3-digit LATA code, or a LAD label representing LATA codes. To enter more than one LATA code, separate entries with a comma, as in: 660,656,658.	3 numeric LATA code, a LAD label, or "OTHER".
NXX	NXX(s) from which calls originate (must be within the record's area of service). May be a POTS NXX code, or a LAD label representing POTS NXX codes. To enter more than one POTS NXX code, separate entries with commas, as in 985,572,220. The NXX node must be preceded by an AREA CD node. Exception: if the NXX node contains only LAD labels and/or "OTHER", no AREA CD node is needed, but it is recommended anyway. <b>NOTE:</b> An NXX node cannot be used in the same CPR with a 6# node.	Up to 3 POTS NXXs, a LAD label, or "OTHER".
6#	NPA-NXX(s) from which calls originate (must be within the record's area of service). NPA entry must be numeric, NXX entry can be alphanumeric (must translate to a valid numeric NXX). May be a LAD label representing NPA-NXXs. <b>NOTE:</b> A 6# node cannot be used in the same CPR with an NXX node.	NPA-NXX, NPA NXX, NPANXX, a LAD label, or "OTHER".

**Table 24. Decision and Action Nodes: Field Attributes**

Field Name	Description	Valid Values
10#	Specific 10-digit telephone number(s) from which calls originate (must be within the record's area of service). NPA entry must be numeric, NXX-XXXX may be alphanumeric (must translate to a valid numeric NXX-XXXX). May be a LAD label representing 10-digit #s.	NPA-NXX-XXXX, a LAD label, or "OTHER".
DATE	Date(s) on which calls are made. Entry should include only month and day; no year should be included. To enter more than one date, separate entries with a comma, as in: 11/27,12/31. A range of dates may be entered, such as: 9/1-12/31. May be a LAD label representing dates.	mm-dd or mm/dd, a LAD label or "OTHER".
DAY	Day(s)-of-week on which calls are made. Abbreviations are allowed. A range of days may be entered, such as: M-F. To enter more than one day or range, separate entries with a comma, as in M,W,F or M-W,F-SU. A range may be combined with single day entries as in: M-W,F,SA.	SU (Sunday) M (Monday) TU (Tuesday) W (Wednesday) TH (Thursday) F (Friday) SA (Saturday), or "OTHER"
TIME	Time of day when calls are made. A time range within the same day may be entered, such as 8:30A-12:30P. May be a LAD label representing times.	hh:mmA or hh:mmP, a LAD label, or "OTHER".

**Table 24. Decision and Action Nodes: Field Attributes**

Field Name	Description	Valid Values
CARRIER	<p>Inter-exchange carrier or OTC. The following are valid entries:</p> <ul style="list-style-type: none"> <li>• A 4-digit Carrier Identification Code (CIC).</li> <li>• A 3-letter Access Customer Name Abbreviation (ACNA). If only the ACNA is entered, the system assumes you want the primary CIC.</li> <li>• A combination of ACNA and CIC separated by a dash (ACNA-CIC or CIC-ACNA).</li> </ul> <p>When the record is updated, the system redisplay the CARRIER field entry in the form ACNA-CIC.</p> <p>Use OTC to indicate any Bell Operating Company or independent providing local intralata service.</p> <p>Use OTX to indicate any Bell Operating Company or independent providing interlata business services within their network.</p> <p>See the <i>Carrier Information List</i> report (Section 17.19) for a list of the carrier names and the associated CICs. The report indicates which are the primary CICs.</p> <p>NOTE: CARRIER cannot be the first node in a MAIN section of CPR.</p>	<p>3-letter ACNA,          4-digit CIC,          ACNA-CIC, or          CIC-ACNA.</p>
GOTO	<p>Enter a SUB section name to direct SMS to the SUB section.</p>	<p>1-6 character name beginning with "S".</p>
%	<p>Denotes a percent allocation for routing calls. Entry must be a whole number between 1 and 99. The sum of all % branches for a single decision must be 100. The value "OTHER" is not allowed. Use an alphabetic common suffix if needed, such as "50 A"(see Section 11.28.2).</p> <p>NOTE: The % node cannot be used in the same path as the ANNCMENT node.</p>	<p>1-99</p>
SWITCH	<p>Enter ON or OFF. ON indicates that this routing path is activated and may be used. OFF indicates that this routing is de-activated and may not be used. Use a numeric common suffix if needed, e.g., "ONn" where n equals 1-9 (see Section 11.28.2 and 11.28.8).</p>	<p>ON or OFF</p>

**Table 24. Decision and Action Nodes: Field Attributes**

Field Name	Description	Valid Values
TEL#	The destination telephone number. May be a DIAL# turnaround number, a POTS#, or a LAD label representing a telephone number.  NOTE: TEL# cannot be the first node in a MAIN section of CPR.	NPA-NXX-XXXX, NXX-XXXX, or LAD label.
ANNCMENT	The type of recorded announcement that the caller will hear. Can be OBA (out-of-band = the DIAL# is not in service for the calling area) or VCA (vacant code = the DIAL# is not in service).  NOTE: ANNCMENT cannot be the first node in a MAIN section or a SUB section of a CPR.  IMPORTANT: ANNCMENT cannot be used in the same path as the % node.	OBA or VCA

## 11.25 THE CPR "LOCATE" FUNCTION

The CPR Locate function allows you to search all pages of a CPR section that is currently on display to locate instances of specific data in a given node. For example, in the current CPR section, you might wish to find any occurrences of area code 908 in an AREA CD node, or you might wish to find any occurrences of the label "\*MIDWEST" in a LATA node. A maximum of three (3) node names can be entered per search request. The node name and search criteria are separated by a comma with no blank space before or after the comma. Each *node name,search criteria* must be separated by a semi-colon. For example, AREA CD,201;DAY,OTHER;TEL#,375-5555. Users can also search for a blank in any column or multiple columns of a CPR by entering the word 'BLANK' with the node name. For example, AREA CD,blank;6#,blank.

The Locate command can be used on any CPR, regardless of the customer record's status. This includes a CPR in the process of being created that has not yet been saved or updated.

**NOTE:** The Locate function allows you to search all pages of the CPR section *currently on display*. If the CPR has other MAIN or SUB sections that you wish to search, the Locate function will *not* search all of them at once; you must display and search each section individually.

### 11.25.1 Search for Specific Node Data

1. Display the desired MAIN or SUB section of the CPR.
2. Type **L** (Locate) in the CMD field.
3. Type valid search criteria in the KEY field, in the following format:

*node name,search criteria*

No blank spaces are allowed before or after the comma.

For example, to search an AREA CD node for occurrences of area code 908, you would type:

**AREA CD,908**

**NOTE:** See Table 25 for valid search criteria for each node.

4. Press [ENTER]. The system will search all pages of the CPR section that is on display to locate the specified data.
5. If an instance of the specified data is found, a message will then notify you that more occurrences may exist. Press [ENTER] to continue to search for more occurrences.

A message will notify you when the system has searched through the entire section and the search process has wrapped around to its original starting point.



6. If the specified node or data was not found, a message will notify you that the search has completed and the search criteria was not found.

### 11.25.2 Valid Search Criteria

Table 25 lists valid search criteria for each type of CPR node.

**Table 25. LOCATE on CPR: Valid Search Criteria**

Node Name	Valid Search Criteria
STATE	Full or partial LAD label (see NOTE at end of table) or 2 alpha state code or Other or Blank
AREA CD	Full or partial LAD label (see NOTE at end of table) or 3 digit area code or Other or Blank
LATA	Full or partial LAD label (see NOTE at end of table) or 3 digit LATA code or Other or Blank
NXX	Full or partial LAD label (see NOTE at end of table) or 3 digit NXX or Other or Blank
6#	Full or partial LAD label (see NOTE at end of table) or 3 to 7 characters, with a dash as a mandatory place-holder which must be entered where it normally appears in the 6# number. For example, the following are some of the valid entries to search for 201-829: 201, 1-8, 01-829, 29. (Two invalid entries are: 201829 and -1829.) or Other or Blank
10#	Full or partial LAD label (see NOTE at end of table) or 3, 7, 8 or 12 characters, with dash as mandatory placeholder, as follows: 3 digit NPA or NXX 7 character NPA-NXX 8 character NXX-line# 12 character NPA-NXX-line# or Other or Blank

**Table 25. LOCATE on CPR: Valid Search Criteria**

Node Name	Valid Search Criteria
DATE	Full or partial LAD label (see NOTE at end of table) or 4 or 5 character date, with a slash as a mandatory placeholder between the month and day. For Jan through Sep, the leading "0" is not required for the month. The leading "0" is always required for the day. Possible formats are as follows: 5 character date - mm/dd 4 character date - m/dd or Other or Blank
DAY	1 to 5 characters, specifying a single day or a range, as follows: Single day: SU, M TU, W, TH, F or SA Day range, such as: M-F or SA-SU or Other or Blank
TIME	Full or partial LAD label (see NOTE at end of table) or 2, 6 or 13 characters, as follows: 2 digits: the first occurrence of the 2 digits will be located. 6 characters: hh:mmA or hh:mmP 13 character time range, such as: hh:mmP-hh:mmA or Other or Blank
CARRIER	3, 4 or 8 characters, as follows: 3 alpha ACNA 4 digit CIC 8 character ACNA-CIC, in the form aaa-#### (the dash is required) or Blank
GOTO	1 to 6 alpha/numerics comprising the full or partial name of a SUB section. The first character must be an S. For example, the following are valid entries to search for an occurrence of the SUB section name S123: S, S1, S12, S123 or Blank
SWITCH	ON, ON $n$ , OF, OFF or OFF $n$ (where $n = 0-9$ ) or Blank
%	1 or 2 digits, or 1 or 2 digits with alpha suffix, like: 50 A (There must be a space before the suffix.) or Blank

**Table 25. LOCATE on CPR: Valid Search Criteria**

Node Name	Valid Search Criteria
TEL#	Full or partial LAD label (see NOTE at end of table), or 3, 7, 8 or 12 characters, with dash as mandatory placeholder, as follows: 3 digit NPA or NXX 7 character NPA-NXX 8 character NXX-line# 12 character NPA-NXX-line# or Blank
ANNCMENT	VCA or OBA or Blank
<p><b>NOTE:</b> A LAD label name must begin with an asterisk (*). The full label name or a partial name may be entered. A partial name must be formatted in one of the following manners:</p> <ul style="list-style-type: none"> <li>*                             <ul style="list-style-type: none"> <li>* + 1st letter/digit</li> <li>* + 1st + 2nd letter/digit</li> <li>* + 1st + 2nd + 3rd letter/digit</li> <li>etc.</li> </ul> </li> </ul>	

## 11.26 GLOBAL CHANGES USING THE “G” COMMAND

The use of the “G” Command in the CMD field allows you to institute a global change to TEL# (terminating numbers) on a customer’s Main CPR and corresponding CPR Subsections. In a customer record that has complex vertical routing, by implementing Command G and changing just one terminating number, you are able to change all instances of that number on all branches of that particular section (make a global change).

A global change will affect the same terminating number on all branches only in the CPR section that you are working on. To activate changes in all sections of the same customer record that have the same terminating number, you must open each section, enter the “G” command in the CMD field and repeat the steps as detailed in Section 11.26.1 (below).

**Important:** Using the “G” Command applies strictly to POTS numbers, never to DIAL#s and can be executed in only one CPR section at a time.

### 11.26.1 Making a Global Change to a TEL#

1. Display the desired MAIN or SUB Section of the CPR.
2. Type **G** in the CMD field.

3. In the KEY field enter the TEL# node name, followed by a comma, the old 10-digit terminating number followed by a comma, and the new 10-digit terminating number in the following format:

TEL#,908-699-1234,732-566-1000

No blank spaces are allowed before or after the commas; dashes are required.

4. Press [ENTER]. All occurrences of the first number on the CPR section in which you are working will be replaced by the second number, providing the data in the KEY field passes validation.
5. If other terminating numbers on the same section are to be changed, repeat the above steps for each number.
6. When you have completed all changes for that section, type **u** or **s** in the CMD field and press [ENTER] to update and/or save your changes across all branches of that section.

**NOTE:** If you don't update or save, the changes will not be made in the Customer Record Data Base.

## 11.27 GENERAL RULES FOR BUILDING CPRs

Follow these general rules when building a CPR:

1. Arrange decision nodes in order from general to specific, such as "STATE, AREA CD, 6#" rather than "6#, STATE, AREA CD".
2. Avoid duplicating nodes on the CPR (except where necessary to specify different time zones, such as TIME/P and TIME/E). This increases the efficiency of the system's query and lookup process.
3. A 6# node cannot be on the same CPR with an NXX node.
4. An NXX node must be preceded by an AREA CD node. Exception: If you use only NXX labels in the NXX node (and no actual NXXs), then the NXX node does not have to be preceded by an AREA CD node. This is because NXX labels as defined on the LAD screen will already include an AREA CD in their definition.

In any case, we strongly recommend that you do not use NXX as the first node of a CPR and that you *always* place an AREA CD node or LATA node before an NXX node. This improves the searching efficiency of the SMS/800 system when it comes time to query the SCPs.

5. A CPR can have both a TEL# and an ANNCMNT node. However, on any given row (branch) of the CPR, only *one* of these nodes may be filled in; the other must be left blank.

6. On any row (branch) of a CPR, the last node that is filled in with a value represents the termination of the call.
  - On a MAIN section, the last node that is filled in with a value must be TEL#, ANNCMT or GOTO.
  - On a SUB section, the last node that is filled in with a value must be either TEL# or ANNCMT.
7. CARRIER cannot be the first node of a CPR.
8. On any row (branch) of a CPR, you cannot leave the first node blank if there is any data in the rest of the row.
9. CPR can neither have more than 1000 rows in a column nor can it have more than 50 columns in a section.
10. The % node and the ANNCMENT node cannot both be used on the same routing path. |

## 11.28 SAMPLE CALL ROUTING DIAGRAMS AND CPRs

Sections 11.28.1 through 11.28.8 contain examples of several complex call routing scenarios, illustrated through call routing diagrams and the accompanying CPRs.

### 11.28.1 Example 1: Routing by LATA

A DIAL# customer has requested that calls to 800-234-5678 originating from different LATAs be routed as follows:

- Calls originating from LATA 220 should go through carrier OTC-0110 to 609-222-2222.
- Calls originating from LATA 222 during the office hours of 9 to 5 Eastern Time should go through carrier AAA to 609-222-5000. At other times, calls should go through carrier BBB to 609-987-5553.
- Calls originating from LATA 224 should be routed through carrier CCC using DIAL# turnaround.
- Calls originating from other LATAs should be routed according to the originating NPA-NXX. One group of NPA-NXXs has been defined on LAD with the label "\*TESTMKT". Calls originating from these NPA-NXXs should go through carrier AAA to 609-222-3333. Calls from all other NPA-NXXs should be routed through carrier CCC using DIAL# turnaround.

Figure 70 shows the call routing diagram. In this call routing diagram, the decision criteria are the originating LATA, the time-of-day and the originating NPA-NXX. This translates to three decision nodes on the CPR: LATA, TIME and 6#.

The action criteria in this diagram are the carrier and the destination telephone number. This translates to two action nodes on the CPR: CARRIER and TEL#.

Note that the diagram has six branches, representing six possible routing paths. The accompanying CPR has six rows of information, one for each routing path.

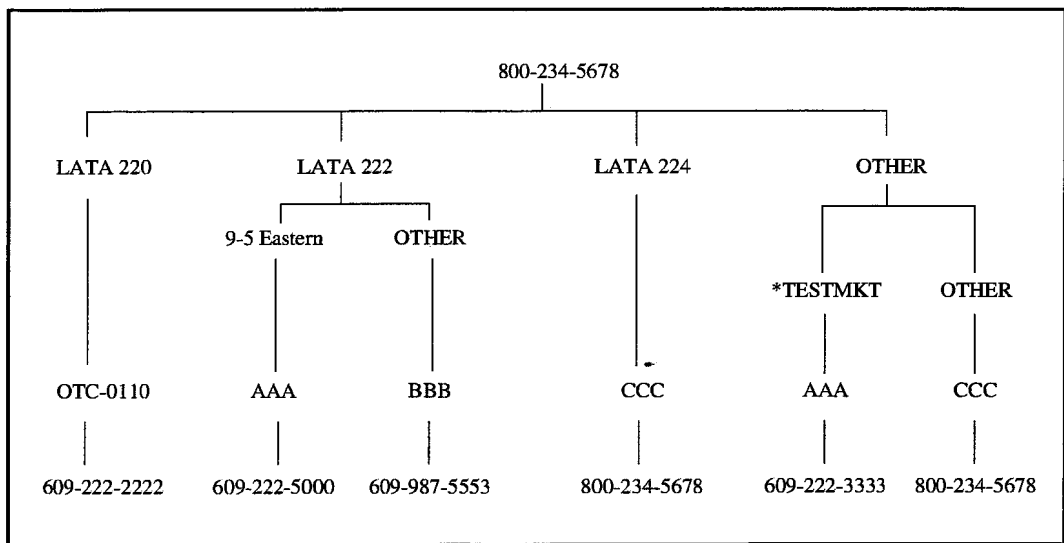


Figure 70. Example 1 (Routing by LATA): Diagram



Figure 71 shows the CPR for this example. There are five nodes (three decision nodes and two action nodes) and there are six rows, one for each possible routing path.

The <-! and !-> markings above the left-most and right-most columns indicate that there are no more CPR columns to the left or right of the visible data. If a CPR has more than five columns, the previous and/or the following column headers are shown.

RESP ORG : BANJ1		SMS - 800		NOW: 03/01/94 12:00P/C	
CR STATUS: PENDING		CPR - CALL PROCESSING		LAST: 03/01/94 10:00A/C	
APPROVAL : NOT REQ				BY: BANJ1HCA	
DIAL#: 800-799-1234				PREVIOUS USER: BANJ1AMJ	
				EFF DATE<TIME>: 03/05/94 02:00A/C	
SECTION: MAIN					
<-!				!->	
CTRL	LATA	TIME /E	6#	CARRIER	TEL#
-	220			OTC-0110	609-222-2222
-	222	09:00A-05:00P		AAA-0222	609-222-5000
-	222	OTHER		BBB-0678	609-987-5553
-	224			CCC-0123	800-799-1234
-	OTHER		*TESTMKT	AAA-0222	609-222-3333
-	OTHER		OTHER	CCC-0123	800-799-1234
-					
-					
PRIM CARRS-INTRALATA: _____		INTERLATA: _____		TIME ZONE: E DAYLIT SVG: Y	
CMD: _____		KEY: _____			

Figure 71. Example 1 (Routing by LATA): CPR

### 11.28.2 Example 2: Using SWITCH and % (Percent) Nodes

A company has offices in Atlanta and New Orleans. The area of service for their DIAL# includes Florida and Mississippi.

All calls originating in Florida will be routed to Atlanta. These calls will go through carrier AAA to 404-222-5200.

Calls originating in Mississippi will normally be routed to New Orleans, as follows:

- 25% of the calls should go through carrier BBB to 504-656-1700.
- 25% of the calls should go through carrier CCC and will be routed using DIAL# turnaround.
- 50% of the calls should go through carrier AAA to 504-656-1000 on Monday through Friday. On weekends, these calls should go through carrier DDD to 504-656-1532.

If the New Orleans office phones are shut down for some reason, calls originating in Mississippi will be routed to Atlanta via carrier AAA to 404-222-5000.

The call routing diagram is shown in Figure 72. The accompanying CPR screens are shown in Figures 73 and 74. Note that the active routing treatment for calls originating in Mississippi is turned ON, while the alternate routing treatment is turned OFF.

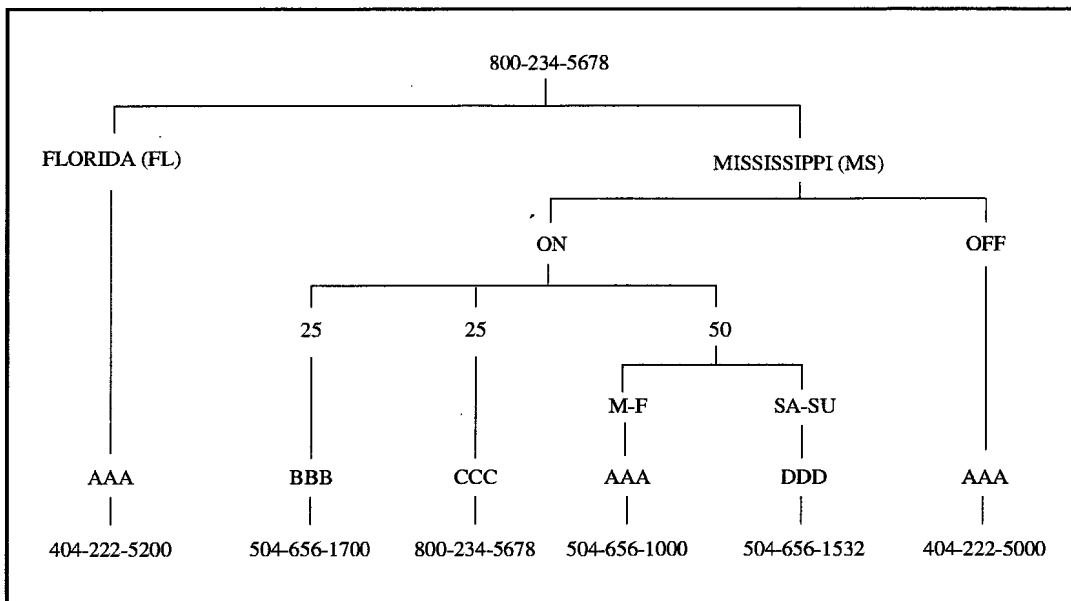


Figure 72. Example 2 (SWITCH and % Nodes): Diagram



In the % node, the common suffix of A links the two branches derived from the same 50% criteria. Note that the two 25% values do *not* have a common suffix because they are separate from each other.

To avoid confusion when using a common suffix, use a numeric suffix should when the criteria value is alphabetic, such as "ON1". Use an alphabetic suffix when the criteria value is numeric, such as for the % value "50 A".

### 11.28.3 Example 3: Using a GOTO Node to Reference a SUB Section

A company in Chicago has a DIAL# whose area of service includes Nebraska and Iowa. The complete call routing scheme is listed below. Calls originating from certain parts of Nebraska and from certain parts of Iowa will be routed to Chicago in exactly the same way -- note that the call routing described in the second and fourth bullet items is identical, even though the calls originate in different states.

- On Monday through Wednesday, calls from area code 308 in Nebraska should be routed to 312-887-4500. On all other days, calls from area code 308 should go to 312-469-1300.
- On Monday through Friday, calls from area code 402 in Nebraska should be routed to 312-465-3580. On weekends, calls from area code 402 should go to 312-448-7000.
- On Monday through Friday, calls from area code 712 in Iowa should be routed to 312-891-9500. On weekends, calls from area code 712 should go to 312-426-0053.
- On Monday through Friday, calls from all other area codes in Iowa should be routed to 312-465-3580. On weekends, these calls should go to 312-448-7000.

Figure 75 shows the call routing diagram.

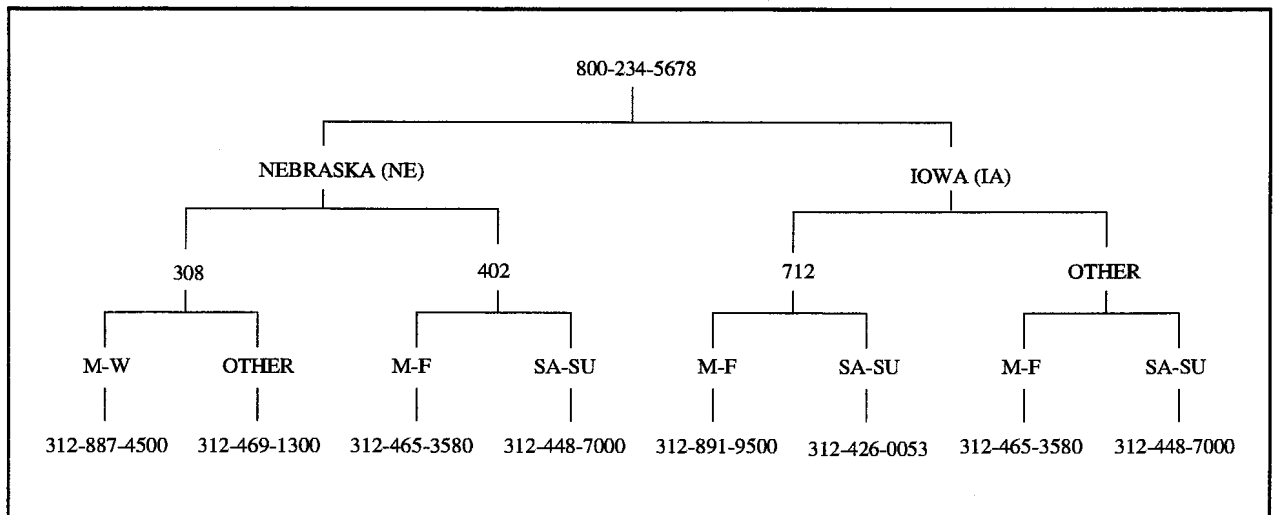


Figure 75. Example 3 (Using GOTO): Diagram

In the call routing diagram, notice that the two branches under the "NEBRASKA,402" decision criteria are identical to the two branches under the "IOWA,OTHER" decision criteria. In order to avoid typing this identical routing information twice in the CPR, you can define the information *once* on a SUB section of the CPR. Then, you can use a GOTO node to instruct the CPR to *go to* the information defined in the SUB section.

If more than one common call routing treatment exists in a call routing diagram, you can use more than one SUB section.



#### 11.28.4 Example 4: Two Time Zones, Multiple Entries in a Field

A Chicago business has a DIAL# whose area of service includes both Western and Eastern states. To accommodate customers from the Western states, a main phone line is staffed from 11am to 7pm Central Time (9am to 5pm Pacific Time). To accommodate customers from the Eastern states, another main phone line is staffed from 8am to 4pm Central Time (9am to 5pm Eastern Time).

The call routing scheme is as follows:

- Calls from California, Nevada and Washington made from 9-5 Pacific time are routed to 312-798-1000. Calls made at other times are routed to 312-346-8812.
- Calls from New York and New Jersey made from 9-5 Eastern time are routed to 312-798-5000. Calls made at other times are routed to 312-346-8432.

Figure 78 shows the call routing diagram. The accompanying CPR is shown in Figure 79. Note that two TIME nodes are on the CPR, so that two time zones can be specified. The time zones indicated in the column headers override the time zone indicated in the TIME ZONE field at the bottom of the screen.

Also note that multiple states are entered in each row of the STATE node. Each state entry is separated by a comma.

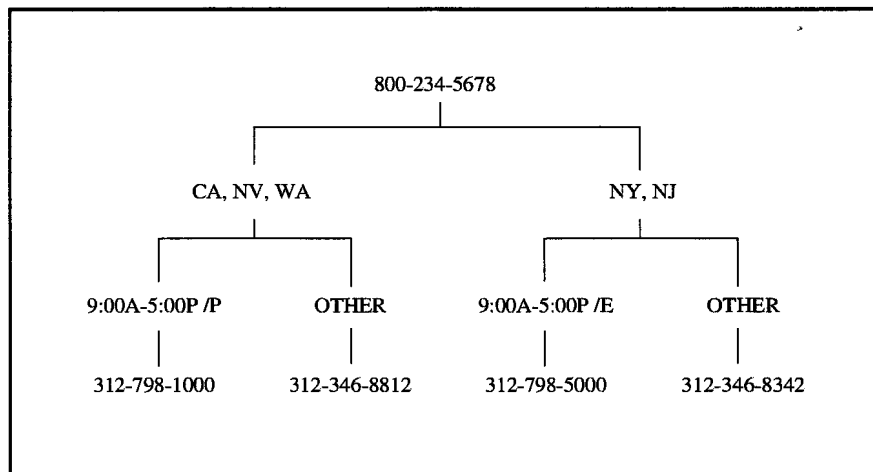


Figure 78. Example 4 (Two Time Zones, Multiple Field Entries): Diagram

```

RESP ORG : AMLB1                SMS - 800                NOW: 03/03/94 12:00P/C
CR STATUS: SAVED                LAST: -
APPROVAL : NOT REQ              CPR - CALL PROCESSING      BY: BANJLAMC
                                PREVIOUS USER: BANJLAMJ
DIAL#: 800-234-5678            EFF DATE<TIME>: 03/15/94 02:00A/C

                                _ SECTION: MAIN
                                <-!                                !->
*****                          *****
CTRL  STATE  TIME  /P  TIME  /E  TEL#
*****                          *****
-    CA,NV,WA  9:00A-05:00P  _____  312-798-1000  _____
-    CA,NV,WA  OTHER          _____  312-346-8812  _____
-    NY,NJ     _____  9:00A-5:00P  312-798-5000  _____
-    NY,NJ     _____  OTHER          312-346-8342  _____
-    _____  _____  _____  _____  _____
-    _____  _____  _____  _____  _____
-    _____  _____  _____  _____  _____
-    _____  _____  _____  _____  _____
-    _____  _____  _____  _____  _____
-    _____  _____  _____  _____  _____
PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0102 TIME ZONE: C DAYLIT SVG: Y
CMD: _____ KEY: _____
  
```

Figure 79. Example 4 (Two Time Zones, Multiple Field Entries): CPR



### 11.28.5 Example 5: Using Ditto Marks

Figure 80 is a sample call routing diagram. Figure 81 shows the accompanying CPR, which uses ditto marks to indicate repeated information. Figure 82 shows the CPR as it appears *after* validation; SMS automatically replaces each ditto mark with the value that it represents.

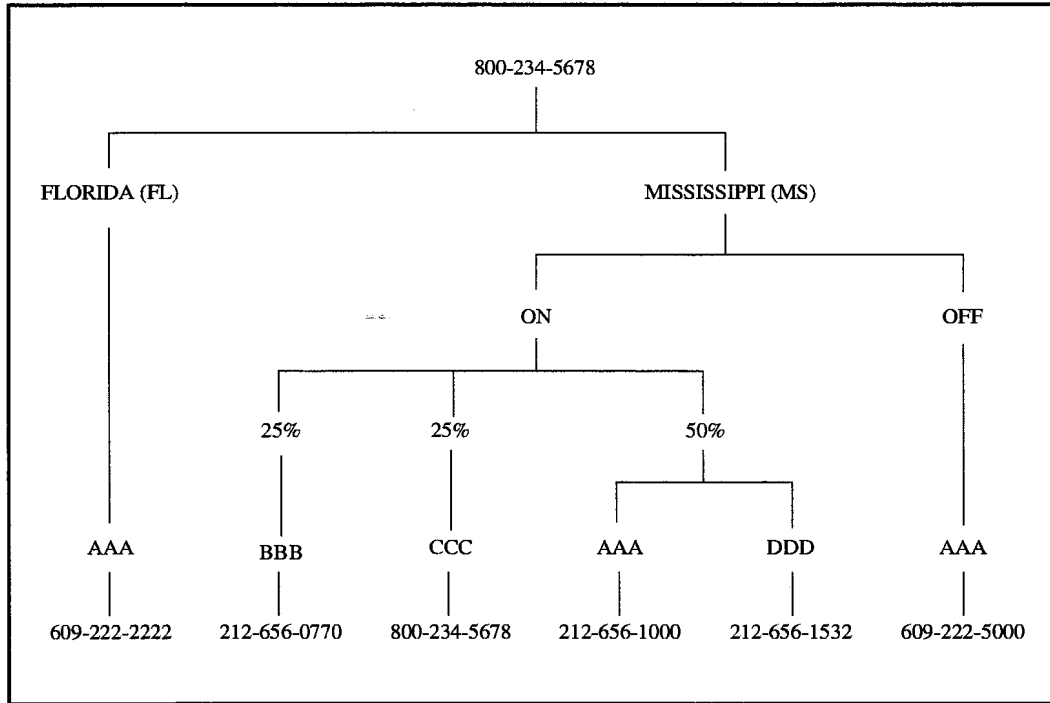


Figure 80. Example 5 (Using Ditto Marks): Diagram

```

RESP ORG : BSSB1                SMS - 800                NOW: 02/23/94 12:00P/C
CR STATUS: -                    LAST: -
APPROVAL : NOT REQ              CPR - CALL PROCESSING      BY: -
DIAL#: 800-234-5678            PREVIOUS USER:
                                EFF DATE<TIME>: 02/27/94 02:00A/C

                                _ SECTION: MAIN
                                <-!                               !->
*****
CTRL STATE SWITCH % CARRIER TEL#
*****
- FL AAA-0222 609-222-2222
- MS ON1 25 BBB-0102 212-656-0770
- " " " CCC-0123 800-234-5678
- " " 50 A AAA-0222 212-656-1000
- " " " DDD-0789 212-656-1532
- " OFF AAA-0222 609-222-5000
-
-
-
PRIM CARRS-INTRALATA: INTERLATA: TIME ZONE: C DAYLIT SVG: Y
CMD: KEY:
  
```

Figure 81. Example 5 (Using Ditto Marks): CPR Screen Before Validation

```

RESP ORG : BSSB1                SMS - 800                NOW: 02/23/94 12:00P/C
CR STATUS: PENDING              LAST: 02/23/94 11:30A/C
APPROVAL : NOT REQ              CPR - CALL PROCESSING      BY: BSSBIABC
DIAL#: 800-234-5678            PREVIOUS USER:
                                EFF DATE<TIME>: 02/27/94 02:00A/C

                                _ SECTION: MAIN
                                <-!                               !->
*****
CTRL STATE SWITCH % CARRIER TEL#
*****
- FL AAA-0222 609-222-2222
- MS ON1 25 BBB-0102 212-656-0770
- MS ON1 25 CCC-0123 800-234-5678
- MS ON1 50 A AAA-0222 212-656-1000
- MS ON1 50 A DDD-0789 212-656-1532
- MS OFF AAA-0222 609-222-5000
-
-
-
PRIM CARRS-INTRALATA: INTERLATA: TIME ZONE: C DAYLIT SVG: Y
CMD: KEY:
  
```

Figure 82. Example 5 (Using Ditto Marks): CPR Screen After Validation

### 11.28.6 Example 6: Two MAIN Sections

Figure 83 shows a call routing diagram with many decision and action criteria. The left side of the diagram represents calls originating in California, Nevada and Washington. The right side represents calls originating in New York and New Jersey.

- Calls from California, Nevada and Washington are routed based on the following decision and action criteria: STATE, AREA CD, 6#, DAY, TIME and TEL#.
- Calls from New York and New Jersey are routed based on the following decision and action criteria: STATE, AREA CD, DATE, CARRIER and TEL#.

Note that although some of the criteria are common to both sides of the diagram, others are not. It is therefore more efficient to build two separate MAIN sections for the CPR; one for the left side of the diagram and one for the right side. The two MAIN sections are shown in Figures 84, 85, and 86.



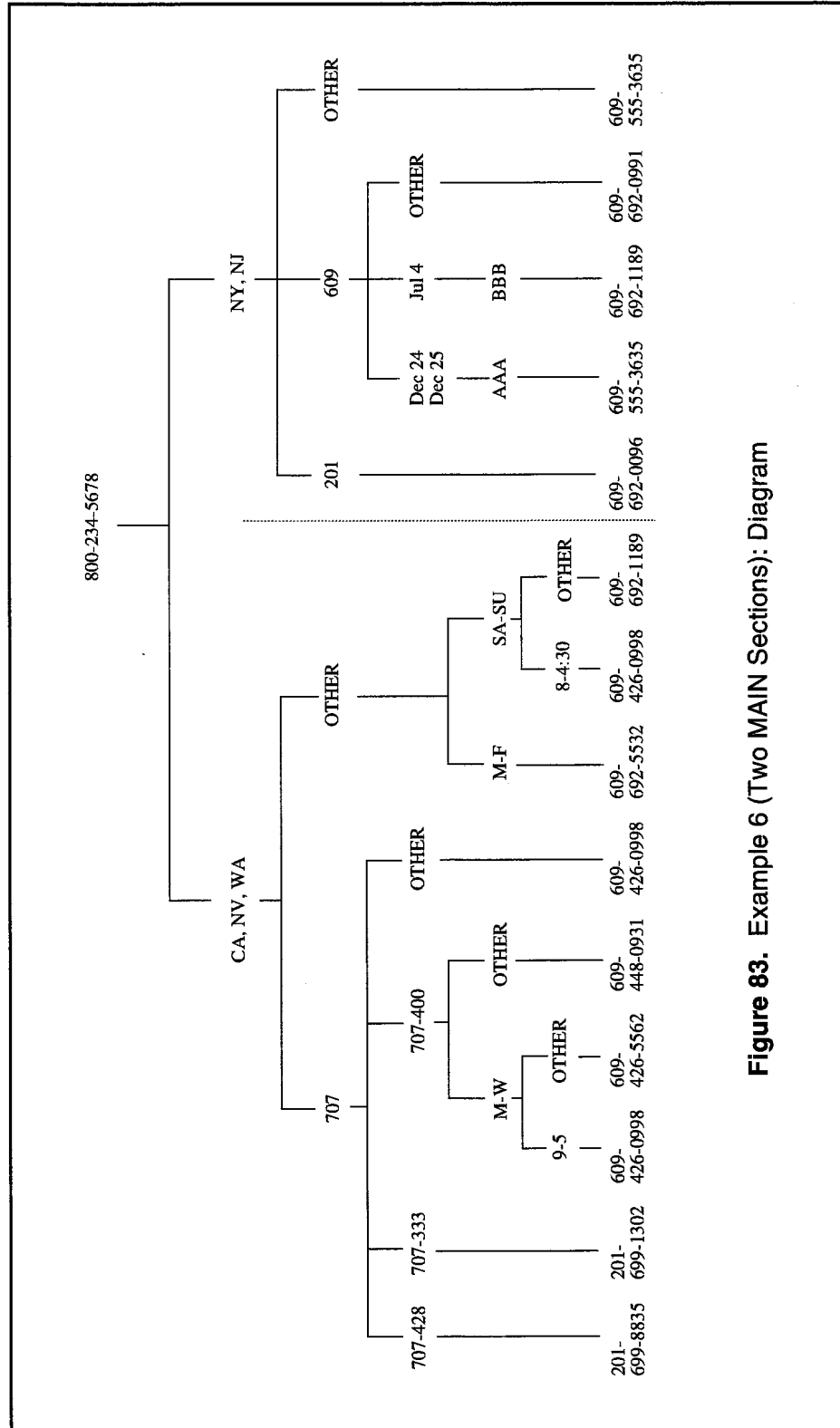


Figure 83. Example 6 (Two MAIN Sections): Diagram

```

RESP ORG : AMLB1                SMS - 800                NOW: 03/03/94 12:00P/C
CR STATUS: PENDING              LAST: 03/03/94 11:20A/C
APPROVAL : NOT REQ              BY: AMLB1BKM
                                CPR - CALL PROCESSING      PREVIOUS USER: AMLB1WCL
DIAL#: 800-234-5678            EFF DATE<TIME>: 03/15/94 02:00A/C

                                - SECTION: MAINCA
                                <-|                                TE ->
*****                          *****                          *****
CTRL - STATE - AREA CD - 6# - DAY /P - TIME /P
*****                          *****                          *****
- CA,NV,WA 707 707-428
- CA,NV,WA 707 707-333
- CA,NV,WA 707 707-400 M-W 9:00A-5:00P
- CA,NV,WA 707 707-400 M-W OTHER
- CA,NV,WA 707 707-400 OTHER
- CA,NV,WA 707 OTHER
- CA,NV,WA OTHER M-F
- CA,NV,WA OTHER SA-SU 8:00A-4:30P
- CA,NV,WA OTHER SA-SU OTHER
PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0102 TIME ZONE: E DAYLIT SVG: Y
CMD: _____ KEY: _____
9001 FIRST PAGE OF THE REQUESTED CPR IS ON DISPLAY MORE
  
```

Figure 84. Example 6 (Two MAIN Sections): MAINCA, Part 1

```

RESP ORG : AMLB1                SMS - 800                NOW: 03/03/94 12:00P/C
CR STATUS: PENDING              LAST: 03/03/94 11:20A/C
APPROVAL : NOT REQ              BY: AMLB1BKM
                                CPR - CALL PROCESSING      PREVIOUS USER: AMLB1WCL
DIAL#: 800-234-5678            EFF DATE<TIME>: 03/15/94 02:00A/C

                                - SECTION: MAINCA
                                <- ST, AR, 6, DAY, TI                                !->
*****                          *****                          *****
CTRL - TEL# - _____ - _____ - _____ - _____
*****                          *****                          *****
- 201-699-8835
- 201-699-1302
- 609-426-0998
- 609-426-5562
- 609-448-0931
- 609-426-0998
- 609-692-5532
- 609-426-0998
- 609-692-1189
PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0102 TIME ZONE: E DAYLIT SVG: Y
CMD: _____ KEY: _____
  
```

Figure 85. Example 6 (Two MAIN Sections): MAINCA, Part 2

```

RESP ORG : AMLB1           SMS - 800           NOW: 03/03/94 12:00P/C
CR STATUS: PENDING        LAST: 03/03/94 11:50A/C
APPROVAL : NOT REQ       CPR - CALL PROCESSING BY: AMLB1BKM
DIAL#: 800-234-5678     PREVIOUS USER: AMLB1WCL
                        EFF DATE<TIME>: 03/15/94 02:00A/C

                        _ SECTION: MAINNJ
                        <-!                                     !->
*****                *****                *****                *****
CTRL _ STATE          _ AREA CD          _ DATE          /E _ CARRIER          _ TEL#
*****                *****                *****                *****
-   NY,NJ             201                12/24,12/25     AAA-0102          609-692-0096
-   NY,NJ             609                7/4              BBB-0222          609-555-3635
-   NY,NJ             609                OTHER             _____          609-692-1189
-   NY,NJ             OTHER             _____          _____          609-692-0991
-   _____        _____          _____          _____          609-555-3635
-   _____        _____          _____          _____          _____
-   _____        _____          _____          _____          _____

PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0102 TIME ZONE: E DAYLIT SVG: Y
CMD: _____ KEY: _____
  
```

Figure 86. Example 6 (Two MAIN Sections): MAINNJ

### 11.28.7 Example 7: Using CIC OTC-0110 in a CARRIER Node

The area of service for a DIAL# includes the entire state of Illinois. Calls originating from certain area codes and LATAs will be routed via the local intralata carrier. Other calls will be routed via other carriers. The call routing details are as follows:

- Calls from area code 312 will go through CIC OTC-0110 to 312-222-3333.
- Calls from area code 815 will be routed by LATA to different terminating numbers:
  - Calls from LATA 358 will go through OTC-0110 to 815-634-3333.
  - Calls from LATA 360 will go through OTC-0110 to 815-629-1111.
  - Calls from LATA 364 will go through OTC-0110 to 815-864-2222.
  - Calls from other LATAs will go through carrier AAA to 815-555-3333.
- All calls from area code 618 will be routed to 618-565-5555. However, calls from LATA 362 will be routed via CIC OTC-0110. Calls from all other LATAs will be routed via carrier BBB.
- Calls from all other area codes will go through carrier BBB to 217-555-6666.

The call routing diagram is shown in Figure 87. The associated CPR is shown in Figure 88.

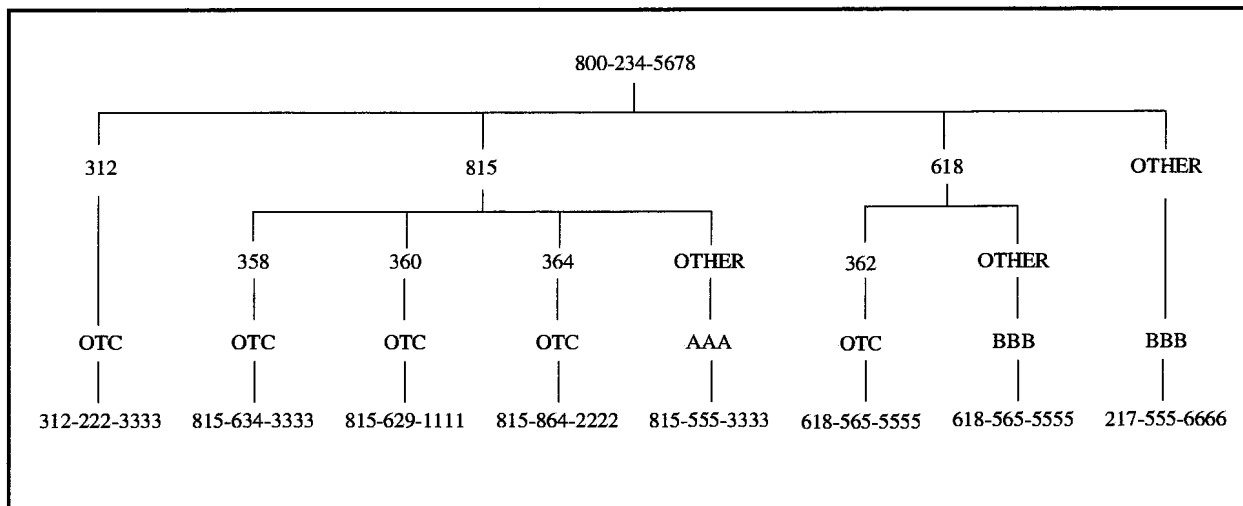


Figure 87. Example 7 (Use CIC OTC-0110 in CARRIER Node): Diagram





### 11.28.8 Example 8: Multiple SWITCH Nodes, GOTO Node, Labels

A DIAL# has an area of service that includes the entire state of New Jersey. Calls will be routed to different terminating numbers based on some or all of the following criteria: LATA, originating 6 digits (NPA-NXX), day and time.

Three NPA-NXX labels have been defined on the LAD screen: \*609SOTH, \*908WEST and \*201WEST. Each label represents a group of originating-6-digits which are to be used as decision criteria.

The call routing scheme can be summarized as follows:

- For calls from LATAs 222 and 224, the customer has specified a set of terminating numbers to be used for most of the year. The customer has also specified an alternate set of terminating numbers to be used for seasonal traffic.
- For calls from all other LATAs, the customer has specified a DIAL# turnaround number.

The CPR for this example contains one MAIN section and four SUB sections, as seen in Figure 89 through Figure 93.

The MAIN section contains a SWITCH node, which has the first and third routing paths turned ON and the second and fourth routing paths turned OFF.

The MAIN section also contains a GOTO node, which directs the CPR to the appropriate SUB sections for call routing. Since the first and third routing paths are currently active, the CPR will use sections SUB1 and SUB3 (which contain the routing information used for most of the year for calls originating from LATAs 222 and 224) and it will ignore sections SUB2 and SUB4 (which contain the alternate routing information to be used for seasonal traffic).

```

RESP ORG : BANJ1           SMS - 800           NOW: 05/01/94 12:00P/C
CR STATUS: ACTIVE         LAST: 05/01/94 10:00A/C
APPROVAL : NOT REQ       BY: BANJ1HCA
                           CPR - CALL PROCESSING  PREVIOUS USER: BANJ1AMJ
DIAL#: 800-234-5678     EFF DATE<TIME>: 05/05/94 02:00A/C

                           _ SECTION: MAIN
<-!                       !->
*****                   *****
CTRL  _ LATA              _ SWITCH            _ GOTO            _ TEL#
*****                   *****
-    222                  ON                SUB1
-    222                  OFF               SUB2
-    224                  ON                SUB3
-    224                  OFF               SUB4
-    OTHER                _____      800-234-5678
-    _____
-    _____
-    _____
-    _____
PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0001 TIME ZONE: E DAYLIT SVG: Y
CMD: _____ KEY: _____
  
```

Figure 89. Example 8: MAIN Section

```

RESP ORG : BANJ1           SMS - 800           NOW: 05/01/94 12:00P/C
CR STATUS: ACTIVE         LAST: 05/01/94 10:00A/C
APPROVAL : NOT REQ       BY: BANJ1HCA
                           CPR - CALL PROCESSING  PREVIOUS USER: BANJ1AMJ
DIAL#: 800-234-5678     EFF DATE<TIME>: 05/05/94 02:00A/C

                           _ SECTION: SUB1
<-!                       !->
*****                   *****
CTRL  _ NXX              _ DAY      /C  _ TIME      /C  _ TEL#
*****                   *****
-    *609SOTH           M-F        08:00A-05:00P  609-292-1111
-    *609SOTH           M-F        OTHER           609-292-2222
-    *609SOTH           OTHER
-    OTHER                _____      609-234-1111
-    _____
-    _____
-    _____
-    _____
PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0001 TIME ZONE: E DAYLIT SVG: Y
CMD: _____ KEY: _____
  
```

Figure 90. Example 8: SUB1, Routing Calls from LATA 222



```

RESP ORG : BANJ1          SMS - 800          NOW: 05/01/94 12:00P/C
CR STATUS: ACTIVE        LAST: 05/01/94 10:00A/C
APPROVAL : NOT REQ      CPR - CALL PROCESSING BY: BANJ1HCA
DIAL#: 800-234-5678     PREVIOUS USER: BANJ1AMJ
                        EFF DATE<TIME>: 05/05/94 02:00A/C

                        _ SECTION: SUB4
<-|                                     |->
*****                               *****
CTRL -  NXX          -  DAY      /C    -  TIME    /C    -  TEL#          -
*****                               *****
-   *201WEST        M-F          08:00A-05:00P  201-740-4444  _____
-   *201WEST        M-F          OTHER        201-740-5555  _____
-   *201WEST        OTHER        _____  201-740-6666  _____
-   *908WEST        M-F          08:00A-05:00P  908-359-7777  _____
-   *908WEST        M-F          OTHER        908-359-8888  _____
-   *908WEST        OTHER        _____  908-359-9999  _____
-   OTHER          _____  201-222-1111  _____
-   _____
-   _____

PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: AAA-0001 TIME ZONE: E DAYLIT SVG: Y
CMD: _____ KEY: _____
  
```

Figure 93. Example 8: SUB4, Alternate Routing for Calls From LATA 224

## 11.29 GUIDELINES FOR DETERMINING CPR SIZE

Figure 94 and the explanation that follow were devised for SMS/800 marketing personnel to help determine clients' potential CPR size. It is being included in this User Guide as a reference tool for you.

The figure will help you determine whether the DIAL# Data Base can handle your customer's request to route calls based on the first six digits (NPA-NXX) of the originating number.

The size of your customer's records is determined by the total number of originating 6-digit (NPA-NXX) numbers and the total number of destination numbers. Originating numbers are the locations from which DIAL# calls are made, while destination numbers are the locations at which those calls are answered.

The figure represents three service levels: acceptable record size, questionable record size and unacceptable record size.

- **Acceptable Record Size:** The DIAL# Data Base can accommodate your customer's requirements.
- **Questionable Record Size:** The DIAL# Data Base may or may not be able to accommodate your customer's requirements. You should call your company's customer record administration organization for assistance.
- **Unacceptable Record Size:** The DIAL# Data Base cannot accommodate your customer's requirements.

### *Example Calculation 1*

Your customer requires 8,000 originating 6-digit numbers and 300 destination numbers. Find the point on the graph where 8,000 originating 6-digit numbers intersect with 300 destination numbers.

In this case, the point of intersection falls within the acceptable record size area. This means that the DIAL# Data Base has the capacity to handle your customer's requirements.

### *Example Calculation 2*

Another way to determine if the DIAL# Data Base has the capacity to handle your customer's requirements is to use the following equation (note that although this document does not explain the equation, it *does* work!):

$$500 + (\textit{originating} * 4) + (\textit{destination} * 99) < 100,000$$

where *originating* is the number of originating 6 digit numbers and *destination* is the number of destination numbers. If this equation holds true, then the requirements fall within the acceptable record size.

For example, using 8,000 originating 6 digit numbers and 300 destination numbers:

$$500 + (8000 * 4) + (300 * 99) = 62,200$$

Since 62,200 is less than 100,000, the equation holds true and these requirements fall within the acceptable record size.

**IMPORTANT NOTE FOR ALL CALCULATIONS:**

If other features such as time-of-day routing are involved in the customer record, contact the customer record administration organization in your company for assistance in determining if the DIAL# Data Base has the capacity to handle your customer's requirements.





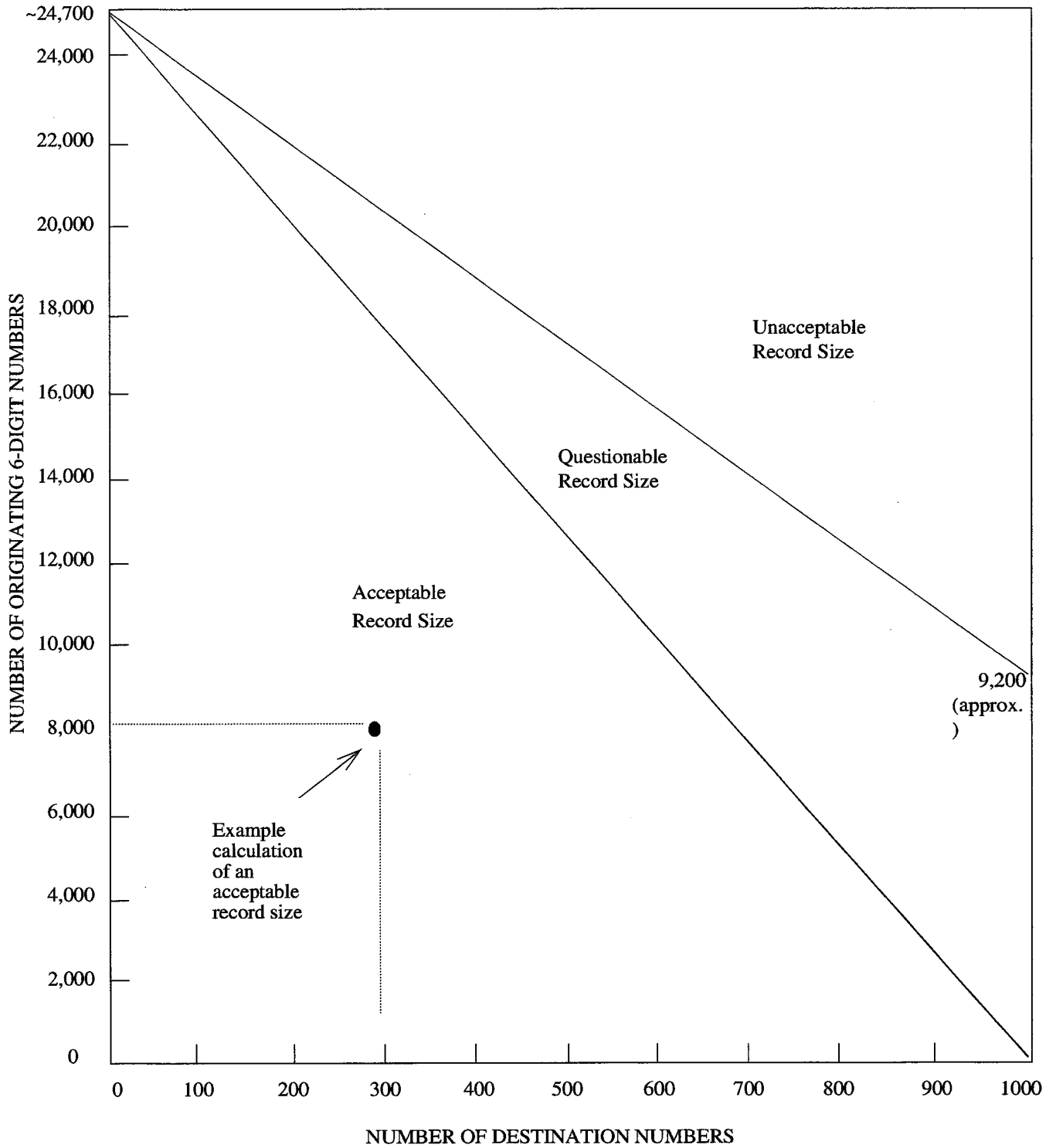


Figure 94. DIAL# Data Base Capacity Guide



## 12. LABEL DEFINITIONS (LAD)

The Label Definitions (LAD) screen lets you define labels for criteria values used on an associated CPR (i.e., a CPR with the same DIAL# and effective date and time as the LAD). The system permits users to enter up to 255 Label Definitions on LAD.

NOTE: The LAD screen is viewable by both Control RESP ORGs and Involved Carriers.

Figure 95 is an example of a LAD data screen.

RESP ORG : XXXXX	SMS - 800	NOW: 12/29/97 09:52A/C	
CR STATUS: _____		LAST: 12/29/97 09:52A/C	
APPROVAL : _____	LAD - LABEL DEFINITIONS	BY: _____	
DIAL#: _____		PREVIOUS USER: _____	
		EFF DATE<TIME>: 01/04/98 04:15A/C	
		TYPE: _____	
CTRL	LABEL	DEFINITION	_SORT
-	_____	_____	_____
-	_____	_____	_____
-	_____	_____	_____
-	_____	_____	_____
-	_____	_____	_____
CMD: _____	KEY: _____		

Figure 95. Screen: Label Definitions (LAD) data screen

You are able to:

- Create a new LAD for a customer record if the CAD already exists
- Modify an existing LAD
- Copy a LAD to a different EFF DATE<TIME>
- Copy a LAD to a different DIAL# and different EFF DATE<TIME>
- Transfer a LAD to a different EFF DATE<TIME>
- Delete a LAD before it becomes effective.
- Locate LAD data and label name for AREA CODE, LATA, NXX, STATE, 6# and 10# LAD types.
- Sort data entries in ascending order in 6 of the 9 LAD label types: Area Code, LATA, NXX, State, 6# and 10#

You may have up to nine types of LAD screens associated with a customer record. Each LAD screen is designed for the definition of a certain criteria. The LAD screen for labels

used for AREA CD, for example, has a number of 3-digit fields available for the listing of the appropriate area codes. The LAD screen for STATE is designed with two-character fields to input the necessary state codes.

**NOTE** — The SORT field will not be displayed on any page of a LAD type of DATE, TIME, or TEL#.

## 12.1 NINE TYPES OF LADs

The nine possible TYPES of LADs are:

- AREA CD
- DATE
- LATA
- NXX
- STATE
- TEL#
- TIME
- 6#
- 10#

You can create labels for values for these nine criteria only. Labels cannot be defined for DAY, CARRIER, PERCENT, SWITCH, or GOTO. If you try to create a label for either a CARRIER or PERCENT criteria then the system will translate the seven-character input into the last 7 digits of a DIAL# and return the LAD Key screen as 10 digits are required.

## 12.2 LAD KEY SCREEN

The LAD Key Screen is displayed when data is missing or incorrect on the LAD screen. The correct data can be entered into the key fields on this screen in order to bring up the desired label definition record. Figure 96 shows the key fields with examples and an explanation of restrictions on the type of data to be entered in the key field.

```

                                SMS - 800                                NOW: 12/15/93 10:09A/C
                                LAD - LABEL DEFINITIONS
DIAL#: _____ EFF DATE<TIME>: _____
STATUS: _____ TYPE: _____

                                ENTER THE ABOVE KEYS TO ACCESS THE LAD SCREEN.

KEY FIELD      EXAMPLE      RESTRICTION
DIAL#          800-555-1212    ALWAYS REQUIRED
EFF DATE      12/10/93        -
TIME          02:15A/C       MINUTE ENTRY MUST BE: 00, 15, 30, OR 45
STATUS        ACT            ACT, SND, DIS FOR CR STATUS
TYPE          AREA CD        AREA CD, DATE, LATA, NXX, STATE, TEL#,
                                TIME, 6#, 10#

CMD: LAD_____ KEY: _____
6001 DIAL#: REQUIRED FIELD. ENTER LIKE "199-2000".
```

Figure 96. LAD Key Screen

## 12.3 CREATE A LAD

### 12.3.1 Access LAD

To access LAD from within the customer record:

1. Type **LAD** in the CMD field of the CAD or CPR screen.
2. Enter the desired type in the KEY field.

**NOTE:** If no type is entered, the default type is AREA CD.

3. Press [ENTER].
4. A blank LAD screen of the requested type is displayed.

To access a new LAD if you are not in the customer record:

1. Type **LAD** in the CMD field of any SMS screen.
2. Type the DIAL#, EFF DATE<TIME> and the desired type in the KEY field.

**NOTE:** If no type is entered, the default type is AREA CD.

3. Press [ENTER].
4. A blank LAD screen of the requested type is displayed.

### 12.3.2 Enter Data in LAD

1. Type the label name used in CPR in the LABEL column.
2. In the fields below DEFINITION, enter the appropriate data, as per Table 26.
3. To save this CR, type **s** in the CMD field and press [ENTER].

OR

To update this CR, type **u** in the CMD field and press [ENTER].

4. To add more lines on LAD, type **a** (Append) in the CMD field and press [ENTER].  
Another LAD page will be added with the column headers filled in.

### 12.3.3 LAD FIELDS

**Table 26. LAD Fields**

Field	Description	Valid Values
TYPE	Identification of the criteria whose values are defined by this LAD. Abbreviations may be used: AR=Area Code, L=Lata, DAT-Date, ST=State, TE=Tel#, TI=Time, 6=6#, 10=10#, NXX=NXX	AR, L, DAT, ST, TE, TI, 6, 10, or NXX
CTRL	Control character. Either "D" to delete a label definition or "I" to insert a new label definition.	D or I
LABEL	The label used on CPR for the criteria value. Every label name must begin with an asterisk (*) and may be up to eight alphanumeric characters long, including the *. Each label must be unique for a given LAD type.	Up to 8 alphanumeric characters. First character must be an asterisk (*).
NPA	NPA associated with the NXX's under a given label.	Allows 3-digit entry that is a valid POTS NPA in SMS/800.
DEFINITION	The appropriate criteria values associated with the label. Enter the values in each of the needed fields. Continue to the next line if necessary, leaving the LABEL column entry blank.	Appropriate criteria values.
SORT	Used on LAD screen for sorting data entries in 6 of the 9 LAD label types: Area CD, LATA, NXX, State, 6# and 10#. The LAD data entries are only sorted when the record is updated from the CAD, CPR or LAD and the LAD type contains an "X" in the SORT field.	Appropriate values are X or blank.

### 12.4 QUICK ACCESS TO CAD/CPR/CRR/CRA/CAS/SPS/REC SCREEN

You can move from the LAD screen to the CAD, CPR, CRR, CRA, CAS, SPS or REC screen for the *same* DIAL# as follows:

Type the name of the desired screen in the CMD field and press [ENTER].

### 12.5 COPY ENTIRE LAD TO A DIFFERENT EFF DATE<TIME>

To copy an entire LAD to a different EFF DATE<TIME>:

1. Type **c** (Copy) in the CMD field of the LAD to be copied.
2. Type the DIAL# and new EFF DATE<TIME> in the KEY field.

---

**NOTE:** The new EFF DATE<TIME> cannot be earlier than that of the first customer record for this DIAL# and it cannot be earlier than the current time. You may not enter NOW as the EFF DATE<TIME> when performing a copy from LAD.

3. Press [ENTER].
4. The target LAD is displayed.

## 12.6 COPY ENTIRE LAD TO A DIFFERENT DIAL#

To copy an entire LAD to a different DIAL#, the target DIAL# must have an existing CR and the user must have update capabilities for the RESP ORG of the target DIAL#.

1. Type **c** (Copy) in the CMD field of the LAD to be copied.
2. Type the DIAL# for the target CR and the new EFF DATE<TIME> in the KEY field.

**NOTE:** The new EFF DATE<TIME> cannot be earlier than that of the first customer record for this DIAL# and it cannot be earlier than the current time. You may not enter NOW as the EFF DATE<TIME> when performing a copy from LAD.

3. Press [ENTER].
4. The target LAD is displayed.

## 12.7 TRANSFER ENTIRE LAD

To transfer an entire LAD to a different customer record:

1. Type **t** (Transfer) in the CMD field of the LAD to be transferred.
2. Type the DIAL# and the new EFF DATE<TIME> in the KEY field.

**NOTE:** The new EFF DATE<TIME> cannot be earlier than that of the first customer record for this DIAL# and it cannot be earlier than the current time. You may not enter NOW as the EFF DATE<TIME> when performing a transfer from LAD.

3. Press [ENTER].
4. The target LAD is displayed.

## 12.8 DELETE ENTIRE LAD

To delete an entire LAD:

1. Type **d** (Delete) in the CMD field of the LAD to be deleted.
  2. Press [ENTER].
  3. Type **y** (Yes) in response to the confirmation prompt.
  4. Press [ENTER].
-



5. A blank protected LAD mask is displayed along with a message confirming your deletion.

**NOTE:** The deletion does not take effect in the customer record data base until you SAVE or UPDATE the record. If you try to leave the record without first saving or updating it, the system will ask DO YOU WANT TO SAVE?. Type **Y** and [ENTER] in response to this question in order to finalize the deletion.

## 12.9 DELETE A TYPE

To delete a LAD TYPE:

1. Type **D** (Delete) in the control field next to TYPE:.
2. Press [ENTER].
3. Type **Y** (Yes) in response to the confirmation prompt.
4. Press [ENTER].
5. All definitions and labels relating to the TYPE are deleted and a blank protected LAD mask is displayed.

**NOTE:** The deletion does not take effect in the customer record data base until you SAVE or UPDATE the record. If you try to leave the record without first saving or updating it, the system will ask DO YOU WANT TO SAVE?. Type **Y** and [ENTER] in response to this question in order to finalize the deletion.

## 12.10 DELETE A LABEL

An individual label and the associated definitions can be deleted from LAD following these steps:

1. Type **D** (Delete) in the CTRL field for the label to be deleted. If the label definitions occupy more than one line, **D** should be typed before each of the lines.
2. Press [ENTER].
3. Type **Y** (Yes) in response to the confirmation prompt.
4. Press [ENTER].
5. The label and all lines applying to it are deleted. If another label follows, it moves up to close the space.

If you have deleted a label, it should not be used in CPR.

**NOTE:** The deletion does not take effect in the customer record data base until you SAVE or UPDATE the record. If you try to leave the record without first saving or updating it, the system will ask DO YOU WANT TO SAVE?. Type **Y** and [ENTER] in response to this question in order to finalize the deletion.

## 12.11 DELETE A SINGLE LINE OF DEFINITIONS

Any of the lines of label definitions may be removed using the delete command.

1. Type **D** (Delete) in the CTRL field for the line of definitions to be deleted.
2. Press [ENTER].
3. Type **Y** (Yes) in response to the confirmation prompt.
4. Press [ENTER].
5. All definitions on the line indicated are deleted and following lines move up to fill the gap. (NOTE: If you delete the first line which has the label name, the following lines move up, but the system retains the label name.)

**NOTE:** The deletion does not take effect in the customer record data base until you SAVE or UPDATE the record. If you try to leave the record without first saving or updating it, the system will ask DO YOU WANT TO SAVE?. Type **Y** and [ENTER] in response to this question in order to finalize the deletion.

## 12.12 SORT A TYPE

To sort just one, some or all of the six LAD types - Area CD, LATA, NXX, STATE, 6#, 10#:

1. Type **X** to the left of the SORT field on the LAD data screen of each LAD type to be sorted.
2. Type **U** (Update) on the CAD, CPR or LAD screens in the command field.
3. Press [ENTER].
4. All data entries in each label name within the limit are sorted. A message is returned if all label names were not sorted.

**NOTE:** The sorting does not take effect unless you UPDATE the record, but will take place even if the record fails validation. If you try to leave the record without first updating or saving from the CAD, CPR or LAD screen, the system will ask DO YOU WANT TO SAVE? (Y/N). Type **Y** and [ENTER] in response to this question in order to finalize the sorting.

## 12.13 LOCATE ON LAD

A locate can be performed on LAD data and label names for AREA CODE, LATA, NXX, STATE, 6# & 10# LAD types.

### 12.13.1 Rules for the LAD Locate Feature

1. You can search for DATA located on the specific LAD type that is currently displayed.
2. You may perform the locate function on either the whole target criterion or just a portion of that criterion.
3. When the locate function is performed for data within a LAD type, the system will search for criteria on all of the pages of that LAD type; not just the page the locate is performed from.
4. The locate function may be performed on VIEW-only as well as PENDING LADs.
5. The locate function CANNOT be performed on status fields such as "NOW", "LAST" or "CR STATUS".

### 12.13.2 LAD LOCATE Criteria

Table 27 lists the guidelines for entering data in the KEY field when using the L (LOCATE) command:

**Table 27. LAD Screen: LOCATE Criteria**

LAD Type	LOCATE Criteria Entered in KEY Field
AREA CODE	A valid 3 digit area code entry, such as 201.
LATA	A valid 3 digit LATA entry, such as 222.
STATE	A valid 2 character state code, such as NJ.
6#	A minimum of 3 characters of the 6# (such as 201 or 1-6, 201-, -699) or a maximum of 7 characters (such as 201-699). The dash (-) is a mandatory placeholder and must be entered where it exists in the 6# (201-699 is valid, 201699 is not valid).
10#	A minimum of 3 characters or a maximum of 12 characters of the 10#, such as 201, 699, 9-1, 699-, -1234, or 201-. Locate on 6# portion of 10# can be entered in 201-699 format. Locate on line number portion of 10# can be entered as 4 valid digits (e.g. 1234). Locate on whole 10# number can be entered in 201-699-1234 format. The dash (-) is a mandatory placeholder and must be entered where it exists in the 10# (201-699-1234 is valid, 201-6991234 is not valid).
LAD LABEL NAME	A minimum of an asterisk "*" for the first character. ALong with the *, you may enter from 1-7 alphanumeric characters of the LAD label name (for example: *, *E, *1 and *EXAM are all valid).

**Table 27. LAD Screen: LOCATE Criteria**

<b>LAD Type</b>	<b>LOCATE Criteria Entered in KEY Field</b>
NXX	Locate criteria equals a valid 3-digit NPA or NXX (such as 201 or 943), or an NPA-NXX combination, with the NPA and NXX separated by a comma (such as 201,943).

## 12.14 FOR BUILDING LAD

A general rule to follow when building LAD:

1. LAD cannot have more than 2500 rows of data in a LAD TYPE. If only one data entry exists in a row, it counts as a used row.

## 13. CALL SAMPLING SELECTION (CSS)

The Call Sampling Selection (CSS) screen, shown in Figure 97 is used to keep track of the multiple call sampling studies for a given DIAL#. Start Date/Time and Stop Date/Time for a maximum of 18 studies for a specified DIAL# can be viewed by accessing the Call Sampling Selection (CSS) screen.

```
SMS - 800                                NOW: 07/22/98 12:33P/C
CSS - CALL SAMPLING SELECTION
DIAL#: 888-699-1234

START DATE/TIME  STOP DATE/TIME      START DATE/TIME  STOP DATE/TIME
_06/24/98 12:00A/C 06/25/98 11:30A/C   _07/22/98 10:00A/C 07/22/98 11:30A/C
_06/26/98 12:00A/C 06/27/98 11:30A/C   _07/22/98 12:00P/C 07/22/98 01:00P/C
_06/28/98 12:00A/C 06/30/98 11:30A/C   _08/24/98 12:00A/C 08/26/98 11:30A/C
_07/04/98 12:00A/C 07/10/98 11:30A/C   _09/01/98 12:00A/C 09/30/98 11:30A/C
_07/11/98 12:00A/C 07/12/98 11:30A/C   _10/14/98 12:00A/C 10/15/98 11:30A/C
_07/18/98 12:00A/C 07/19/98 11:30A/C   _10/24/98 08:00A/C 10/24/98 08:30A/C
_07/20/98 12:00A/C 07/20/98 11:30A/C   _10/24/98 09:00A/C 10/24/98 09:30A/C
_07/21/98 12:00A/C 07/21/98 11:30A/C   _10/24/98 10:00A/C 10/24/98 11:30A/C
_07/21/98 12:00p/C 07/21/98 03:30P/C   _10/24/98 05:00P/C 10/24/98 05:30P/C

CMD: _____ KEY: _____
```

Figure 97. Call Sampling Selection (CSS) Screen

### 13.1 PERMISSIONS

Agents, Service Providers, Network Management and SCP Administrators who have access to the Call Sampling (CAS) screen and the Call Sampling Permission by Study (CPS) screen can use the Call Sampling Selection (CSS) screen to view the key information for all studies associated with a DIAL#.

### 13.2 ACCESS CSS

To access Call Sampling Selection (CSS) from any SMS screen:

1. Type CSS in the CMD field.
2. Specify a DIAL# for the Call Sampling Selection in the KEY field.
3. Press [ENTER]
4. SMS will return the CSS screen under these conditions:

- If no studies exist for the specified DIAL#, SMS will return the CSS screen with a message showing that no studies exists for the specified DIAL#.
- If one or more studies exist for the specified DIAL#, SMS will return the CSS data screen with Call Sampling Start and Stop dates and time for the specified DIAL#.
- If no DIAL# is specified or an invalid DIAL# is entered in the KEY field, SMS will return the CSS key screen with an appropriate error message.

### 13.3 CSS FIELDS

**Table 28. CSS Fields**

Field	Description	Valid Values
DIAL#	The DIAL# for the call sampling study. Carried from the KEY field entry.	10 Alphanumeric
START DATE/TIME	The date and time for the sampling to begin.	mm/dd/yy System Generated
STOP DATE/TIME	The date and time the sampling should be stopped (unless otherwise stopped or cancelled).	mm/dd/yy System Generated

### 13.4 CALL SAMPLING SELECTION (CSS) SCREEN VALIDATION

Users who have access to the CAS screen can request the Call Sampling Request (CAS) screen from the CSS screen:

- Enter 'X' in the selection field for any call sampling study displayed.
- Enter CAS in the CMD field on the command line.

The Call Sampling Request (CAS) screen will be returned with the information associated with the call sampling study.

Likewise, users who have access to the Call Sampling Permission By Study (CPS) screen can request the CPS screen from the CSS screen:

- Enter 'X' in the selection field for any call sampling study displayed.
- Enter CPS in the CMD field on the command line.

The Call Sampling Permission By Study (CPS) screen will be returned with the information associated with the call sampling study.

In order to display Call Sampling Parameter information, the following rules are enforced:

- If there is more than one study for a specified DIAL#, you may select one study by entering an 'X' in the selection field to the left of the study. Multiple studies cannot be requested.
- A value other than 'X' in the selection field is invalid.
- You must enter a screen name of CAS or CPS in the CMD field of the CSS screen, unless there is only one study associated with the specified DIAL#.
- The CSS screen does not support any PF key.
- You cannot enter a screen name other than CAS or CPS in the CMD field, an entry in the lower KEY field and an 'X' in the selection field.

The above validations are supported by appropriate error messages on the CSS screen.





## 14. CALL SAMPLING (CAS)

**IMPORTANT NOTE:** Call Sampling is not available to Resp Org users on a general basis. It is available only when negotiated and arranged with the SCP owner/operators.

The Call Sampling (CAS) screen is used to request a *call sampling study*. In a call sampling study, the system gathers data on calls made to a DIAL# in an SCP. Data can be collected on any DIAL# with a status of SENDING, ACTIVE or DISCONNECT, as long as the end intercept date has not yet been reached. The system generates call sampling reports which can be used internally by your organization, or by customers who want information on the calling activity of their DIAL# service.

A call sampling study can be from one hour to one month in duration. The START DATE/TIME on a DIAL# for a call sampling study can be up to one year in the future but no closer than 30 minutes from NOW. For the same DIAL#, a second study cannot start until 30 minutes after the STOP TIME of the previous study.

**NOTE:** Call sampling *cannot* be done on Radio Common Carrier (RCC) or duplicate numbers.

Using the CAS screen, you can:

- Specify parameters for call sampling studies.
- Specify the desired call sampling reports.
- Start and stop a study at any time.
- View and/or print reports within one month after the completion of the study and before it is deleted, providing the total number of completed studies does not exceed twelve.
- Request multiple studies on a specific DIAL#.

Customers receive the printed reports from the RESP ORG location or another location that can print and send customer reports.

A total of six pending Call Sampling studies can be requested for a given DIAL#.

**NOTE:** The timeframes for receiving reports and tapes vary based on the SCP and the number of calls involved.

### 14.1 PERMISSIONS

Control Resp Org users, subscribers and agents can use CAS to request a call sampling study for their DIAL#s.

SMS/800 Help Desk users have read-write permissions on all CAS screens.

Involved carriers for the DIAL#, service maintenance users, SCP administrators and network managers have read-only permission for CAS.

## 14.2 SCP ADMINISTRATORS' CONTROL OF CALL SAMPLING

SCP Administrators use three screens to control access to call sampling studies: Control of Customer Call Sampling (COS), Call Sampling Permission by Network (CPN) and Control of Call Sampling Permission by Study (CPS). These three screens are described in detail in BR 780-004-223, *User Guide: SCP Administration*.

SCP administrators can block call sampling studies in their network by SCP (COS screen), by RESP ORG (CPN screen) and by study (CPN and CPS screens)

## 14.3 CR STATUS of DIAL# FOR STUDY

A call sampling study can be performed only on a DIAL# with a CR status of SENDING, ACTIVE or DISCONNECT, as long as the end intercept date has not yet been reached.

If a DIAL# was specified for a study, but no record with one of the above statuses is found when the study is to start, the study cannot be performed. An appropriate message is sent to your mailbox.

## 14.4 CALL DATA / CALL & ANSWER DATA

You may request *call data* or *call & answer data* for a call sampling study. These two categories of data are discussed in Sections 14.4.1 and 14.4.2 below.

### 14.4.1 Call Data

*Call data* includes:

- a. The customer #: same as the DIAL# for 800 type service.
- b. The time the call was made.
- c. Sample rate: percent of calls sampled.
- d. The caller's LATA
- e. The caller's ANI (Automatic Number Identification), when available
- f. The DIAL#.
- g. The final disposition of the call:
  1. OBA: Out of Band Announcement.
  2. VCA: Vacant Code Announcement.
  3. DNA: Discontinued Number Announcement.
  4. Return routing #.
  5. CPR error.

- h. The interexchange carrier.
- i. The destination telephone # (POTS or DIAL#)

#### 14.4.2 Call & Answer Data

*Call & answer data* includes:

- a. For calls that did not receive a destination #, the call and answer data is the same as the Call Data.
- b. For calls that received a destination #, the following is collected:
  - 1. Same as Call Data items a through f, h and i.
  - 2. Answer information: answer, no answer/busy.

**NOTE:** No answer and busy are both reported as NO ANSWER.

- 3. Connect time: holding time.

### 14.5 RETENTION OF CALL SAMPLING DATA

At the end of a Call Sampling study and after the reports have been generated, the related Call Sampling data is old.

This Call Sampling data will be retained for one month following the completion of the study or data for twelve completed studies for a DIAL# will be retained so long as they are within the one month period. In other words, when data from twelve completed studies is being retained and a new study completes, data from the oldest study will be deleted without any notification. Likewise, when one month elapses following the completion of a study the data will be deleted automatically.

### 14.6 CALL SAMPLING REPORTS

#### 14.6.1 Control of Customer Call Sampling

The *Control of Customer Call Sampling* report, described in Section 17.29, is requested via the RRR screen. For each SCP in a specified CCS network, this report shows which SCPs collect call sampling and call answer data (Section 14.4.2) and which ones do not. This report should be viewed before requesting a call sampling study.

**NOTE:** The SCP administrators set up the call sampling conditions for each SCP via the COS, CPN and CPS screens (see Section 14.2). Depending on the conditions they have set up, data from certain areas might not be reported for a particular call sampling study.

### 14.6.2 Call Sampling Validation/Activation Results

The *Call Sampling Validation/Activation Results* report, described in Section 17.14, is requested via the RRR screen. For each SCP affected by a call sampling request, this report shows (1) the response to the permission checks performed for the request and (2) the activation status for a request that has already reached its start time.

**NOTE:** Use this report to monitor the status of a call sampling request at the following times:

- after the first update of the CAS screen,
- each time Page 1 of CAS is updated with the U command and
- if there has been an area-of-service change made to the DIAL#.

For further information on validation and permission checks for call sampling requests, see Section 14.15.

### 14.6.3 Call Sampling Data Reports

Six types of call sampling data reports can be generated by a call sampling study via the CAS screen. These reports are described in Sections 18.2 through 18.7.

## 14.7 CHRONOLOGY OF EVENTS FOR CALL SAMPLING

Table 29 shows the typical chronology of events for requesting and generating a call sampling report:

**Table 29.** Chronology of Events for Call Sampling

Time Period	Activities
From up to one year before the start of a study to 30 minutes before the start of a study.	(1) Enter a pending sampling request, pre-select desired reports and go through approval sequence if required. (2) Change a pending CAS. Change any entries if necessary, including report selections. CAS page 1 changes require that the approval sequence be repeated. (3) Cancel a pending CAS. (4) CAD changes to AOS allowed but approval for new networks may be required. (5) Twenty-four hours before a study is to start, users are informed by mailbox messages of any study that is in jeopardy because of COS, CPN and CPS values.
From 30 minutes prior to the start of a study to the start of a study.	(1) No more changes to CAS parameters permitted. Fields automatically protected at this time. (2) Change pre-selected report requests. (3) Cancel a pending CAS. (4) At study start time, users are informed by mailbox messages of any study that is in jeopardy or cancelled.
During the study period.	(1) Change the pre-selected report requests. (2) Stop study if necessary. Termination takes place no longer than 24 hours after the deletion request. Optionally save data already collected for report purposes. (3) No changes to CPS allowed.
From the end of the study to one month after the end of the study.	(1) Pre-selected summary reports are automatically generated and printed from raw data collected. The summary reports are stored in the system for one month unless user deletes study from CAS. (2) A mailbox message informs you the reports were printed. (3) Delete CAS with associated reports. (4) View or re-print the stored reports, if needed.
One month after the end of the study.	(1) Summary reports automatically deleted from data base. (2) Associated CAS is automatically deleted if it is still present. (3) A new CAS for the DIAL# can be entered.

## 14.8 ACCESS CAS / SPECIFY DIAL# FOR STUDY

To access CAS from any SMS screen:

1. Type **CAS** in the CMD field.

2. Type the DIAL# for the call sampling study in the KEY field. You may also include a specific date<time>. Date is required if time is entered. An appropriate message will alert you if only time is entered.
3. Press [ENTER].
  - If no study currently exists for a specified DIAL# or a DIAL# and a future start date, and time, SMS will return the CAS screen with a message to enter sampling parameters and to select at least 1 report from the next page (Figure 98).
  - If a single study exists for a specified DIAL# or DIAL# and date (future or past), the sampling information for that study is displayed.
  - If multiple studies exist for an entered DIAL# or the DIAL# and date, the CSS screen will be returned listing all existing studies for the DIAL# with a message that multiple studies exist and the user must enter an 'X' to select a study.
  - If no study exists for the entered parameters for a specified DIAL# and past date and time, the CAS key screen is returned with an appropriate message.

```

                                SMS - 800                                NOW: 03/17/93 10:00A/C
                                CAS - CALL SAMPLING                       LAST: -
                                DIAL#: 800-699-2933                       BY: -

                                * SAMPLING PARAMETERS *

SAMPLING START DATE: _____ TIME: _____
STOP DATE: _____ TIME: _____

SAMPLING RATE (%): ____

SCOPE:      _ IN AREA          _ IN & OUT OF AREA

SAMPLE TYPE: _ CALL DATA      _ CALL & ANSWER DATA

CMD: _____ KEY: _____ PG 1 OF 2
9711 ENTER SAMPLING PARAMETERS & SELECT AT LEAST 1 REPORT FROM THE NEXT PAGE.
```

Figure 98. Screen: Call Sampling Screen (CAS), Page 1

PRINTER: V425P6C	SMS - 800	NOW: 01/15/96 04:00P/C
CHARGE CUSTOMER: -	CAS - CALL SAMPLING	LAST: - BY: -
	DIAL#: 800-699-2933	
P/T/B	* CALL SAMPLING REPORT *	PARAMETERS
-	RAW DATA	
-	TIME OF DAY SUMMARY	SUM CYCLE (HR): _____
-	TIME BY DAY	SUM CYCLE (HR): _____
-	AREA CODE BY DAY & TIME	SUM CYCLE (HR): _____
-	LATA BY DAY & TIME	SUM CYCLE (HR): _____
-	AREA CODE BY DAY	
-	LATA BY DAY RPT	
ADDRESS: _____		
_____		
_____		
CMD: _____	KEY: _____	PG 2 OF 2

Figure 99. Screen: Call Sampling Screen (CAS), Page 2

## 14.9 QUICK ACCESS TO CAD/CPR/LAD/REC/CSS SCREEN

You can move from the CAS screen to the CAD, CPR, LAD, REC or CSS screen for the *same* DIAL# as follows: Type the name of the desired screen in the CMD field and press [ENTER].

### NOTE:

- If you request CAD, CPR or LAD and there are multiple customer records for the DIAL#, the REC screen will appear and you will be prompted to select a customer record. Type **x** to the left of the desired record and press [ENTER]. The requested screen will then appear.
- When you are on the CAD/CPR/LAD, REC or CAS screens, you will be able to access the CSS screen without having to enter the DIAL# as a key.

## 14.10 ENTER CAS PARAMETERS

Page 1 of CAS is used to enter the call sampling study parameters (Section 14.10.1). Page 2 is used to select the call sampling reports to be generated (Section 14.10.2).

**NOTE:** When you enter the study parameters, you *must* pre-select at least one report to be generated for the study. This ensures that no study takes place without generating at least one report.

Table 30 shows the fields for Page 1 of the CAS screen along with valid values for each.

### 14.10.1 CAS, Page 1: Enter Call Sampling Study Parameters

A pending call sampling request can be entered up to one year before the desired start of the sampling study.

1. Type the sampling start date and time in the SAMPLING START DATE and TIME fields if not populated.
2. Type the sampling stop date and time in the SAMPLING STOP DATE and TIME fields if not already populated.

**NOTE:** The sampling ends on the date specified in the CAS SAMPLING STOP AT field unless one of the following conditions occurs:

- The study is manually stopped before that date.
  - The DIAL# being studied reaches its END INTERCEPT date. SMS continues to generate the pre-selected reports using available sample data if this occurs.
3. Type the desired % for the SAMPLING RATE.
  4. To specify SCOPE, type **x** in *either* the select field for IN AREA *or* the select field for IN & OUT OF AREA.  
  
IN AREA = sample calls from within the CR's area of service.  
  
IN & OUT AREA = sample all calls, both from in and out of CR's area of service.
  5. To specify SAMPLE TYPE, type **x** in *either* the select field for CALL DATA *or* the select field for CALL & ANSWER DATA.
  6. Press [PF1]-Page Forward to move to Page 2 of CAS.

### 14.10.2 CAS, Page 2: Select Call Sampling Reports

Page 2 of the CAS screen, shown in Figure 99, is used to select call sampling reports. Reports are available after all batch runs associated with the study have ended

The *Raw Data* report (printed or on tape) is processed off line at the SMS/800 Data Center and mailed to the address specified on Page 2 of CAS.

The *Time of Day Summary* report can be routed to the printer specified on Page 2 of CAS or requested via the RRR screen.

The *Time By Day*, *Area Code By Day & Time*, *LATA By Day & Time*, *Area Code By Day* and *LATA By Day* reports are printed off-line at the SMS/800 Data Center and mailed to the address specified on Page 2 of CAS.

Specify the reports to be printed, routed to tape, or both, as follows:

1. For Resp Org users, Page 2 includes a CHARGE CUSTOMER field. Type **y** in this field if the customer is to be charged for the sampling study and reports. Type **n** if the study is performed for internal purposes, or if the customer is not to be charged.



2. Type **P** (Print), **T** (Tape), or **B** (Both) in the field next to the desired reports.

**NOTE:** You *must* select at least one report.

3. In the ADDRESS lines, type the customer address in standard format, like:

Customer Name  
Street Number  
City, State Zip Code

4. Type **U** (Update) in the CMD field.
5. Press [ENTER].

SMS validates the screen data and the call sampling permissions (see Section 14.15). If the CAS passes all permission validations, the message `UPDATE COMPLETED` is displayed; otherwise, the system responds with an appropriate message.

The request is transmitted to the involved SCPs at sample start time.

### 14.11 CHANGE A PENDING STUDY

The following changes to a pending call sampling study are allowed:

- If it is more than 30 minutes before the start of the study, the sampling parameters and/or the report selections can be changed.
- Within 30 minutes before the start of the study, only the report selections can be changed.
- If the study has begun and is in progress, only the report selections can be changed.

To change a pending study:

1. Access the desired CAS. Page 1 appears if it is more than 30 minutes before the start of the study; otherwise, Page 2 appears.
2. Change fields on Page 1 or 2 as necessary.
3. Type **U** in the CMD field.
4. Press [ENTER].

When Page 1 of the CAS screen is updated, the permission checks are repeated and the affected SCP administrators must *reapprove* the study. Mail messages must be exchanged between each affected SCP administrator and the user each time page 1 of CAS is updated. If only a SCOPE change is made, approval is only required from the SCP administrators of any new networks included.

## 14.12 CANCEL A PENDING STUDY

A pending call sampling request can be cancelled any time before the start date/time.

To cancel a pending study:

1. Access the desired CAS. Page 1 appears if it is more than 30 minutes before the start of the study; otherwise, Page 2 appears.
2. Type **D** (Delete) in the CMD field of either Page 1 or Page 2.
3. Type **Y** in response to the deletion confirmation prompt to delete the CAS.
4. Press [ENTER].

SMS returns a blank mask of CAS. The sampling request is deleted from the data base.

## 14.13 STOP A STUDY IN PROGRESS

To stop a call sampling study in progress:

1. Access the desired CAS. Page 1 appears.
2. Type **D** (Delete) in the CMD field of either Page 1 or Page 2.
3. Press [ENTER].
4. Type **Y** in response to the deletion confirmation prompt to stop the CAS.
5. Press [ENTER].

Page 2 of the CAS screen appears, along with a message asking if you want reports generated using the data already collected.

6. Type **Y** in response if you want the report(s) generated with the available data.

OR

Type **N** if you do not want the reports.

7. Press [ENTER].

SMS sends a stop sampling message to the SCPs in the scope of the sampling and automatically prints the pre-selected reports.

## 14.14 DELETE A COMPLETED CALL SAMPLING STUDY

You can delete a completed Call Sampling study via the CAS screen. When the CAS is deleted, all summary reports are also cleared from the data base. Refer to section 14.5 for data retention guidelines that determine for how long or for a maximum of how many studies, Call Sampling data for a completed study will be retained before it is deleted without notification.

To delete a completed Call Sampling study via CAS:

---

1. Access the desired completed Call Sampling study. SMS returns the requested CAS screen. All data fields are protected.
2. Type **D** (Delete) in the CMD field on either page of CAS.
3. Press [ENTER].
4. Type **Y** in response to the deletion confirmation prompt to delete the CAS.
5. Press [ENTER].

A message confirming the deletion appears.

**NOTE:** If a completed Call Sampling study is deleted before the pre-selected reports have been generated, then the system continues to gather report data, but deletes all data as soon as the summary reports have been completed.

### 14.15 PERMISSION CHECKS / VALIDATIONS

The system performs permission checks and validations on a call sampling request as follows:

- after the first update of the CAS screen,
- each time Page 1 of CAS is updated with the U command,
- if there has been an area-of-service change made to the DIAL#,
- 24 hours before the scheduled start time,
- at the scheduled start time,
- all studies for the same DIAL# use the same time zone.
- pending study limit is reached for a DIAL#.

#### 14.15.1 Control of Call Sampling (COS) Validations

COS data is checked to ensure that the individual SCPs included in the study will allow sampling. If one or more SCPs will not allow sampling, i.e., if it will *block* the call sampling request, you will be notified of the blocking. You may stop the study or allow it to continue.

If none of the involved SCPs will allow call sampling, the request is denied.

#### 14.15.2 Call Sampling Permission by Network (CPN) Validations

The CPN table is validated for each network involved in the sampling study, as determined by the SCOPE parameter.

The system checks the user's Resp Org and sees if the network will allow a call sampling study for this Resp Org:

- If a study for this Resp Org *will* be allowed, the system checks if the network will permit all studies or if it will check each individually.
- If the study will be allowed by *some* networks, but will be blocked by one or more networks, the user is notified of the blocking and may stop the study or allow it to continue.

If the user enters an N (to discontinue the study), the following message appears:

```
9004 STUDY DELETED AT YOUR REQUEST.
```

- If the study will not be allowed by *any* of the involved networks, the following message appears:

```
5945 ALL INVOLVED NETWORKS DO NOT ALLOW $$$$$ TO SAMPLE. STUDY  
IS DENIED.
```

where \$\$\$\$\$ is the user's Resp Org.

### 14.15.3 Call Sampling Permission by Study (CPS) Validations

If a call sampling study for the user's Resp Org is allowed by all involved networks, or if only some networks will allow it and the user has chosen to continue the study, the system checks CPN for each network that will allow the study to determine if permission is automatically granted by the SCP administrators of each network, or if the SCP administrator must specifically approve the study.

- A specific study on a DIAL# can be accepted or rejected on the Call Sampling Permission by Study (CPS) screen, subject to approval for a study obtained prior to the start of the study.
- If automatically permitted, the following message appears:

```
9011 UPDATE COMPLETED.
```

In this case, no further validations are done on the study until the start time of the study.

- If the study must be individually approved by the SCP administrator(s), the following message appears:

```
5947 STUDY PENDING SCP ADMINISTRATOR(S) APPROVAL. CHECK MAIL
```

In this case, the affected SCP administrators must allow/disallow the study via the CPS screen before the study starts.

## 14.16 EFFECTS OF SCP OVERLOAD ON CALL SAMPLING

**NOTE:** Sections 14.16.1 and 14.16.2 below apply to companies that have implemented the SCP Release 7.0 Termination Data Enhancement feature and the SMS/800 Release 7.0 SCP-overload warning message feature.

### 14.16.1 Effect on Call Termination Data as of SCP Release 7.0

As of SCP Release 7.0, when an SCP is in an overload condition of level 3.1 or higher it will stop collecting call termination data for call sampling studies. Call termination data may therefore be incomplete for call sampling studies in effect at the SCP during the overload period.

### 14.16.2 SCP-Overload Warning Message on Call Sampling Reports

If an SCP overload occurred during the call sampling period, an SCP-overload warning message will appear on the resulting call sampling reports.

A question mark will appear by the relevant data fields to indicate interrupted/incomplete data collection and the following warning message will appear at the bottom of the report:

? DATA MAY BE INCOMPLETE DUE TO SCP (SERVICE CONTROL POINT) OVERLOAD ?

Please refer to the report descriptions in Sections 18.2 through 18.7 for the precise location the question marks that can appear in each type of call sampling report.

## 14.17 DELAYED STATUS OF CALL SAMPLING REPORTS

If an SCP cannot respond to SMS immediately after the stop time of a study, SMS sends the user a mailbox message explaining that there will be a delay in printing their call sampling reports. In this case, the system produces the reports either after the SCP has responded or after three days have passed since the end of the study. The user is notified by a mailbox message when the reports have been printed.

## 14.18 CAS FIELDS

Table 30. CAS Fields

Field	Description	Valid Values
DIAL#	Protected field. The DIAL# for the call sampling study. Carried from the KEY field entry.	No user entry.
SAMPLING START DATE TIME	The date and time for the sampling to begin. The start date and time must be at least 30 minutes from the current date/time.  START TIME: The user can enter prevailing time zone or use central time as default time.	mm/dd/yy Eight-character time specification like: 02:30P/E
STOP DATE TIME	The date and time the sampling should be stopped (unless otherwise stopped or cancelled).  Checked against the START DATE and TIME to verify that the sampling duration is no less than one hour and no greater than a month.  Checked against the END INTERCEPT date on CAD, since no sampling can be done after the END INTERCEPT date.  The time zone entry for STOP TIME must agree with the time zone entry for START TIME.	mm/dd/yy Eight-character time specification like: 02:30P/E.
SAMPLING RATE (%)	The percentage of calls to be sampled.	1-3 numerics, 1-100%
SCOPE	The scope for the study. Select <i>one</i> of the following: IN AREA = sample only those calls originating within the DIAL#'s area of service. IN & OUT AREA = sample all calls, regardless of origin.	X in <i>one</i> of the two select fields.
SAMPLE TYPE	The type of sample data desired. Select either CALL DATA or CALL & ANSWER DATA.	X in <i>one</i> of the two select fields.
LAST	Populated by the system. The date and time this CAS was last changed.	No user entry.
BY	Populated by the system. The LOGON ID of the person who last updated the CAS.	No user entry.
PRINTER	The printer identification code. See the <i>Printer List</i> report (Section 17.21) for valid printer identification codes for your CCS network.	8-character printer ID.
CHARGE CUSTOMER	Specify whether the customer should be charged for the sampling study and report(s).	Y or N

Table 30. CAS Fields

Field	Description	Valid Values
P/T/B	Select report(s) to be printed (P), routed to tape (T), or both (B) at the end of the study. The <i>Raw Data</i> report can be printed, routed to tape, or both; all other listed reports can only be printed.  Select at least one report by typing <b>P</b> , <b>T</b> or <b>B</b> in the select field next to the report name. More than one report can be selected at one time.	P, T, or B
CALL SAMPLING REPORT	The name of the report. Supplied by the system Protected field.	No user entry.
SUM CYCLE	The time increment for the summary analyses. The time increment can be from 1 to 24 hours.  For the <i>Time of Day Summary</i> report, you may enter multiple values separated by commas (e.g., 1,4,8,24). A separate report is produced for each value entered.	1, 2, 3, 4, 6, 8, 12, 24
ADDRESS	The customer address for mailing the printed reports or tape.	3 lines; max 70 characters each line.





## 15. SUMMARY OF APPROVAL STATUS (SAP)

The Summary of Approval Status (SAP) screen, shown in Figure 100, is used by a Control Resp Org to monitor carrier-approval for their customer records (the Carrier Notification and Approval feature is described in Part 5, *Carrier Notification and Approval*, of this user guide.

The SAP screen can display approval responses from a specific carrier, or approval responses for records in any of three categories: (1) awaiting approval, (2) granted approval, or (3) denied approval.

RESP ORG: xxxxxx	SMS - 800	NOW: 01/05/97 10:30A/C
NPA: nnn		
SAP - SUMMARY OF APPROVAL STATUS		
EFF DATE RANGES: mm/dd/yy - mm/dd/yy	APPROVAL: AWAIT	(AWAIT, DENIED, GRANTED)
INVOLVED ROUTING CARRIER (CIC): ____	CIC'S OK: ____	(TBD, Y, N)
DIAL#	EFF DATE <TIME>	APPROVAL
-----	-----	-----
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX-ST	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX-ST	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	AWAIT
CMD: _____	KEY: _____	MORE

Figure 100. Screen: Summary of Approval Status (SAP)

### 15.1 PERMISSIONS

If you have update permission or *total* view permission for a specific Resp Org's customer records, you may also view the SAP screen for any of those customer records. For example, if you have update or total view permission for Bell Atlantic's customer records, you may view the SAP screen for any of Bell Atlantic's customer records.

**NOTE:** Your view/update permissions were assigned when you received your logon ID, according to the permissions you requested on your logon ID application form.

### 15.2 ACCESS SAP

To access SAP from any SMS screen:

1. Type **SAP** in the CMD field.
2. Type the following keys in the KEY field:
  - **RESP ORG**  
For SMS/800 Help Desk users, this is a required key. For Resp Org users, this information is populated by the system.
  - **NPA (optional)**  
The NPA field, if used, must contain a valid DIAL# NPA. If it is not used, the NPA field will show 800 as the default NPA.
  - **Effective date range.**
  - **(Optional:) APPROVAL status.**  
This key is used to query for customer records with a specific APPROVAL status. Do not use this key if you are entering the CIC and CIC'S OK keys.
  - **(Optional:) CIC and CIC'S OK.**  
These keys are used to query for approval responses from a specific carrier. Do not use these keys if you have entered an APPROVAL status key.
3. Press [ENTER]. If a match is found, the system returns the SAP screen, with data sorted by EFF DATE<TIME> and then by DIAL#. The NPA field will show 800. Pressing [PF-7] will continue to search for a match in the next NPA.  
  
If no match is found and/or no NPA was entered in the key field, the SAP key screen will be displayed with 800 in the NPA field. Press [ENTER] to continue searching or enter different search keys.

### 15.3 PAGE THROUGH SAP

Press [PF-1] to page forward. Page backward is not supported.

### 15.4 SEARCH

#### 15.4.1 From the Key Screen

If no matching data is found, continue searching for customer records in the next NPA by pressing [ENTER] or enter different search keys. If the NPA you specified is the last NPA (i.e. 888) you will be prompted to enter a different search key to continue the search. The Key screen does not support PF keys.

For subsequent searches from the KEY screen, the software will check for the following:

- Each time you press <ENTER>, the software will check to see if any of the search key fields were touched. If none of the search keys were touched, it will check if the NPA value in the NPA key is followed by any more NPAs. If yes, the next NPA in ascending order will automatically be selected. If no, you will be prompted to continue search by entering a different search key. If they were touched, it will search on the new entries in the NPA specified in the NPA key field. If the NPA key field was blanked out, it will default to NPA 800.
- Upon completion of searching the selected or specified NPA, if no matching data is found, the KEY screen will be returned and you will be prompted to continue your search and/or enter a different search key depending on the value of the NPA.
- If matching data is found, the DATA screen will be returned with a prompt to continue searching in the next NPA by using the PF7 key or you will get no message depending on the value of the NPA. The NPA field on the DATA field will reflect the NPA that was searched.

**NOTE** — The KEY screen does not support any PF keys.  
If you press PF7 while on the KEY screen, you will be alerted with an appropriate message.

#### 15.4.2 From the Data Screen

When matching data has been found based on the search keys, the Data screen is displayed with the NPA that was entered or automatically selected. Use [PF-7] to search in the next NPA or update the data and following the update press [PF-7] to continue searching the next NPA. If no NPA was entered, the default will be 800.

For subsequent searches from the DATA screen, the following checks will occur:

- When you press PF7, the software will check to see if there are any 'X's preceding any numbers on the SAP screen. If one or more 'X's are entered, you will be prompted to enter a CMD (D,CAD,CPR,LAD) or hit PF(PF4, 5, 6) with your selection.
- The software will check the NPA value to determine if there are more NPAs to be searched. If there are more NPAs to be searched, it will search the next NPA in sequence for matching data. If not, it will return with an appropriate message that it cannot continue search and will prompt you to enter SAP (the screen mnemonic) and any search key.
- If no matching data is found, the KEY screen will be returned with an appropriate message to continue search or enter different search keys or it will alert you that no data exists that matches the search key. At this point you will be prompted to enter a different search key depending on the value of the "next" NPA that was selected automatically by the software.

**NOTE** — Only PF1, PF4, PF6 and PF7 are supported on the DATA screen. Any other PF key is invalid.

## 15.5 QUICK ACCESS FROM SAP TO CAD/CPR/LAD/DAP

To quickly access CAD, CPR, LAD or DAP for one of the customer records listed on SAP, use one of the following two methods:

Method 1:

1. Type **x** in the selection column to the left of the desired record.
2. In the CMD field, type the name of the desired screen (**CAD**, **CPR**, **LAD** or **DAP**).
3. Press [ENTER].

Method 2, to access CAD, CPR or LAD only:

1. Type **x** in the selection column to the left of the desired record.
2. Press [PF-4] for CAD, [PF-5] for CPR, or [PF-6] for LAD.

**NOTE:** SAP is the "parent" screen of the DAP (Detail of Approval Status) screen, so you will typically access DAP directly from SAP.

## 15.6 QUICK RETURN TO SAP FROM CAD, CPR, LAD, DAP

If you used quick access to go from SAP to CAD, CPR, LAD or DAP, you can quickly return to SAP as follows:

1. Type **SAP** in the CMD field.
2. Press [ENTER].

## 15.7 SAP FIELDS

**Table 31. SAP Fields**

Field	Description	Valid Values
RESP ORG	Key field. Populated by the system for Resp Org users. SMS/800 Help Desk users must enter a Resp Org.	Valid Resp Org.
NPA	Optional key field. Numbering Plan Area code for 800-type service.	nnn (must be a valid NPA) or 800 as default
EFF DATE RANGE	Key field. Enter a start date and an end date for the SAP query. At least one date is required. If only one date is entered, the system queries SAP for that date only.	mm/dd/yy,mm/dd/yy or mm/dd/yy
APPROVAL field	Optional key field. To query for customer records with a specific approval status, enter the approval status (AWAIT, DENIED, GRANTED).  Do not use this key if you use the INVOLVED ROUTING CARRIER (CIC) key.	AWAIT DENIED GRANTED
INVOLVED ROUTING CARRIER (CIC)	Optional key field. To query for approval responses from a specific involved routing carrier, enter a CIC.  Do not use this key if you used the APPROVAL key. If you use this key, you must also enter a CIC'S OK key.	Valid 4-digit CIC. May <i>not</i> be CIC-0110.
CIC'S OK	Optional key field. Enter the CIC's response category: TBD, Y or N.  Use this key only if you used an INVOLVED ROUTING CARRIER (CIC) key.	TBD Y N
DIAL#	Protected. Populated by the system. The DIAL# of the customer record.	No user entry.
EFF DATE <TIME>	Protected. Populated by the system. The effective date and time of the customer record.	No user entry.
APPROVAL column	Protected. Populated by the system. The approval status of the customer record.	No user entry.



## 16. DETAIL OF APPROVAL STATUS (DAP)

The Detail of Approval Status (DAP) screen, shown in Figure 101, is used by a Control Resp Org to view detailed carrier approval information for a specific customer record.

```
RESP ORG : XXXXXX          SMS - 800          NOW: 01/05/96 10:30A/C
CR STATUS: PENDING
APPROVAL : AWAIT          DAP - DETAIL APPROVAL STATUS

DIAL#: NPA-NXX-XXXX-ST          EFF DATE<TIME>: mm/dd/yy hh:mmA/C

      APPROVE CARRIER   OK   WHY          RECEIVED AT
      -----
          0288           Y    01    mm/dd/yy hh:mmA/C
          0333           Y    09    mm/dd/yy hh:mmP/C
          0315           Y    03    mm/dd/yy hh:mmA/C
          0444           Y    03    mm/dd/yy hh:mmA/C
          0557
          0589           Y
          0601           Y    03    mm/dd/yy hh:mmA/C
          0642
          0724
          0731           Y    09    mm/dd/yy hh:mmP/C
          0777
          0814           Y    01    mm/dd/yy hh:mmA/C

CMD: _____ KEY: _____          MORE
```

Figure 101. Screen: Detail of Approval Status (DAP)

### 16.1 PERMISSIONS

If you have update permission or *total* view permission for a specific Resp Org's customer records, you may also view the DAP screen for any of those customer records. For example, if you have update or total view permission for Bell Atlantic's customer records, you may view the DAP screen for any of Bell Atlantic's customer records.

**NOTE:** Your view/update permissions were assigned when you received your logon ID, according to the permissions you requested on your login ID application form.

### 16.2 ACCESS DAP FROM ANY SMS SCREEN

To access DAP from any SMS screen:

1. Type **DAP** in the CMD field.
2. Type the following keys in the KEY field:
  - DIAL#. This is the only required key.

- (Optional:) EFF DATE.
  - (Optional:) EFF TIME.
3. Press [ENTER]. The system returns the DAP screen, with data sorted by CIC in ascending numeric order.

**NOTE:** If no EFF DATE or EFF TIME key was entered and there are multiple records for the specified DIAL#, the REC screen will appear. On the REC screen, type **x** in the selection column to the left of the desired customer record and press [ENTER]. The system will return the DAP screen for the selected record.

### **16.3 ACCESS DAP FROM THE SAP SCREEN**

To access DAP from the parent SAP screen:

1. On the SAP screen, type **x** next to the desired customer record.
2. Type **DAP** in the CMD field.
3. Press [ENTER]. The DAP screen for the specified customer record is displayed.

### **16.4 PAGE THROUGH DAP**

1. Press [PF-1] to page forward.
2. Press [PF-2] to page backward.



## 16.5 DAP FIELDS

**Table 32. DAP Fields**

Field	Description	Valid Values
RESP ORG	Populated by the system. The Control Resp Org of the DIAL#.	No user entry.
CR STATUS	Populated by the system. The status of the customer record.	No user entry.
APPROVAL	Populated by the system. The approval status of the customer record.	No user entry.
DIAL#	Required key field. The DIAL# for which you want to see approval information.	NPA-NXX-XXXX NPA-NXX-XXXX-ST NPA-NXX-XXXX ST NPA-NXX-XXXXST
EFF DATE <TIME>	Optional key field. Enter the effective date and/or the effective time of the customer record.	mm/dd/yy hh:mmA/C or hh:mmP/C
APPROVE CARRIER	Populated by the system. This column lists the CICs that received an approval request for this record.	No user entry.
OK	Populated by the system. The CIC's approval response (if any) for the customer record. Can be blank, Y or N.	No user entry.
WHY	Populated by the system. The carrier's 2-character approval-reason code (if any.) Each carrier can have its own codes; there is no standard meaning for any code.	No user entry.
RECEIVED AT	Populated by the system. The date and time that the carrier's approval response (if any) was received by the system.	No user entry.



## 17. FIELDS CUSTOMER RECORD REPORTS

This section describes the SMS/800 customer record reports.

### 17.1 REPORT REQUESTS (RRR)

The Report Requests (RRR) screen, shown in Figures 102 through 106, is used to access customer record reports.

See individual descriptions of each customer record report for valid entries in the PARAMETER fields.

**NOTE:** For Resp Org users, the RESP ORG field is automatically populated by the system with the user's Resp Org code. For SMS/800 Help Desk users, this field is initially blank and the user must enter the desired Resp Org code.

RESP ORG: _____	SMS - 800	NOW: mm/dd/yy hh:mmA/C
PRINTER : _____	RRR - REPORT REQUESTS	
P/V	REPORT	PARAMETERS
-	DAILY LOG	DAY: ____
-	DEFICIENT CR	CR STATUS: _____
-	APPROACHING DUE & CANCELED	
-	DUPLICATE NUMBERS	STATE: ____
-	UNAVAILABLE NUMBERS	
-	*RESERVED NUMBERS	
-	ASSIGNED NUMBERS	
-	DESTINATION NPA-NXX	NPA-NXX: _____
-	POTS# TO DIAL# INQUIRY	POTS#: _____
-	NUMBER ADMINISTRATION SUM	
-	*AOS LABEL TO DIAL# INQUIRY	AOS LBL: _____
-	SENDING CR	REQUEST TYPE: _____ (RESP ORG, NETWORK)
-	TRANSITIONAL NUMBERS	
CMD: _____ KEY: _____ PG 1 OF 5		
9901 ENTER P(PRINT) OR V(VIEW), AND PARAMETERS FOR EACH DESIRED REPORT		
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.		

Figure 102. Screen: Customer Record Report Requests (RRR), Page 1

```

  PRINTER : R792B128          SMS - 800          NOW: 04/22/98 05:51P/C

                                RRR - REPORT REQUESTS

  P/V      REPORT              DIAL#      PARAMETERS
                                <EFF DATE> <TIME>
  -        VALIDATION RESULTS
  -        * WHOLE CUSTOMER RECORD
  -        * CAD ONLY
  -        * CPR ONLY
  -        * LAD ONLY
  -        CPR CRITERIA USAGE
  -        CUSTOMER RECORD ACTIVATION
  -        CALL SAMPLING VAL/ACT
                                START DATE:      TIME:
  -        CR AUDIT RESULTS
  -        SCP-SMS AUDIT RESULTS      SCP ID:
  -        POTS# TO DIAL# INQUIRY      POTS#:
  -        SPECIAL STUDIES SUMMARY      SCP ID:      TRAP:      #TYPE:
  -        *SPECIAL STUDIES LIST      SCP ID:

  REQ TYPE:      SAMPLING

  CMD:      KEY:
  9901 ENTER "P" (PRINT) OR "V" (VIEW) AND PARAMETERS FOR EACH DESIRED REPORT
  9943 REPORTS MARKED WITH *** ARE PRINT ONLY
  PG 3 OF 10
  
```

Figure 103. Screen: Customer Record Report Requests (RRR), Page 2

NOTE: Reports listed on Page 2 allow ALL as a value for the EFF DATE parameter.

```

  PRINTER : R766A79          SMS - 800          NOW: 11/07/93 09:59A/C

                                RRR - REPORT REQUESTS

  P/V      REPORT              SORT PARAMETER
  -        ELECTRONIC MAILING LIST      (NAME, LOGON, TELCO)
  -        CCS NETWORK-LATA              (NETWORK, LATA)
  -        CCS NETWORK-STATE-NPA        (NETWORK, STATE, NPA)
  -        RAO-TELCO LIST                (RAO, TELCO)
  -        CARRIER INFORMATION          (CARRIER, CODE)
  -        PRINTER LIST                  (PRINTER, NETWORK)
  -        SCP LIST                      (SCP ID, CITY, STATE)
  -        *SSP LIST                     (CITY, STATE, POINT CODE)
  -        AOS LABEL LIST                TYPE:      LABEL:
  -        *DAILY CR ACTIVATION          DAY:      SORT:      (NET, RESP, SCP)  SCP ID:
  -        TELEPHONE COMPANY LIST
  -        RESP ORG LIST
  -        *DA NPA SELECTION LIST

  CMD:      KEY:
  9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
  9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
  PG 3 OF 5
  
```

Figure 104. Screen: Customer Record Report Requests (RRR), Page 3

```
PRINTER : R766A79          SMS - 800          NOW: 04/22/98 05:55P/C

                                RRR - REPORT REQUESTS

P/V          REPORT          PARAMETERS
CALL SAMPLE:          DIAL#          SUM CYCLE (HR)
-          TIME OF DAY SUMMARY          START DATE:          TIME:
-          CONTROL OF CALL SAMPLING

ADDRESS: _____
          _____
          _____

CMD:          KEY:          PG 9 OF 10
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH *** ARE PRINT ONLY
```

Figure 105. Screen: Customer Record Report Requests (RRR), Page 4

```
RESP ORG: ZZC01          SMS - 800          NOW: 04/07/97 10:43A/C
PRINTER : R766A79

                                RRR - REPORT REQUESTS

P/V          REPORT          PARAMETERS
-          CHANGED NPA-NXX
-          * AFFECTED CR BY NPA-NXX-LATA ACTIVITY TYPE (A,D,M): _ NPA-NXX: _____
-          FAILED CR BY NPA-NXX-LATA MOVE          NPA-NXX: _____
-          ALLOWABLE CICS FOR CR INPUT & APPROVAL
-          * PAST DUE RO CHANGE REQUESTS REQUEST TYPE: _____ (RESP ORG, NETWORK)
-          * DENIED RO CHANGE REQUESTS REQUEST TYPE: _____ (RESP ORG, NETWORK)

CMD:          KEY:          PG 10 OF 10
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH *** ARE PRINT ONLY.
```

Figure 106. Screen: Customer Record Report Requests (RRR), Page 5

## 17.2 REPORTS DESCRIBED ELSEWHERE

The following reports, listed on Page 1 of the RRR screen, are described in the *Number Administration* section of this user guide:

- *Approaching Due and Cancelled Number*
- *Duplicate Number*
- *Unavailable Numbers*
- *Reserved Numbers*
- *Assigned Numbers*
- *Transitional Numbers*
- *Destination NPA-NXX*
- *Number Administration Summary*

## 17.3 DAILY LOG

The *Daily Log* report, shown in Figures 107 through 111, summarizes daily SMS activity. It can be viewed on-line or printed.

This report consists of 5 separate sections per RESP ORG:

1. Number Administration Activities
2. Customer Record Activities
3. Call Sampling Request Activities
4. Summary of Activities
5. Summary of Resp Orgs

The Number Administration, Customer Record and Call Sampling Request sections of the Daily Log Report list the activities performed by users belonging to the same Resp Org. The Summary section combines and totals the activities listed in the three previous sections. A Summary of Resp Orgs lists the totals for each Resp Org within an entity. It is printed at the end of the reports whenever a request for the Daily Log report uses wildcard(s) from the RRR screen.

Any user with Service Construction permissions can receive this report for their particular Resp Org. SAC user classes must enter the Resp Org. Non-SAC user classes can only receive this report for their particular Resp Org.

Seven versions of the report, each one corresponding to a day of the week, can be printed or viewed by entering the appropriate day code in the DAY parameter field when requesting the report via the RRR Screen. Valid day codes include: M, TU, W, TH, F, SA and SU.

### 17.3.1 Number Administration Section

Data in the Number Administration section reflects changes made via the NUS screen and includes the modified DIAL# and the RESERVED UNTIL date when applicable. This section of the Daily Log Report is generated first.

Table 33 lists the items in this section:

**Table 33. Report Items: Daily Log, Number Administration Section**

Item	Description
RESP ORG	The RESP ORG specified on the RRR Screen. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
SCHEDULE	The availability of the Daily Log Report. Contains the value "DAILY".
CREATED	The date and time the report was generated.
VERSION	The abbreviation for the day that was requested via the RRR Screen. Valid values include: M, TU, W, TH, F, SA, SU.
ACTIVITIES FOR	Date of the day requested via the RRR Screen in mm/dd/yy. Field remains blank if no data is available.
FOR DIAL# ADMINISTRATION	The activities listed are for DIAL# administration.
BY	The last 3 characters of the logon ID performing the activity.
ACTIVITY TIME	The time the activity took place in hh:mmA or P/C.
DIAL#	The DIAL# the activity was against, including a "-" and a state code for duplicates.
RESERVED UNTIL	The reserved until date if the DIAL# was reserved or the RESERVED UNTIL date was modified.

**Table 33. Report Items: Daily Log, Number Administration Section**

Item	Description
ACTIVITY	The following activities can be displayed: RESERVED UNAVAILABLE SPARED CHG RESV UNTIL NOTES CHG CHG RESV UNTIL & NOTES CHG CHG RESP ORG CHG RESV UNTIL & RESP ORG CHG NOTES & RESP ORG CHG RESV UNTIL, NOTES & RESP ORG.



RESP ORG: BANJ1	SMS - 800	CREATED: 05/04/96 10:55A/C		
SCHEDULE: DAILY		VERSION: F		
DAILY LOG REPORT				
ACTIVITIES FOR: 05/03/93				
FOR NUMBER ADMINISTRATION				
BY	ACTIVITY TIME	DIAL#	RESERVED UNTIL	ACTIVITY
LPE	10:00A/C	800-943-5001	07/02/93	RESERVED
	10:30A/C	800-943-4002		SPARED
	01:55P/C	800-788-4556	05/05/93	CHG NOTES & RESP ORG
MBC	10:05A/C	800-243-2000	07/02/93	CHG RESV UNTIL & RESP ORG
	11:15A/C	800-543-3456		SPARED
VBI	04:13P/C	800-543-3456	07/02/93	CHG RESV UNTIL, NOTES & RESP ORG
	04:23P/C	800-444-1000	07/02/93	CHG RESV UNTIL & NOTES CHG
BLE	03:45P/C	800-345-1200	07/01/93	NOTES CHG

CONFIDENTIAL INFORMATION  
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE  
SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.

Figure 107. Report: Daily Log, Number Administration Activities Section

### 17.3.2 Customer Record Activities Section

The Customer Record Activities section lists activities that were performed on the REC, CAD, CPR and/or LAD screens.

Table 34 describes the report items while Table 35 provides descriptions of the activities listed in the daily log report:

**Table 34. Report Items: Daily Log, CR Activities Section**

Item	Description
RESP ORG	The RESP ORG specified on the RRR Screen. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
SCHEDULE	The availability of the Daily Log Report. The Daily Log Report is scheduled daily.
CREATED	The date and time the report was generated.
VERSION	The abbreviation for the day that was requested via the RRR Screen. Valid values include: M, TU, W, TH, F, SA, SU.
ACTIVITIES FOR	Date of the day requested via the RRR Screen in mm/dd/yy format. Field remains blank if no data is available.
BY	The last 3 characters of the logon ID performing the activity.
ACTIVITY TIME	The time the activity took place in hh:mmA or P/C.
DIAL# - S/T	The DIAL# the activity was against. S/T stands for Source and Target DIAL#. The source DIAL# is displayed for all activity types. The target DIAL# is displayed under the source DIAL# for COPY and TRANSFER activities. Includes a state code if the DIAL# is a duplicate or RRC.
EFF DATE	The effective date of the customer record. COPY and TRANSFER activities have an effective date for both the source and target DIAL#. Field is blank if activity is a DELETE.

**Table 34. Report Items: Daily Log, CR Activities Section**

Item	Description
SO/SF BILLTN	The service order or the supplemental form number is on the first line and the bill to number is listed beneath it for each entry for the following activities: NEW CONNECT, DISCONNECT, CHANGE, SAVED, MODIFY CHG, or MODIFY DISC.
END INTC	The end intercept date for DISCONNECT, CHANGE (to disconnect) or MODIFY DISC activities.
TA	Y indicates the DIAL# is also used as a terminating number. N indicates that only pots numbers are used for NEW CONNECT, CHANGE, SAVED, DISCONNECT, MODIFY CHG and MODIFY DISC activities.
HOLD DD	Y indicates that the DIAL# has a status of HOLD. N indicates that the DIAL# does not have a HOLD status for NEW CONNECT, CHANGE, SAVED, MODIFY NEW, DISCONNECT, MODIFY CHG and MODIFY DISC activities.
ACTIVITY	Activities that take place during a transaction. Only successful update activities are displayed. The CPR, CAD and LAD are displayed in this field for NEW CONNECT, CHANGE, SAVED, DISCONNECT, MODIFY NEW, MODIFY CHG and MODIFY DISC activities. Valid activities are listed in Table 35.

**Table 35. Activities Listed in Daily Log Report, CR Activities Section**

Activity	Description
NEW CONNECT	A customer record is created and updated with an Action code of "N". List all applicable parts of the customer record (CPR, CAD, LAD).
DISCONNECT	A customer record is created and updated with an Action code of "D". List all applicable parts of the customer record (CPR, CAD, LAD).
CHANGE	A customer record is created and updated with an Action code of "C". List all applicable parts of the customer record (CPR, CAD, LAD).
DELETE CR	A customer record with a future effective date and time is deleted via the REC screen. List all applicable parts of the customer record (CPR, CAD, LAD).
SAVED	A customer record that is saved with an "S" command and the CR status is changed to SAVED, regardless of Action code value. List all applicable parts of the customer record (CPR, CAD, LAD). A record saved with the "P" command is not logged and does not show up on this report.
TRANSFER	A customer record is transferred to a new effective date and time via the REC screen, the CPR or LAD is transferred to a future effective date and time for the same DIAL# or the CPR or LAD is transferred to another DIAL# via the CPR or LAD screen. List the parts of the customer (CPR,CAD,LAD) record copied to the target DIAL#.
COPY	A customer record is copied to a new effective date and time or to another DIAL# via the REC screen or the CPR or LAD is copied to a future effective date and time for the same DIAL# or a different DIAL# via the CPR or LAD screen. List only the parts of the customer record (CPR,CAD, LAD) copied to the target DIAL#.
MODIFY NEW	An existing record with a future effective date and time is modified and updated successfully with the Action code set to "N". List all applicable parts of the customer record (CPR,CAD, LAD).
MODIFY CHG	An existing record with a future effective date and time is modified and updated successfully with the Action code set to "C". List all applicable parts of the customer record (CPR,CAD, LAD).
MODIFY DISC	An existing record with a future effective date and time is modified and updated successfully with the Action code set to "D" and "R". List all applicable parts of the customer record (CPR,CAD, LAD).
EMERGENCY	The effective date and time of the record is within 24 hours of the current date and time and the record updates successfully. List the activity type (in addition to EMERGENCY) if the activity is NEW CONN, CHANGE, DISC, MODIFY NEW, MODIFY CHG or MODIFY DISC.

**Table 35.** Activities Listed in Daily Log Report, CR Activities Section

Activity	Description
CRITICAL	CRITICAL is entered into the KEY field with a "U" entered in the CMD field and the record is updated successfully. List the activity type (in addition to CRITICAL) if the activity is NEW CONN, CHANGE, DISC, MODIFY NEW, MODIFY CHG or MODIFY DISC.
RESEND CR	A record is resent to the SCPs in AOS via the CRR screen.
RESEND DEL	A record is deleted from the SCPs not in the AOS via the CRR screen.

RESP ORG: BANJ1		SMS - 800		CREATED: 05/04/96 10:55A/C			
SCHEDULE: DAILY		DAILY LOG REPORT				VERSION: F	
ACTIVITIES FOR: 05/03/95							
FOR CUSTOMER RECORD ACTIVITIES							
BY	ACTIVITY TIME	DIAL# S/T	SO/SF BILLTN	EFF DATE END INTC	HOLD TA DD	ACTIVITY	
LPE	11:00A/C	800-943-4001	1234567890123	05/03/93	Y N	DISCONNECT	
			ABC-234-9999	12/01/93		CAD	
	11:30A/C	800-943-4002	N456778	09/01/93	N N	EMERGENCY	
			201-699-1212			CHANGE	
	11:35A/C	800-912-4000-OH	N456778	09/01/93	N N	CAD, CPR, LAD	
			201-699-1212			CHANGE	
	01:45P/C	800-788-4556	N12345	05/05/93	Y Y	CAD	
			502-888-4444			NEW CONNECT	
						CAD, CPR	
MBC	10:30A/C	800-676-8989		05-06-91		TRANSFER	
		800-676-8989		05-05-91		CAD, CPR, LAD	
	10:31A/C	800-676-8989	C123445	05-05-91	N N	CHANGE	
			BBN-456-7777			CAD	
VBI	08:00A/C	800-567-9000		05-02-91		RESEND CR	

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Figure 108. Report: Daily Log, Customer Record Activities Section

### 17.3.3 Call Sampling Request Activities Section

Transactions performed on the CAS screen trigger activities for the Call Sampling Request section. This section of the Daily Log Report lists the type of activity (add, change or delete a request), the start date and time and the end date and time of the Call Sampling.

Table 36 describes the items in this section:

**Table 36.** Report Items: Daily Log, Call Sampling Request Activities Section

Item	Description
RESP ORG	The RESP ORG specified on the RRR Screen. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
SCHEDULE	The availability of the Daily Log Report. The Daily log Report is scheduled daily.
CREATED	The date and time the report was generated.
VERSION	The abbreviation for the day that was requested via the RRR Screen. Valid values include: M, TU, W, TH, F, SA, SU.
ACTIVITIES FOR	Date of the day requested via the RRR Screen in mm/dd/yy. Field remains blank if no data is available.
CALL SAMPLE START	The date and time the call sampling study is scheduled to start.
CALL SAMPLE END	The date and time the call sampling study is scheduled to end.
ACTIVITY	One of two possible activities are displayed. PEND/CHG REQ - A Call Sampling Request that is either pending for the first time, or the pending request is modified. DELETE REQ - A pending Call Sampling request is deleted from SMS/800.

RESP ORG: BANJ1	SMS - 800	CREATED: 05/04/96 10:55A/C			
SCHEDULE: DAILY		VERSION: F			
DAILY LOG REPORT					
ACTIVITIES FOR: 05/03/93					
FOR CALL SAMPLING REQUESTS					
BY	ACTIVITY TIME	DIAL#	CALL SAMPLE START	CALL SAMPLE END	ACTIVITY
LPE	07:00A/C	800-943-5001	12/18/95 10:00A/C	06/23/93 10:00A/C	DELETE REQ.
	08:30A/C	800-943-4002	11/23/95 08:00A/C	06/29/93 05:00P/C	PEND/CHG REQ
MBC	01:25P/C	800-543-5001	11/30/95 08:00A/C	06/15/93 09:00A/C	PEND/CHG REQ
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FYWPGJG			PAGE 3		

Figure 109. Report: Daily Log, Call Sampling Request Activities Section



### 17.3.4 Summary of Activities Section (All Logon IDs)

The Summary section contains a count for each logon ID and a grand total of activities for the RESP ORG. The summary consists of three main categories: Number Administration, Customer Record and Call Sampling Requests.

Table 38 describes the items in this section:

**Table 37. Report Items: Daily Log, Summary of Activities Section (All Logon IDs)**

Item	Description
RESP ORG	The RESP ORG specified on the RRR Screen. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
SCHEDULE	The availability of the Daily Log Report. Contains the value "DAILY".
CREATED	The date and time the report was generated.
VERSION	The abbreviation for the day that was requested via the RRR Screen. Valid values include: M, TU, W, TH, F, SA, SU.
SUMMARY FOR	Date of the day requested via the RRR Screen in mm/dd/yy. Field remains blank if no data is available.
TOTAL FOR	The last 3 characters of the logon ID or the RESP ORG being summarized.
NUMBER ADMIN	Number Administration Activities are grouped into three types: (1) RESV, which represents total DIAL#s reserved, (2) SPARE, which represents total quantity of DIAL#s returned to spare, or (3) OTH, which is the combined total of DIAL#s modified (CHG NOTES, RSV UNTIL, CHG RESP ORG) and DIAL#s made unavailable.
CUSTOMER RECORD	Customer Record activities are grouped into four types: NEW CONN, the total number of new connects. DISCONNECT the total number of disconnects. RESENDS the total number of resends and resends of deletes. CHGS the total changes including transfers, copies, deletions, saves, modifies with future EFF DATE<TIME> and updates to records with an action code of "C".

**Table 37. Report Items: Daily Log, Summary of Activities Section (All Logon IDs)**

Item	Description
CALL SAMPLE REQUESTS	Call Sample Requests are grouped into two types: PEND/CHG or total number of pending and changes to pending requests and DELETE the total number of requests deleted.

RESP ORG: BANJ1			SMS - 800			CREATED: 05/04/96 10:55A/C				
SCHEDULE: DAILY						VERSION: FR				
DAILY LOG REPORT										
SUMMARY FOR: 05/03/93										
FOR ALL ACTIVITIES										
TOTAL FOR	NUMBER ADMIN			CUSTOMER RECORD				CALL SAMPLE REQUESTS		
	RESV	SPARE	OTH	NEW	CONN	DISCON	RESENDS	CHGS	PEND/CHG	DEL
LPE	1	1	2	1	1	0	1		1	1
MBC	1	1	1	0	0	0	2		1	0
VBI	1	0	2	0	0	1	0		0	0
BLE	0	0	1	0	0	0	0		0	0
BANJ1	3	2	6	1	1	1	3		2	1
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**Figure 110. Report: Daily Log, Summary of Activities Section (Logon ID)**

### 17.3.5 Summary of Activities Section (All Resp Orgs)

The Summary section contains a count for each RESP ORG and a grand total of activities for all RESP ORGs within an entity. This summary is only produced when a request is made on the RRR screen using wildcard(s). The summary consists of three main categories: Number Administration, Customer Record and Call Sampling Requests.

Table 38 describes the items in this section:

**Table 38.** Report Items: Daily Log, Summary of Activities Section (All Resp Org)

Item	Description
RESP ORG	The RESP ORG specified on the RRR Screen. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
SCHEDULE	The availability of the Daily Log Report. Contains the value "DAILY".
CREATED	The date and time the report was generated.
VERSION	The abbreviation for the day that was requested via the RRR Screen. Valid values include: M, TU, W, TH, F, SA, SU.
SUMMARY FOR	Date of the day requested via the RRR Screen in mm/dd/yy. Field remains blank if no data is available.
TOTAL FOR	Each RESP ORGs within an entity and the actual value entered on the RRR screen (including wildcard(s)).
NUMBER ADMIN	Number Administration Activities are grouped into three types: (1) RESV, which represents total DIAL#s reserved, (2) SPARE, which represents total quantity of DIAL#s returned to spare, or (3) OTH, which is the combined total of DIAL#s modified (CHG NOTES, RSV UNTIL, CHG RESP ORG) and DIAL#s made unavailable.

**Table 38.** Report Items: Daily Log, Summary of Activities Section (All Resp Org)

Item	Description
CUSTOMER RECORD	Customer Record activities are grouped into four types: NEW CONN, the total number of new connects. DISCONNECT the total number of disconnects. RESENDS the total number of resends and resends of deletes. CHGS the total changes including transfers, copies, deletions, saves, modifies with future EFF DATE<TIME> and updates to records with an action code of "C".
CALL SAMPLE REQUESTS	Call Sample Requests are grouped into two types: PEND/CHG or total number of pending and changes to pending requests and DELETE the total number of requests deleted.

RESP ORG: BA***		SMS - 800		CREATED: 05/04/96 10:55A/C						
SCHEDULE: DAILY				VERSION: FR						
DAILY LOG REPORT										
SUMMARY FOR: 05/03/96										
FOR ALL RESP ORGS										
TOTAL FOR	NUMBER RESV	ADMIN SPARE	OTH	CUSTOMER RECORD			CALL SAMPLE	REQUESTS		
				NEW	CONN	DISCON	RESENDS	CHGS	PEND/CHG	DEL
BANJ1	3	2	6	1	1	1	3	2	1	
BANJ2	1	1	1	0	0	0	2	1	0	
BAPA1	1	0	2	0	0	1	0	1	0	
BAPA2	0	0	3	0	0	0	0	0	0	
BA***	5	3	12	1	1	2	5	4	1	

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Figure 111. Report: Daily Log, Summary of Resp Orgs Section

## 17.4 DEFICIENT CUSTOMER RECORDS

The *Deficient Customer Records* report is a scheduled report, updated weekly. This report lists a Resp Org's incomplete (deficient) customer records. Customer records listed on this report need to be checked or worked on in order to be completed and sent to the SCP(s).

The report can be generated for the following CR statuses (specified via the CR STATUS parameter on the RRR screen):

1. FAILED
2. HOLD
3. INVALID
4. MUST CHECK
5. PENDING - *past due* PENDING records.
6. SAVED
7. ALL - Generates a report for all of the above statuses.

Figures 112 through 114 show three examples of this report, where PENDING, HOLD and MUST CHECK are entered as the CR STATUS parameter. Figures 115 and 116 show the Deficient Customer Records report summary. It will only be printed when a RESP ORG is specified in the request from the RRR screen using wildcard(s). When a specific RESP ORG is requested, the summary page will be suppressed.

This report can be viewed or printed.

Table 39 lists the items in this report:

**Table 39. Report Items: Deficient Customer Records**

Item	Description
RESP ORG	The RESP ORG specified on the RRR Screen. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
CR STATUS	The status of the deficient records.
TOTAL	The total number of records listed in a particular status.
DIAL#	The DIAL# of the record. If it is a duplicate number, the state code suffix is shown.
EFF DATE<TIME>	The effective date and time of the Customer Record.
PAST DUE	(For HOLD records only.) A Yes or No field; indicates if the HOLD record has reached its EFF DATE<TIME>.

**NOTE:** The data for the Deficient Customer Record Report is processed only once a week, while the report itself may be viewed or printed on demand. Therefore, it could occur that a HOLD record shows an "N" in the PAST DUE field even though its EFF DATE<TIME> has passed.

For example, if the data was processed on June 1 and the record's EFF DATE was June 3, a report viewed on June 4 would still show "N" in the PAST DUE field for that record.

RESP ORG: AMMI7	SMS - 800	CREATED: 06/10/93 09:00A/C
SCHEDULE: WEEKLY		VERSION: 25
DEFICIENT CUSTOMER RECORDS		
CR STATUS: PENDING	TOTAL RECORDS: 11	
DIAL#	EFF DATE	<TIME>
-----	-----	
800-321-1234	05/10/93	03:00P/C
800-321-1999	05/15/93	01:00A/C
800-424-5555	05/25/93	10:00A/C
800-431-5678	05/25/93	11:00A/C
800-523-1111	06/05/93	10:00P/C
800-662-0505	05/25/93	10:00A/C
800-662-9999	05/31/93	03:15P/C
800-777-3131	05/01/93	11:00A/C
800-889-0891	05/31/93	06:00A/C
800-898-3412	06/05/93	09:00A/C
800-912-4734 NJ	05/21/93	11:45A/C
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Figure 112. Report: Deficient Customer Records, CR STATUS = PENDING

RESP ORG: AMMI7		SMS - 800	CREATED: 06/10/93 09:00A/C	
SCHEDULE: WEEKLY			VERSION: 25	
DEFICIENT CUSTOMER RECORDS				
CR STATUS: HOLD			TOTAL RECORDS: 12	
DIAL#	EFF DATE	<TIME>	PAST DUE	
800-221-1234	05/10/93	03:00P/C	Y	
800-321-1999	04/15/93	01:00A/C	Y	
800-412-5555-NJ	12/25/93	10:00A/C	N	
800-456-4567	06/01/93	08:00A/C	Y	
800-534-9010	06/25/93	03:15A/C	N	
800-534-9910	06/13/93	04:30A/C	N	
800-667-3000	06/01/93	10:00A/C	Y	
800-772-3411	07/23/93	09:45P/C	N	
800-789-1005	06/30/93	03:15P/C	N	
800-789-1008	05/30/93	08:00A/C	Y	
800-789-1009	05/30/93	08:00A/C	Y	
800-789-1010	06/07/93	08:15A/C	Y	

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Figure 113. Report: Deficient Customer Records, CR STATUS = HOLD



RESP ORG: AMMI7	SMS - 800	CREATED: 05/10/93 09:00A/C
SCHEDULE: WEEKLY		VERSION: 21
DEFICIENT CUSTOMER RECORDS		
CR STATUS: MUST CHECK	TOTAL RECORDS: 17	
DIAL#	EFF DATE	<TIME>
800-421-1234	05/10/93	03:00P/C
	07/04/93	10:00A/C
	10/15/93	11:30A/C
800-521-1999	04/15/93	01:00A/C
	11/12/93	02:00A/C
800-624-5555	12/25/93	10:00A/C
	01/31/93	12:00A/C
800-731-5678	02/25/93	11:00A/C
800-747-9999	08/31/93	03:15P/C
800-777-9191	05/01/93	11:00A/C
	12/12/93	02:00A/C
	12/31/93	03:00P/C
800-889-0801	08/31/93	06:00A/C
	10/10/93	12:00A/C
	12/24/93	02:00A/C
	12/14/93	07:00A/C
800-912-4734	07/21/93	11:45A/C
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Figure 114. Report: Deficient Customer Records, CR STATUS = MUST CHECK

TOTAL FOR	FAILED	HOLD	INVALID	MUST CHECK	PENDING	SAVED	ALL
AMM17	0	17	0	12	11	0	40
AMM20	1	1	1	0	0	2	3
AM*01	1	18	1	12	11	2	43

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Figure 115. Deficient Customer Records, Summary 1

RESP ORG: BANJ*		SMS - 800		CREATED: 06/21/96 10:55A/C			
SCHEDULE: WEEKLY		DEFICIENT CUSTOMER RECORDS SUMMARY					
TOTAL FOR	FAILED	HOLD	INVALID	MUST CHECK	PENDING	SAVED	ALL
BANJ1	0	0	0	2	0	0	2
BANJ2	0	0	0	7	0	0	7
BANJ3	0	0	0	10	0	0	10
<b>BANJ*</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>19</b>

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Figure 116. Deficient Customer Records, Summary 2

### 17.5 POTS# to DIAL# INQUIRY

The POTS# to DIAL# Inquiry report, shown in Figure 117, is an on-demand report listing all working and disconnected DIAL#s corresponding to a given POTS number.

This report can be viewed or printed. The POTS# should be entered in the PARAMETER field on the RRR screen when requesting the report.

Table 40 describes the items in this report.

**Table 40.** Report Items: POTS# to DIAL# Inquiry

Item	Description
CREATED	The date and time the report was generated.
POTS#	The POTS# specified on the RRR screen.
DIAL#	The DIAL#(s) associated with the POTS#. Up to four DIAL#s can show on one horizontal line (on screen or printed version). Numbers are shown from left to right in ascending numerical order. If there are more than four numbers, more lines are used as necessary.

SMS - 800		CREATED: 03/10/93 12:45P/C	
POTS# TO DIAL# INQUIRY			
POTS#:	201-345-6789		
DIAL#:	800-321-4567	800-321-6000-NJ	800-435-3030
	800-789-2020	800-789-4652	800-455-3006
CMD: _____	KEY: _____	PAGE 1 OF 1	

**Figure 117.** Report: POTS# to DIAL# Inquiry, Viewed On-Line

## 17.6 SENDING CUSTOMER RECORDS

The *SENDING Customer Records* report, shown in Figures 118 through 120, lists DIAL#s that have been in a SENDING state for over 3 days. The report is available to the SMS/800 Help Desk and control Resp Orgs. It can be viewed or printed. NOTE: Certain SENDING DIAL#s do not appear on this report: if all the SCP statuses are either "OK" (record loaded in SCP) or "LO" (SCP LOAD tape has been cut for the SCP), the DIAL# will not be included in the report.

To generate the *SENDING Customer Records* report, request the report from the RRR screen. The report can be generated in two versions, as follows:

- *Version 1:* To generate a list of SENDING DIAL#s for one specific Resp Org, type "RESP ORG" in the PARAMETERS field. If you are a control Resp Org user, the system will generate a report for your Resp Org. If you are an SMS/800 Help Desk user, you must specify a Resp Org in the RESP ORG field at the top left of the screen.
- *Version 2:* To generate a list of SENDING DIAL#s for all Resp Orgs in a Network, type "NETWORK" in the PARAMETERS field. The numbers will be sorted by Resp Org with a page break between Resp Orgs. If you are a control Resp Org user, this will generate a report for the Resp Org's in your Network. SMS/800 Help Desk users must specify a Resp Org that belongs to the desired Network.

**NOTE:** In the RRR screen's PARAMETERS field, you may only type the words "RESP ORG" or "NETWORK". Do *not* type the actual ID of the Resp Org or network.

Table 41 lists the items in this report:

**Table 41. Report Items: SENDING Customer Records**

Item	Description
RESP ORG	The control Resp Org of the DIAL#s listed
CREATED	The date and time the report was generated.
SCHEDULE	Indicates how often the data for the report is processed by the report preprocessor (= DAILY for this report).
VERSION	Indicates the day of the week and the date that the data for the report was processed.
TOTAL RECORDS FOR RESP ORG	The number of SENDING CRs for the indicated Resp Org.
TOTAL RECORDS FOR NETWORK	(Appears only if the report was requested for "NETWORK".) The total number of SENDING CRs for all the Resp Orgs in the report.
DIAL#	The SENDING DIAL#s, sorted low to high. Duplicate and Radio Common Carrier numbers show a 2 character state code.
EFF DATE <TIME>	The effective date and time of the DIAL#.

**Table 41. Report Items: SENDING Customer Records**

Item	Description
SCP ID/STATUS	Lists the SCP IDs for those SCPs that have a status other than "OK" or "LO". Also lists the 2 character status code used to determine why the record isn't in the SCP. Possible status codes are: 01 - syntax error rejected 11 - missing record rejected 12 - duplicate record rejected 31 - CMSDB error rejected 99 - eff date sync error rejected NN - not queued no response NO - not queued overload NU - not queued SCP unavailable QN - queued no response QO - queued overload QU - queued SCP unavailable RJ - update rejected SE - sending TS - to be sent

RESP ORG: XYZ01		SMS - 800		CREATED: 06/25/93 09:00A/C			
SCHEDULE: DAILY		SENDING CUSTOMER RECORDS				VERSION: FR 06/25/93	
TOTAL RECORDS FOR RESP ORG XYZ01: 17							
DIAL#	EFF DATE	<TIME>	SCP ID/STATUS				
800-221-1234	06/22/93	03:00P/C	CN01 01	GT01 QU	GT02 QU	UW03 QN	
800-221-1999	06/22/93	01:00A/C	CN01 01	GT01 QU	GT02 QU	UW03 QN	
800-324-5555	05/25/93	10:00A/C	CN01 01				
800-422-5678 NJ	05/25/93	11:00A/C	BA02 QN				
800-423-1000	06/22/93	10:00P/C	GT01 QU	GT02 QU	UW01 QN		
800-432-1505	06/22/93	10:00A/C	CN01 01				
800-432-9999	05/31/93	03:15P/C	CN01 01				
800-577-7731	06/21/93	11:00A/C	BS01 QU	GT01 QU			
800-519-0891	06/22/93	06:00A/C	CN01 01	GT01 QU	GT02 QN	NX03 QU	
			PC01 QU	PC02 QN	SH03 QN	SH04 QU	
			BS01 QN	BS02 QN			
800-559-3412	06/22/93	09:00A/C	BA01 QU				
800-613-4734 NJ	06/21/93	11:45A/C	CN01 01				
800-622-2341	05/30/93	03:00P/C	CN01 01				
800-631-1991	06/15/93	01:00A/C	CN01 01				
800-744-5555	06/22/93	10:00A/C	BS10 QU				
800-751-5678	06/22/93	11:00A/C	BS10 QN				
800-823-1221	06/05/93	10:00P/C	CN01 01				
800-962-5050	06/22/93	10:00A/C	BS10 QU				

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Figure 118. Report: SENDING Customer Records, for 'RESP ORG', Page 1

RESP ORG: ABC01		SMS - 800		CREATED: 06/25/93 09:00A/C			
SCHEDULE: DAILY		SENDING CUSTOMER RECORDS				VERSION: FR 06/25/93	
TOTAL RECORDS FOR RESP ORG ABC01: 11							
TOTAL RECORDS FOR NETWORK AB: 17							
DIAL#	EFF DATE	<TIME>	SCP ID/STATUS				
800-421-1234	06/22/93	03:00P/C	CN01 01	GT01 QU	GT02 QU	UW03 QN	
800-421-1999	06/22/93	01:00A/C	CN01 01	GT01 QU	GT02 QU	UW03 QN	
800-424-5555	05/25/93	10:00A/C	CN01 01				
800-412-5678 NJ	06/21/93	11:00A/C	BA02 SE				
800-523-1000	06/22/93	10:00P/C	GT01 QU	GT02 QU	UW01 QN		
800-622-1505	06/22/93	10:00A/C	CN01 01				
800-662-9999	05/31/93	03:15P/C	CN01 01				
800-777-3731	06/21/93	11:00A/C	BS01 QU	GT01 QU			
800-889-0891	06/22/93	06:00A/C	CN01 01	GT01 QU	GT02 QN	NX03 QU	
			PC01 QU	PC02 QN	SH03 QN	SH04 QN	
800-912-4734 NJ	06/21/93	11:45A/C	BA01 QU				
800-934-3412	06/22/93	09:00A/C	BS01 QN	BS02 QN			

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Figure 119. Report: SENDING Customer Records, for 'NETWORK', Page 1



RESP ORG: ABC02	SMS - 800	CREATED: 06/25/93 09:00A/C
SCHEDULE: DAILY		VERSION: FR 06/25/93
SENDING CUSTOMER RECORDS		
TOTAL RECORDS FOR RESP ORG ABC02: 6		
TOTAL RECORDS FOR NETWORK AB: 17		
DIAL#	EFF DATE <TIME>	SCP ID/STATUS
800-322-2341	05/30/93 03:00P/C	CN01 01
800-331-1991	06/15/93 01:00A/C	CN01 01
800-444-5555	06/22/93 10:00A/C	BS01 QN
800-451-5678	06/22/93 11:00A/C	BS01 QN
800-523-1221	06/05/93 10:00P/C	CN01 01
800-662-5050	06/22/93 10:00A/C	BS01 QN
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Figure 120. Report: SENDING Customer Records, for 'NETWORK', Page 2

## 17.7 VALIDATION RESULTS

The *Validation Results* report is an on-demand report. It provides details about error or warning conditions found when validating a customer record, to aid you in making corrections.

**NOTE:** Successfully passing validations does not ensure proper processing of queries relating to that customer record.

Information for the *Validation Results* report is derived from each "U" (Update) CMD issued on a CAD, CPR or LAD. If enough error or warning condition(s) are found to produce a report, SMS returns a message following the attempted update.

If validations are successful, a *Validation Results* report is generated to inform you the record passed validations. SMS does not return a specific message referring you to the successful report and it is optional to view it.

This report can be viewed or printed. The DIAL# and EFF DATE<TIME> should be entered in the parameter fields for the CR.

Validation results are presented for CAD, CPR, then LAD and errors are shown in the order of occurrence determined by SMS. (If no errors are found for a Part, it will be skipped in the report.) The length of the report will vary depending upon the number of error and/or warning conditions found.

The Validation Results are presented in sequential order as follows:

- CAD-BASIC Part
- CAD-#INFO Part
- CAD-AREAS Part
- CAD-DAINFO Part
- CAD-CARRS Part
- CPR (sorted by section names, Main sections, then Sub sections)
- LAD TYPES (alphabetical, 6#, 10#)

In order for the record to become PENDING, the errors need to be corrected and the customer record needs to be validated again. A record may become PENDING if warnings only are found, but will not become PENDING if any errors are found.

A customer record with a CR STATUS of SENDING, ACTIVE or OLD will not have a validation report. Also, if an entire customer record is deleted or transferred, the associated validation results are deleted also.

Table 42 lists the items in this report:

**Table 42. Report Items: Validation Results**

Item	Description
RESP ORG	The owner of the record.
CREATED	The date and time the report was generated. Since the report is updated only when a "U" (Update) CMD is issued for a CR, if some errors are corrected and an "S" (Save) is issued, the <i>Validation Results</i> is not updated at that time. The next time the report is accessed it may be out of date, still showing errors that may have been corrected. Checking the date in the UPDATED field will give an indication of how current the validation report is.
UPDATED	The date and time when the system received the "U" (Update) request and began validation of the CR.

**Table 42. Report Items: Validation Results**

<b>Item</b>	<b>Description</b>
BY	The logon of the person issuing the "U" (Update) CMD for the CR.
DIAL# and EFF DATE<TIME>	The keys for the customer record.
ERRORS	The number of errors in the specified part of the CR.
WARNINGS	The number of warnings in the specified part of the CR.
Name of customer record part that failed validation	The name of the customer record part that produced a warning or error message. For example, "CPR SECTION: MAIN".
Warning or error message	The message generated for this warning or error.
CPR LINE	This is shown if an error was found at a specific line on CPR. The CPR entries are presented up to the field where an error was detected. A "?" is shown at the error field, showing the field to be in question and indicating other data, not reported, may follow the entries on CPR after the field in error.
PROBLEM	This field will denote the specific CPR criterion name, or other specific data to define the problem.
MISSING	This field will denote a missing CPR criterion name by pointing out a missing column header.

Figure 121 is an example of a viewed Validation Results Report when all validations are successful. Note that this does not ensure proper processing of queries.

Figure 122 shows the first two pages of a Validation Results Report containing warning and error messages.

SMS - 800		CREATED: 10/01/95 09:05A/C
VALIDATION RESULTS		
RECORD PASSED ALL VALIDATIONS SUCCESSFULLY		
DIAL#: 800-221-1234	EFF DATE<TIME>: 01/01/95 02:00A/C	
CMD: _____	KEY: _____	PAGE 1 OF 1

**Figure 121.** Report: Validation Results, Successful Validations

```
RESP ORG: BANJ1          SMS - 800          CREATED: 01/08/93 10:46A/C
  ERRORS : 0              VALIDATION RESULTS  UPDATED: 01/08/93 10:45A/C
  WARNINGS : 1              BY: PYMFEH
  DIAL#: 800-243-0001      EFF DATE(TIME): 12/01/93 03:30A/C
                          CAD, LAD PROBLEMS

4639 WARNING: DIAL# "800-243-9001" OWNED BY "BRSAC" USES POTS# "201-699-4444".

CMD: _____ KEY: _____ PG 1 OF 3
9907 TO MOVE THROUGH REPORT USE "L", PF1, PF2 OR MODIFY PG FIELD.
```

```
RESP ORG: BANJ1          SMS - 800          CREATED: 01/08/93 10:46A/C
  ERRORS : 4              VALIDATION RESULTS  UPDATED: 01/08/93 10:45A/C
  WARNINGS : 0              BY: PYMFEH
  DIAL#: 800-243-0001      EFF DATE(TIME): 12/01/93 03:30A/C
                          CPR SECTION: MAIN

4713 ENTRIES IN A CPR CRITERION MUST INCLUDE ALL POSSIBLE CASES.
  CPR LINE: NJ ->0800A-1000A ?
  MISSING TIME: 12:15A-08:00A, 10:15A-12:00A

4711 TEL#: 2016995555 IS NOT LISTED IN "CAD". CHECK YOUR "CAD".
  CPR LINE: NJ ->0800A-1000A ->2016995555 ?
  PROBLEM TEL#: 2016995555

4710 TO USE "OTHER", YOU MUST SPECIFY SOME OTHER POSSIBILITIES.
  CPR LINE: OTHER ->OTHER ?
  PROBLEM TIME: OTHER

CMD: _____ KEY: _____ PG 2 OF 3
```

Figure 122. Report: Validation Results, with Warnings/Errors

## 17.8 WHOLE CUSTOMER RECORD

The *Whole Customer Record* report, shown in Figures 123 through 125, is an on-demand report. This report shows all of the customer record data. It is available in printed form only. When requesting this report via the RRR screen, enter the DIAL# and EFF DATE<TIME> as parameters.

The fields are the same as described for the CAD, CPR and LAD screens (see Sections 8.11, 11.23 and 12.3.3).

**NOTE:** There must be at least one entry in the TEL# field of the CAD screen in order to successfully generate this report. If the CAD has no TEL# entry and was saved with the "P" (Save a Partially Entered CAD) command, the report will say "NO DATA AVAILABLE".

RESP ORG : AMMB1	SMS - 800	CREATED: 05/17/94 09:30A/C							
CR STATUS: ACTIVE		LAST: 05/19/94 10:15A/C							
APPROVAL : GRANTED	WHOLE CUSTOMER RECORD - CAD	BY: AMMB1ADE							
DIAL#: 800-765-4321		PREVIOUS USER: AMMB1BRA							
		EFF DATE<TIME>: 05/22/94 02:00P/C							
PART: BASIC									
SO: N123456789012	SF: _____	DD: 05/22/94							
ACTION : N	CUST: APPLD	AGENT: _____							
NCON: T.J. MCINTIRE		NPHONE: 313-763-5115							
LISTING: LI DAU: Y	DATYPE: N	RCC: N							
LN: APPLIED RESEARCH ASSOCIATES, INC.		IC/EC BI: _____							
LA: 576 SOUTH STATE STREET, ANN ARBOR, MI 48109									
RAO: 302	BILLTN: 800-759-4321	REFERRAL: _____							
END INTERCEPT: _____									
NOTES: _____									
PART: #INFO									
TEL#	CITY	UTS #LNS	LSIS	LSO	FSO	STN	SFG	HML	OTC
313-764-1817	ANN ARBOR	CWJ	1	313764					Y
714-545-1234	SAN BERNADINO	CWJ	1	213545					N
800-759-3652		EWB	800	502					-
PART: AREAS									
NETWORK: BS	-----								
STATE :	-----								
AREA CD:	-----								
LATA :	-----								
AOS LBL:	-----								
PART: CARRS									
INTRALATA CARRIERS: OTC-0110	-----								
	-----								
	-----								
INTERLATA CARRIERS: MCI-0222	MCI-0243	ATX-0123	ATX-0288	ATX-0789					
SPR-0678	SPR-0456	SPR-0112							
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AMMB1CFG									PAGE 1

Figure 123. Report: Whole Customer Record, CAD Portion

RESP ORG : AMMB1	SMS - 800	CREATED: 05/17/94 12:45P/C
CR STATUS: SAVED		LAST: 05/19/94 10:00P/C
APPROVAL : GRANTED	WHOLE CUSTOMER RECORD REPORT - LAD	BY: AMMBLADE
		PREVIOUS USER: AMMB1BRA
DIAL#: 800-221-1234		EFF DATE<TIME>: 05/22/94 02:00A/C

TYPE: AREA CD									
LABEL	DEFINITION								
*OLD	201	212	213	312	313	401	517	609	619
	713	717							
*TESTMKT	415	512	808	919					

TYPE: DATE									
LABEL	DEFINITION								
*FALL	09/01-11/30								
*HOLIDAY	01/01		02/14		05/31		07/04		
	09/05		10/18		11/26		12/25		
*SPRING	03/01-05/31								
*SUMMER	06/01-08/31								

TYPE: 6#						
LABEL	DEFINITION					
*MAJOR	212-939	201-463	201-981	201-699	201-527	201-993
	201-238	201-725	609-984	401-931	313-763	415-572
*MINOR	619-578	818-934	718-291			

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Figure 124. Report: Whole Customer Record, LAD Portion



```
RESP ORG : AMMB1          SMS - 800          CREATED: 05/17/94 12:45P/C
CR STATUS: ACTIVE          LAST: 05/19/94 10:00P/C
APPROVAL : GRANTED        WHOLE CUSTOMER RECORD REPORT - CPR    BY: AMMB1BRA
DIAL#: 800-221-1234      EFF DATE<TIME>: 05/22/94 02:00A/C
                          PREVIOUS USER: AMMB1BRA

                          SECTION: MAIN

*****                   *****                   *****
AREA CD                   6#                   TEL#
*****                   *****                   *****
212                       *A209001           212-221-0000
212                       *A209002           212-221-0000
213                       *A213001           212-221-0000
401                       OTHER                212-221-0000
517                       *A415001           212-221-0000
717                       OTHER                212-221-0000
808                       *A423001           212-221-0000
919                       OTHER                212-221-0000

PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: ATX-0288 TIME ZONE: C DAYLIT SVG: Y

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AMMB1CFG                                     PAGE 3
```

Figure 125. Report: Whole Customer Record, CPR Portion

## 17.9 CAD ONLY

The *Cad Only* report, shown in Figure 126, is an on-demand report. This report shows all parts of CAD (BASIC, #INFO, AREAS, DAINFO and CARRS). Parts with no data are not printed. This report is available in printed form only.

When requesting this report via the RRR screen, enter the DIAL# and EFF DATE<TIME> as parameters.

The fields are the same as described in for the CAD screen (see Section 8.11).

**NOTE:** There must be at least one TEL# entry in the CAD screen in order to successfully generate this report. If the CAD has no TEL# entry and was saved with the "P" (Save a Partially Entered CAD) command, the report will say "NO DATA AVAILABLE".

```

RESP ORG : AMMB1          SMS - 800          CREATED: 05/17/94 09:30A/C
CR STATUS: ACTIVE        LAST: 05/19/94 10:15A/C
APPROVAL : GRANTED CAD (CUSTOMER ADMINISTRATIVE DATA) REPORT BY: AMMB1ADE
DIAL#: 800-765-4321     PREVIOUS USER: AMMB1BRA
                                EFF DATE<TIME>: 05/22/94 02:00P/C
PART: BASIC

SO: N123456789012      SF: _____      DD: 05/22/94      HOLD-DD: N
ACTION : N            CUST: APPLD      AGENT: _____      TELCO: AMMB1
NCON: T.J. MCINTIRE _____      NPHONE: 313-763-5115
LISTING: LI DAU: Y DATYPE: N RCC: N      IC/EC BI _____
LN: APPLIED RESEARCH ASSOCIATES, INC.
LA: 576 SOUTH STATE STREET, ANN ARBOR, MI 48109
RAO: 302      BILLTN: 800-759-4321      REFERRAL: _      END INTERCEPT: _____
NOTES: _____

PART: #INFO

TEL#          CITY          UTS #LNS L SIS   LSO   FSO   STN   SFG   HML OTC
313-764-1817 ANN ARBOR      CWJ   1   _____ 313764 _____ _____ _____ Y
714-545-1234 SAN BERNADINO CWJ   1   _____ 213545 _____ _____ _____ N
800-759-3652 _____      EWN  800 _____ 502   _____ _____ _____ -

PART: AREAS

NETWORK: BS _____
STATE : _____
AREA CD: _____
LATA : 331 _____
AOS LBL: _____

PART: CARRS

INTRALATA CARRIERS: OTC-0110 _____
                    _____
                    _____

INTERLATA CARRIERS: MCI-0222 MCI-0243 ATX-0123 ATX-0288 ATX-0789
                    SPR-0678 SPR-0456 SPR-0112 _____
                    _____
                    _____

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AMMB1CFG PAGE 1
  
```

Figure 126. Report: CAD Only

## 17.10 CPR ONLY

The *CPR Only* report, shown in Figures 127 and 128, is an on-demand report. This report shows all sections of CPR (Main and Sub). Sections with no data are not printed. This report is available in printed form only.

When requesting this report via the RRR screen, enter the DIAL# and EFF DATE<TIME> as parameters.

The fields are the same as described for the CPR screen (see Section 11.23).

```

RESP ORG : BANJ1                SMS - 800                CREATED: 05/12/94 02:00P/C
CR STATUS: SAVED                LAST: 04/30/94 10:20A/C
APPROVAL : N/A                  CPR (CALL PROCESSING) REPORT    BY: MACYSLIN
                                   PREVIOUS USER: BRSACADE
DIAL#: 800-699-2933            EFF DATE<TIME>: 06/01/94 09:00A/C

                                SECTION: MAIN
                                6, TE ->
<- !
*****
LATA      DATE /E      TIME /E      DAY /E      CARRIER
*****
220      *HOLIDAY
220      OTHER
222      _____ 09:00A-05:00P _____ MCI-0222
222      _____ OTHER _____ SPR-0150
224      _____ M-F _____ MCI-0222
224      _____ SA, SU _____ ATX-0123
OTHER    _____ MCI-0222
OTHER    _____ MCI-0243

PRIM CARRS-INTRALATA: OTC-0110 INTERLATA: ATX-0123 TIME ZONE: C DAYLIT SVG: Y

                                CONFIDENTIAL INFORMATION
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                                SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.
  
```

Figure 127. Report: CPR Only, Page 1

```

RESP ORG : BANJ1          SMS - 800          CREATED: 05/12/94 02:00P/C
CR STATUS: SAVED          LAST: 04/30/94 10:20A/C
APPROVAL: N/A            CPR (CALL PROCESSING) REPORT    BY: BANJLHCA
DIAL#: 800-699-2933      EFF DATE<TIME>: 06/01/95 09:00A/C    PREVIOUS USER: BANJLAMJ
  
```

SECTION: MAIN

```

<- LA, DAT, TI, DAY, C                                     ! ->
*****
6#          TEL#          _____
*****
_____    609-222-2222   _____
_____    609-222-3333   _____
_____    201-932-1766   _____
_____    201-699-2121   _____
_____    800-228-2564   _____
_____    609-222-2222   _____
*TESTMKT   313-764-1817   _____
OTHER      609-222-2222   _____
  
```

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Figure 128. Report: CPR Only, Page 2

### 17.11 LAD ONLY

The *LAD Only* report, shown in Figure 129, is an on-demand report. This report shows all types of LAD entered for the customer record (AREA CD, DATE, LATA, ST, TEL#, TIME, 6# and 10#). It is available in printed form only.

When requesting this report via the RRR screen, enter the DIAL# and EFF DATE<TIME> as parameters.

The fields are the same as described for the LAD screen (see Section 12.3.3).

RESP ORG : BSSC1	SMS - 800	CREATED: 05/06/94 12:45P/C
CR STATUS: SAVED		LAST: 05/01/94 10:00P/C
APPROVAL: N/A	LAD (LABEL DEFINITIONS) REPORT	BY: BSSCILIN
		PREVIOUS USER: BSSCIROY
DIAL#: 800-221-1234		EFF DATE<TIME>: 05/10/94 02:00A/C

TYPE: AREA CD										
LABEL	DEFINITION									
*OLD	201	212	213	312	313	401	517	609	619	
	713	717								
*TESTMKT	415	512	808	919						

TYPE: DATE										
LABEL	DEFINITION									
*FALL	09/01-11/30									
*HOLIDAY	01/01		02/14		05/31		07/04			
	09/05		10/18		11/26		12/25			
*SPRING	03/01-05/31									
*SUMMER	06/01-08/31									

TYPE: NXX										
LABEL	NPA	DEFINITION								
*EXAMPL1	908	699	467	765	881	874	359	445	793	891
		223	224	352	468	987	789	954	457	356
*EXAMPL2	609	221	321	881	359	789	445	555	655	898

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Figure 129. Report: LAD Only



## 17.12 CPR DECISION CRITERIA USAGE

The *CPR Decision Criteria Usage* report, shown in Figure 130, is an on-demand report. It summarizes the number of criterion and branches used in a CPR for a particular customer record.

The report can be requested for any customer record in *SENDING* or *ACTIVE* status. The *DIAL#* and *EFF DATE<TIME>* of the CPR should be entered in the *PARAMETER* fields on the *RRR* screen.

The report provides statistics useful to a *TELCO* for the purpose of billing vertical features.

Table 43 lists the items in this report:

**Table 43.** Report Items: CPR Decision Criteria Usage

Item	Description
RESP ORG	The owner of the customer record.
CREATED	The date and time the report was created.
CR STATUS	The status of the customer record.
APPROVAL	The approval status of the customer record.
DIAL#	The number associated with the customer record.
EFF DATE(TIME)	The effective date and time associated with the customer record.
CPR DECISION CRITERION TYPE	Shows the decision criteria (in alphabetical order) used in the Call Processing Record of the specified <i>DIAL#</i> . Possible decision criteria are:  AREA CODE, CARRIER, DATE, DAY, LATA, STATE, SWITCH, TIME, 6 DIGIT/NXX, 10 DIGIT and %.
CPR DECISION CRITERION OCCURRENCES	Shows the number of different decisions for each decision criterion type.
TOTAL # OF ALTERNATIVES	Shows the total number of branches for each of the listed criterion.

RESP ORG : BSSC1	SMS - 800	CREATED: 05/23/94 12:45P/C
CR STATUS: ACTIVE		
APPROVAL: GRANTED	CPR DECISION CRITERIA USAGE	
DIAL#: 800-699-2933		EFF DATE<TIME>: 05/20/94 09:00A/C
	-----	-----
	CPR DECISION CRITERION	TOTAL # OF
	TYPE OCCURRENCES	ALTERNATIVES
	-----	-----
AREA CD	2	5
DATE	1	2
STATE	1	2
SWITCH	1	2
6#/NXX	1	2
%	1	2

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BSSC1WCL PAGE 1

Figure 130. Report: CPR Decision Criteria Usage

### 17.13 CUSTOMER RECORD ACTIVATION

The *Customer Record Activation* report, shown in Figure 131, is an on-demand report. It summarizes responses from SCP(s) to which a customer record is sent.

The report can be requested for any customer record that has been updated (validated) successfully and enters the SENDING state. This report can be viewed or printed. The DIAL# and EFF DATE<TIME> should be entered in the PARAMETERS field on the RRR screen when the report is requested. The length of the report will vary depending upon the number of SCP responses.

Table 44 lists the items in this report:

**Table 44.** Report Items: Customer Record Activation

Item	Description
RESP ORG	Responsible Organization. Same as the RESP ORG on the CR.
CREATED	The date and time the report was created.
CR STATUS	The customer record status. CR STATUS may be SENDING, ACTIVE, OLD, FAILED or DISCONNECT.
DIAL#	The number specified for the report. If it is a duplicate DIAL#, the state code suffix is shown.
EFF DATE<TIME>	The EFF DATE<TIME> of the Customer Record specified for the report.
SCP ID	The IDs of the affected SCPs. SCPs are listed in sorted order with a blank line separating SCPs from different CCS networks.
RESPONSE	The result of the send request (which is displayed in Central Standard Time).
ARRIVED	The date and time the response was received from the SCP. If the response is QUEUED, there will not be an ARRIVED date and time.

RESP ORG : AMM12	SMS - 800	CREATED: 11/12/93 11:15A/C
CR STATUS: SENDING	CUSTOMER RECORD ACTIVATION REPORT	
DIAL#: 800-221-1234	EFF DATE<TIME>: 11/12/93 05:00A/C	
SCP ID	RESPONSE	ARRIVED
AM01	ACCEPTED: RECORD IS LOADED IN THE SCP.	11/12/93 05:00A/C
AM02	ACCEPTED: RECORD IS LOADED IN THE SCP.	11/12/93 05:00A/C
BA01	QUEUED: SCP IS OVERLOADED.	
BA02	QUEUED: SCP IS UNAVAILABLE.	
UW01	REJECTED: RECORD ALREADY EXISTS IN SCP: CAN'T ADD.	11/12/93 05:03A/C
UW02	REJECTED: SCP - CMSDB APPLICATION PROBLEM.	11/12/93 05:04A/C
PC01	ACCEPTED: RECORD IS LOADED IN THE SCP.	11/12/93 05:05A/C
PC02	ACCEPTED: RECORD IS LOADED IN THE SCP.	11/12/93 05:05A/C
CMD: _____	KEY: _____	PAGE 1 OF 1

Figure 131. Report: Customer Record Activation

## 17.14 CALL SAMPLING VALIDATION/ACTIVATION RESULTS

The *Call Sampling Validation/Activation Results* report, shown in 132 through 134, is an on-demand report. It lists call sampling request results for a specified DIAL# prior to the sampling start time, at the sampling start time and at sampling stop time. The report is available from the time a study is scheduled until two months after it is stopped or cancelled.

When requesting this report, enter two parameters:

- DIAL#- the number being sampled or you also include a specific date<time>
- REQUEST TYPE: Specifies the time period for which you want to see the validation/activation results. It can be one of the following:
  - PRIOR: Prior to the start of sampling.
  - START: At the start of sampling.
  - STOP: At the end of sampling.
  - ALL: All of the above.

This report can be viewed or printed by Resp Org, service maintenance and SMS/800 Help Desk users.

Subscribers and agents may not access the report.

When the SAMPLING START time arrives, SMS sends the START request to the appropriate SCPs. If responses are not received from all involved SCPs, the system sends a mailbox message to SMS/800 Help Desk suggesting that they check the *Call Sampling Validation/Activation* report.

Table 45 lists the items in this report:

**Table 45. Report Items: Call Sampling Validation/Activation Results**

Item	Description
CREATED	The date and time the report was generated.
DIAL#	The number for which call sampling request(s) have been made.
STUDY START DATE/TIME	Date and Time the specific study is scheduled to start. The time listed is in Central time.
REQUEST	The type of request. Either PRIOR SAMPLING, START SAMPLING or STOP SAMPLING.
SCP ID	The IDs of the related SCPs, sorted by CCS Network code.
RESPONSE	<p>The response to the call sampling permission validations, or to the sampling start/stop request. Can be one of the following:</p> <p>SAMPLING ALLOWED - Passed all validations for the specified SCP.</p> <p>ACCEPTED - Sampling request has been accepted by the SCP.</p> <p>CANCELLED - The area of service (AOS) for the number under study has changed and the study has been cancelled.</p> <p>BLOCKED - Sampling request is blocked from being sent to the specified SCP. Reasons for being blocked include:</p> <ul style="list-style-type: none"> <li>• SCP PERMISSION DENIED (See COS table),</li> <li>• RESP ORG PERMISSION DENIED (See CPN table),</li> <li>• STUDY PERMISSION DENIED (See CPS table) and</li> <li>• NO STUDY PERMISSION RECEIVED (See CPS table).</li> </ul> <p>REJECTED - The SCP cannot process the sampling request because of a problem in the data base or in the format of the send message.</p> <p>QUEUED - (1) Sampling request is not sent to the SCP because the SCP is overloaded or down. Or (2) there was no response from the SCP.</p> <p>SENDING - Sampling request is being transmitted to the SCP or is under initial loading to a new SCP.</p> <p>FAILED TO START - Sampling request failed to start because:</p> <ul style="list-style-type: none"> <li>• NO ACTIVE OR SENDING CRDSEG FND (see REC screen),</li> <li>• CAN NOT RETRIEVE THE CRDSEG (contact SMT's software vendor),</li> <li>• INVALID RAO OR CHARGE CUSTOMER (see RAO table and CAS screen) and</li> <li>• "BILLTN" ON CAD IS BLANK (see CAD screen).</li> </ul> <p>FAILED TO STOP - An error was detected when the sampling request completed or when it was deleted by a user while the study was in progress. Possible errors are:</p> <ul style="list-style-type: none"> <li>• NO ACTIVE OR SENDING CRDSEG FND (see REC screen) and</li> <li>• CAN NOT RETRIEVE THE CRDSEG (contact SMT's software vendor).</li> </ul>

**Table 45. Report Items: Call Sampling Validation/Activation Results**

Item	Description
AT	Date and time when the SCP response to the call sampling request was sent from the SCP. Or, the last time the validation checks were made. Validation checks are made when the call sampling request is entered or updated, 12 hours before sample start time and at sample start time. If QUEUED, no date and time are associated with it and this field is blank.

SCP ID	RESPONSE	AT
SMS - 800                      CREATED: 04/22/98 7:40P/C		
CALL SAMPLING VALIDATION/ACTIVATION RESULTS		
DIAL#: 888-699-1234                      STUDY START DATE/TIME: 04/17/98 09:00A/C		
REQUEST: PRIOR SAMPLING		
AM01	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM02	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM03	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM04	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
BA01	SAMPLING ALLOWED	04/16/98 05:40P/C
BA02	SAMPLING ALLOWED	04/16/98 05:40P/C
CMD: _____ KEY: _____ PG 1 OF 18 9907 TO MOVE THROUGH REPORT USE "L", PF1, PF2 OR MODIFY PG FIELD.		

**Figure 132. Report: Call Sampling Validation/Activation Results, PRIOR**

SMS - 800		CREATED: 04/22/98 7:40P/C
CALL SAMPLING VALIDATION/ACTIVATION RESULTS		
DIAL#: 888-699-1234	STUDY START DATE/TIME: 04/17/98 09:00A/C	
REQUEST: START SAMPLING		
SCP ID	RESPONSE	AT
AM01	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM02	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM03	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM04	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
BA01	SAMPLING ALLOWED	04/16/98 05:40P/C
BA02	SAMPLING ALLOWED	04/16/98 05:40P/C
CMD: _____ KEY: _____ PG 1 OF 18		
9907 TO MOVE THROUGH REPORT USE "L", PF1, PF2 OR MODIFY PG FIELD.		

Figure 133. Report: Call Sampling Validation/Activation Results, START

SMS - 800		CREATED: 04/22/98 7:40P/C
CALL SAMPLING VALIDATION/ACTIVATION RESULTS		
DIAL#: 888-699-1234	STUDY START DATE/TIME: 04/17/98 09:00A/C	
REQUEST: STOP SAMPLING		
SCP ID	RESPONSE	AT
AM01	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM02	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM03	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
AM04	BLOCKED: NO STUDY PERMISSION RECEIVED	04/16/98 05:40P/C
BA01	SAMPLING ALLOWED	04/16/98 05:40P/C
BA02	SAMPLING ALLOWED	04/16/98 05:40P/C
CMD: _____ KEY: _____ PG 1 OF 18		
9907 TO MOVE THROUGH REPORT USE "L", PF1, PF2 OR MODIFY PG FIELD.		

Figure 134. Report: Call Sampling Validation/Activation Results, STOP

### 17.15 ELECTRONIC MAILING LIST

The *Electronic Mailing List* report, shown in Figure 135, is an on-demand report. It lists all users to whom you can send mail on SMS.

You can send mail to users shown on the list by using the logon ID for the recipient as the TO address on the SMA screen, as long as you and/or the recipient have appropriate SMS security.

SMS/800 Help Desk may use this report to prevent duplicate logon IDs from being assigned.

When requesting this list via the RRR screen, specify the sort parameter: NAME, LOGON ID or TELCO. The list will be sorted accordingly.

Information for the *Electronic Mailing List* report is derived from the Security User Data (SUD) screen administered by the security administrator.

Table 46 lists the items in this report:

**Table 46. Report Items: Electronic Mailing List**

Item	Description
NAME	The name of the user entered on the SUD screen.
LOGON ID	The assigned SMS Logon.
TELCO	The telephone company of the user.
OWNER	The owner of the logon.
PHONE	The phone number of the user.



SMS - 800		CREATED: 03/16/93 12:45A/C		
ELECTRONIC MAILING LIST				
SORTED BY: NAME				
NAME	LOGON-ID	TELCO	OWNER	PHONE
-----	-----	-----	-----	-----
ANDERSON, MARY - CR	AMNB4MDA	AMNB	AMNB4	317-949-0990
BLACKSTONE, WINDY - CR+A+S	AMLB3WAB	AMLB	AMLB3	415-224-5093
MARANO, ROGER - CR+SS	AMOB1RXM	AMOB	AMOB1	302-344-5834
SCHOONOVER, J.E. - CR+A	AMMB1JES	AMMB	AMMB1	313-545-7347
TYLER, RONALD - CR	AMWT4RAT	AMWT	AMWT4	502-334-8844
UNDERWOOD, PAULA - NUMADM	BAPA3PAU	BAPA	BAPA3	212-309-3894
ZORNOFF, DEBORAH - CR	BANJ1DOZ	BANJ	BANJ1	201-699-2000

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Figure 135. Report: Electronic Mailing List

## 17.16 CCS NETWORK-LATA MAPPING

The CCS Network-LATA Mapping report, shown in Figures 136 and 137, is an on-demand report. It can be viewed or printed.

When requesting this report via the RRR screen, specify either NETWORK or LATA as the sort parameter. The report will be sorted accordingly.

Each report has two sections. The first section shows the active CCS NETWORK-LATAs. The second section, which begins a new page, shows CCS NETWORK-LATAs that are pending addition or deletion, along with the EFF DATE for the pending action.

The information is from the CCS NETWORK-LATA table, maintained by SMS Administration.

**NOTE:** The figures on the following pages show sample data condensed to fit on one page. Table 47 lists the items in this report:

**Table 47. Report Items: CCS Network-LATA Mapping**

Item	Description
CCS NETWORK	CCS Network codes, listed vertically. If the sort was by CCS Network, the CCS Network codes are listed in the left column in alphabetical order. If the sort was by LATA, the CCS Network codes are listed next to the corresponding LATA, in alphabetical order within each LATA.
LATA	LATA numbers. If the sort was by LATA, the LATAs are listed in the left column in ascending numerical order. If the sort was by CCS Network, the LATAs appear horizontally (left to right) in ascending numerical order within each CCS Network.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed CCS NETWORK-LATA.
ACTION	This column shows whether the CCS NETWORK-LATA is pending deletion or addition.

SMS - 800		CREATED: 03/14/93 12:45P/C															
CCS NETWORK-LATA MAPPING																	
SORT BY: NETWORK																	
CCS NETWORK-LATA THAT ARE ACTIVE:																	
NETWORK	LATA																
AM	320	322	324	325	326	328	330	332	334	336	338	340	342	344	346	348	350
	352	354															
BA	220	222	224	226	228	230	232	234	236	238	240	242	244	246	248	250	252
	254	256															
CCS NETWORK-LATA PENDING ADDITION OR DELETION:																	
NETWORK	LATA	ACTION		EFF DATE													
AM	320	DELETION		01/01/95													
BA	220	DELETION		01/01/95													
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Figure 136. Report: CCS NETWORK-LATA Mapping, Sorted by CCS Network

SMS - 800		CREATED: 03/14/93 12:45P/C			
LATA-CCS NETWORK MAPPING					
SORT BY: LATA					
LATA-CCS NETWORK THAT ARE ACTIVE:					
LATA	NETWORK	LATA	NETWORK	LATA	NETWORK
120	NX	224	BA	290	BA
122	NX	226	BA	318	AM
124	NX	228	BA	320	AM
126	NX	230	BA	322	AM
128	NX	232	BA		
132	NX	236	BA		
133	NX	238	BA		
134	NX	240	BA		
201	BA	250	BA		
202	BA	252	BA		

LATA-CCS NETWORK PENDING ADDITION OR DELETION:			
LATA	NETWORK	ACTION	EFF DATE
205	BA	DELETION	01/01/94
266	BA	ADDITION	01/01/94
270	BA	ADDITION	01/01/95

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Figure 137. Report: CCS NETWORK-LATA Mapping, Sorted by LATA

## 17.17 CCS NETWORK-STATE-NPA MAPPING

The *CCS Network-State-NPA* report, shown in Figures 138 through 140, is a scheduled report, updated monthly. It can be viewed or printed.

When requesting this report via the RRR screen, specify either NETWORK, STATE or NPA as the sort parameter. The report will be sorted accordingly.

Each report has two sections. One section shows the active CCS Network- State-NPAs and is always printed entirely before the second section is printed. The second section, which begins a new page, shows CCS Network-State-NPAs that are pending addition or deletion, along with the EFF DATE for the pending action.

The information is derived from system tables for NPA-State and NPA-CCS Network.

**NOTE:** The figures on the following pages show sample data condensed to fit on one page.

Table 48 lists the items in this report:

**Table 48. Report Items: CCS Network-State-NPA Mapping**

Item	Description
CREATED	The date and time the report was created.
SCHEDULE	The generation schedule of the report (MONTHLY).
VERSION	The month (1, 2, ..., 12) the report was generated.
CCS NETWORK	CCS Network codes, listed vertically. If the sort was by NETWORK, the CCS Network codes are listed in the left column in alphabetical order. If the sort was by STATE or by NPA, the CCS Networks are listed alphabetically within a STATE.
STATE	State codes, listed vertically. If the sort was by STATE, the state codes are listed in the left column in alphabetical order. If the sort was by NETWORK, the state codes are listed alphabetically within each CCS Network. If the sort was by NPA, the state codes are listed alphabetically within each NPA. "***" in the STATE column indicates that the associated NPA is not in the United States.
NPA	NPAs (area codes), listed vertically. If the sort was by NPA, the NPAs are listed in the left column in ascending numerical order. If the sort was by NETWORK or STATE, the NPAs are shown horizontally (left to right) in numerical order, corresponding to the CCS NETWORK and STATE.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed CCS NETWORK-STATE-NPA.
ACTION	This column shows whether the CCS NETWORK-STATE-NPA is pending deletion or addition.

SCHEDULE: MONTHLY		SMS - 800		CREATED: 03/10/93 12:45P/C							
SORT BY: NETWORK		CCS NETWORK-STATE-NPA MAPPING		VERSION: 02							
				NOTE: ** MEANS OUTSIDE U.S.							
<b>CCS NETWORK-STATE-NPA THAT ARE ACTIVE:</b>											
NETWORK	STATE	NPA	NPA	NPA	NPA	NPA	NPA	NPA	NPA	NPA	NPA
AM	**	204	306	403	416	418	506	514	519	604	613
		705	807	819							
	IL	217	309	312	618	815					
	IN	219	317	812							
	KY	606									
	MI	313	517	616	906						
	MN	612									
	OH	216	419	513	614						
	PA	412									
	WI	414	608	715							
BA	DC	202									
	DE	302									
	MD	301									
	NC	919									
	NJ	201	609								
	PA	215	412	717	814						
	TN	615									
	VA	703	804								
	WV	304									
<b>CCS NETWORK-STATE-NPA PENDING ADDITION OR DELETION:</b>											
NETWORK	STATE	NPA	ACTION	EFF DATE							
PC	CA	777	ADDITION	01/01/94							
UW	AZ	888	ADDITION	01/01/94							
	CA	777	ADDITION	01/01/94							
	CA	777	DELETION	01/01/95							
NOTE: A GIVEN STATE OR NPA MAY BE MAPPED TO MORE THAN ONE CCS NETWORK.											
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Figure 138. Report: CCS Network-State-NPA, Sorted by Network

SCHEDULE: MONTHLY		SMS - 800		CREATED: 03/10/93 12:45P/C												
SORT BY: STATE		STATE-CCS NETWORK-NPA MAPPING		VERSION: 02												
STATE-CCS NETWORK-NPA THAT ARE ACTIVE:				NOTE: ** MEANS OUTSIDE U.S.												
STATE	NETWORK	NPA														
**	AM	204	306	403	416	418	506	514	519	604	613	705	807	819		
	BS	809														
	NX	204	306	403	416	418	506	514	519	604	613	705	709	807	819	902
	PC	706														
	SH	706	905													
	UW	204	306	403	416	418	506	514	519	604	613	705	706	807	819	907
AL	BS	205														
AR	BS	501														
	SH	501														
AZ	PC	602														
	UW	602														
CA	PC	209	213	408	415	619	707	714	805	818	916					
	UW	619	916													
STATE-CCS NETWORK-NPA PENDING ADDITION OR DELETION:																
STATE	NETWORK	NPA	ACTION	EFF DATE												
CA	PC	777	ADDITION	01/01/94												
AZ	UW	888	ADDITION	01/01/94												
CA	UW	777	ADDITION	01/01/95												
CA	UW	777	DELETION	01/01/96												
NOTE: A GIVEN STATE OR NPA MAY BE MAPPED TO MORE THAN ONE CCS NETWORK.																
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Figure 139. Report: CCS Network-State-NPA, Sorted by State

SCHEDULE: MONTHLY			SMS - 800			CREATED: 03/10/93 12:45P/C		
SORT BY: NPA			NPA-STATE-CCS NETWORK MAPPING			VERSION: 02		
						NOTE: ** MEANS OUTSIDE U.S.		
<b>NPA-STATE-CCS NETWORK THAT ARE ACTIVE:</b>								
NPA	STATE	NETWORK	NPA	STATE	NETWORK	NPA	STATE	NETWORK
201	NJ	BA	208	ID	UW	202	DC	BA
202	DC	BA	209	CA	PC	203	CT	NX
203	CT	NX	212	NY	NX	204	CT	SN
204	**	AM	213	CA	PC	204	**	AM
204	**	NX	214	TX	BS	204	**	NX
204	**	UW	214	TX	SH	204	**	UW
205	AL	BS	215	PA	BA	205	AL	BS
206	WA	UW	216	OH	AM	206	WA	UW
207	ME	NX	217	IL	AM	207	ME	NX
			218	MN	UW			
<b>NPA-STATE-CCS NETWORK PENDING ADDITION OR DELETION:</b>								
NPA	STATE	NETWORK	ACTION	EFF DATE	NPA	STATE	NETWORK	ACTION
608	WI	AM	DELETION	01/01/94	915	TX	SH	DELETION
	WI	UW	DELETION	01/01/94				

NOTE: A STATE MAY BE MAPPED TO MORE THAN ONE NPA.

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Figure 140. Report: CCS Network-State-NPA, Sorted by NPA



## 17.18 RAO-TELCO LIST

The *RAO-TELCO List* report, shown in Figures 141 and 142, is a scheduled report, updated monthly. It can be viewed or printed.

When requesting the report via the RRR screen, enter either RAO or TELCO as the sort parameter. The report will be sorted accordingly.

Each report has two sections. The first section shows the active RAOs associated with each TELCO. The second section, which begins a new page, shows the RAO-TELCOs associations that are pending addition or deletion, along with the EFF DATE for the pending action.

The information is from the TELCO Table, maintained by SMS Administration.

Table 49 lists the items in this report (the same on both versions are):

**Table 49. Report Items: RAO-TELCO List**

Item	Description
SCHEDULE	The generation schedule for the report (MONTHLY).
VERSION	The month (1, 2, 3 ..., 12) the report was generated.
RAO	RAO (Revenue Account Office) codes, listed vertically. If the sort was by RAO, the RAO codes are listed in the left column in ascending numerical order. If the sort was by TELCO, the RAO codes appear in column next to the corresponding TELCO, in ascending numerical order for the TELCO.
TELCO	TELCO (Telephone Company) identification, listed vertically. If the sort was by TELCO, the TELCOs are listed in the left column in alphabetical order. If the sort was by RAO, the TELCO appears in the column next to the corresponding RAO.
ACTION	This column shows whether the RAO-TELCO is pending deletion or addition.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed RAO-TELCO.

SCHEDULE: MONTHLY		SMS - 800		CREATED: 03/10/93 12:45P/C	
SORT BY: RAO		RAO-TELCO LIST		VERSION: 1	
<b>RAOS THAT ARE ACTIVE:</b>					
RAO	TELCO	RAO	TELCO	RAO	TELCO
---	----	---	----	---	----
001	NXNE	079	AMOH	140	SHSW
002	NXNE	080	AMIN	141	SHSW
003	NXNE	081	AMIL	145	SHSW
004	NXNE	082	AMOH	146	SHSW
005	NXNE	083	AMMI	147	SHSW
006	NXNE	084	AMMI	148	SHSW
007	NXNE	093	AMIL	149	SHSW
008	NXNE	087	AMIL	150	SHSW
<b>RAOS PENDING ADDITION OR DELETION:</b>					
RAO	TELCO	ACTION	EFF DATE		
---	----	-----	-----		
119	BANJ	ADDITION	01/01/94		
150	SHSW	DELETION	01/01/94		
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Figure 141. Report: RAO-TELCO List, Sorted by RAO

SCHEDULE: MONTHLY		SMS - 800		TELCO-RAO LIST		CREATED: 03/10/93 12:45P/C	
SORT BY: TELCO						VERSION: 1	
RAOS THAT ARE ACTIVE:							
TELCO	RAO	TELCO	RAO	TELCO	RAO	TELCO	RAO
-----	---	-----	---	-----	---	-----	---
AMIL	081	BANJ	093	BSSB	035	NXNE	001
AMIL	097	BANJ	094	BSSB	036	NXNE	002
AMIL	098	BANJ	101	BSSB	044		
AMIL	196	BANJ	232	BSSB	056		
AMIL	203	BANJ	281	BSSB	063		
AMIL	204	BANJ	282	BSSB	180		
AMIL	234	BAPA	027	BSSB	189		
AMIL	276	BAPA	028	BSSB	314		
RAOS PENDING ADDITION OR DELETION:							
TELCO	RAO	ACTION	EFF DATE				
-----	---	-----	-----				
BANJ	119	ADDITION	01/01/95				
BSGA	144	DELETION	01/01/94				
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Figure 142. Report: RAO-TELCO List, Sorted by TELCO

## 17.19 CARRIER INFORMATION LIST

The *Carrier Information List* report, shown in Figures 143 and 144, is a scheduled report, updated monthly on the second Saturday of the month. It can be viewed or printed.

When requesting this report via the RRR screen, specify either CARRIER or CODE as the sort parameter. The report will be sorted accordingly.

Each report has two sections. The first section shows the active carriers with their codes and an indication of whether the carrier wants translation of the DIAL# to a POTS# or not. The second section, which begins a new page, shows carriers that are pending addition or deletion, along with the EFF DATE for the pending action.

The information comes from the Carrier Table.

Table 50 lists the items in this report (the same on both versions are)

**Table 50. Report Items: Carrier Information List**

Item	Description
SCHEDULE	The generation schedule for the report (MONTHLY).
VERSION	The month (1-12) the report was generated.
CARRIER	The three-letter Access Customer Name Abbreviation (ACNA) for the carrier, listed vertically. If the sort was by CARRIER, the carrier names are listed alphabetically in the left column. If the sort was by CODE, the carrier CODES appear in the left column.
CODE	The Carrier Identification Code (CIC) for the carrier, listed vertically. If the sort was by CODE, the carrier CODES are listed in the left column in ascending numerical order. If the sort was by CARRIER, the CODE appears in the column next to the corresponding carrier name, in ascending numerical order for each carrier. There can be up to 20 CICs for each CARRIER. The PRIMARY CIC for each CARRIER is identified with an asterisks, "*".
TRANSLATION	The TRANSLATION column contains "Y" if the carrier wants DIAL# to POTS# translation, "N" if the carrier does <b>not</b> want translation and "B" if the carrier wants both.
ACTION	This column shows whether the carrier is pending deletion or addition.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the carrier.

SCHEDULE: MONTHLY			SMS - 800		CREATED: 03/10/93 12:45P/C	
SORT BY: CARRIER			CARRIER INFORMATION LIST			VERSION: 3
CARRIERS THAT ARE ACTIVE:						
CARRIER	CODE	TRANSLATION	CARRIER	CODE	TRANSLATION	
ATX	0288*	N	MCI	0200*	N	
ATX	0299	B	SPR	0150*	Y	
MCI	0104	Y				
CARRIERS PENDING ADDITION OR DELETION:						
CARRIER	CODE	TRANSLATION	ACTION	EFF DATE		
ATX	0277	Y	ADDITION	01/01/96		
ATX	0288	Y	DELETION	01/01/96		
ATX	0288	N	ADDITION	01/01/96		
* THE PRIMARY 4-DIGIT CODE.						
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Figure 143. Report: Carrier Information List, Sorted by CARRIER

SCHEDULE: MONTHLY			SMS - 800		CREATED: 03/10/93 12:45P/C	
SORT BY: CODE			CARRIER INFORMATION LIST			VERSION: 3
CARRIERS THAT ARE ACTIVE:						
CODE	CARRIER	TRANSLATION	CODE	CARRIER	TRANSLATION	
0104	MCI	Y	0288*	ATX	N	
0150*	SPR	Y	0299	ATX	B	
0200*	MCI	N				
CARRIERS PENDING ADDITION OR DELETION:						
CODE	CARRIER	TRANSLATION	ACTION	EFF DATE		
0277	ATX	Y	ADDITION	01/01/96		
0288	ATX	N	DELETION	01/01/96		
0288	ATX	Y	ADDITION	01/01/96		

\* THE PRIMARY 4-DIGIT CODE.

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Figure 144. Report: Carrier Information List, Sorted by CODE

## 17.20 CARRIER-NPA-NXX LIST

The *Carrier-NPA-NXX List* report, shown in Figures 145 through 148, is an on-demand report. It lists the NPA-NXXs assigned to each carrier during the interim NXX plan. It can be viewed or printed.

When requesting this report via the RRR screen, specify either CARRIER, CODE or NPA-NXX as the sort parameter. The report will be sorted accordingly.

Each report has two sections. One section shows the CARRIER NPA-NXXs that are active. The second section, which begins a new page, shows CARRIER NPA-NXXs that are pending addition or deletion, along with the EFF DATE for the pending action.

The information is derived from the Carrier Information Table and the Interim NXX-Carrier Assignment table, maintained by SMS Administration.

**NOTE:** The figures on the following pages show sample data condensed to fit on one page. Figure 148 is an example of the pending addition data and pending deletion data that is appended to each *Carrier-NPA-NXX List* report.

Table 51 lists the items in this report:

**Table 51. Report Items: Carrier-NPA-NXX List**

Item	Description
CREATED	The date and time the report was created.
SORT BY	The parameter used to sort the data in the report. Can be "CARRIER", "CODE", or "NPA-NXX". The sort parameter is a required report request (RRR) input.
CARRIER	The three-character alphabetic carrier name (refer to Bell Common Language Code), listed vertically. If the sort was by CARRIER, the carrier names are listed in the left in alphabetical order. If the sort was by CODE, the carrier CODES appear in the column next to the corresponding carrier name.
CODE	The numeric code for the carrier, listed vertically. If the sort was by CODE, the carrier CODES are listed in the left column in ascending numerical order. If the sort was by CARRIER, the CODE appears in the column next to the corresponding carrier name, in ascending numerical order for each carrier.
NPA-NXX	NPA-NXX numbers. If the sort was by NPA-NXX, the NXXs are listed in the left column in ascending numerical order. If the sort was by "CARRIER" or "CODE", the NXXs are shown horizontally (left to right) in numerical order, corresponding to the CARRIER and CODE.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed CARRIER-NPA-NXX.
ACTION	This column shows whether the CARRIER-NPA-NXX is pending deletion or addition.

SMS - 800		CREATED: 05/10/96 12:45P/C														
CARRIER-NPA-NXX LIST																
SORT BY: CARRIER																
CARRIER-NPA-NXX THAT ARE ACTIVE:																
CARRIER	CODE	NPA	NXX													
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
ATX	0288	888	302	303	304	305	306	307	308	309	310	311	312	313	314	315
			318	319	320											
ITT	0488	888	275													
MCI	0222	888	902	903	904	905	906	907	908	909	910	911	912	913	914	915
			918	919	920	921	922	923	924	925	926	927	928	929		

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Figure 145. Report: Carrier-NPA-NXX List, Sorted by Carrier Name



SMS - 800                      CREATED: 05/10/96 12:45P/C

CARRIER-NPA-NXX LIST

SORT BY: CODE

CARRIER-NPA-NXX THAT ARE ACTIVE:

CODE	CARRIER	NPA	NXX																											
0222	MCI	888	902	903	904	905	906	907	908	909	910	911	912	913	914	915	918	919	920	921	922	923	924	925	926	927	928	929		
0288	ATX	888	302	303	304	305	306	307	308	309	310	311	312	313	314	315	318	319	320											
0488	ITT	888	275																											

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Figure 146. Report: Carrier-NPA-NXX List, Sorted by Carrier Code

SMS - 800                                      CREATED: 05/10/96 12:45P/C

CARRIER-NPA-NXX LIST

SORT BY: NPA-NXX

CARRIER-888-NXX THAT ARE ACTIVE:

888 NXX	CARRIER	CODE	888 NXX	CARRIER	CODE	888 NXX	CARRIER	CODE
----	-----	----	----	-----	----	----	-----	----
100	ATX	0288	145	ATX	0288	200	MCI	0222
101	ATX	0288	146	ATX	0288	201	MCI	0222

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**Figure 147.** Report: Carrier-NPA-NXX List, Sorted by Carrier 888-NXX

SMS - 800                      CREATED: 05/10/96 12:45P/C

CARRIER-NPA-NXX LIST

PENDING ADDITION OR DELETION DATA

	CODE	CARRIER OR NXX	ACTION	EFF DATE
	----	-----	-----	-----
CARRIER DATA:	0087	SNT	ADDITION	01/01/95
	0333	UTC	ADDITION	01/01/96
888-NXX DATA:	0087	768	ADDITION	01/01/95
	0222	825	ADDITION	06/01/94
	0288	429	ADDITION	06/01/94
	0288	488	DELETION	07/01/94
	0333	669	ADDITION	01/01/96

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Figure 148. Report: Carrier-NPA-NXX List, Pending Data

## 17.21 PRINTER LIST

The *Printer List* report, shown in Figures 149 and 150, is an on-demand report. It can be viewed or printed.

When requesting this report via the RRR screen, specify either PRINTER or NETWORK as the sort parameter. The report will be sorted accordingly.

Each report has two sections. The first section shows information for the active printers, including an indication of whether or not the printer is designated as a mail printer. The second section, which begins a new page, shows printers that are pending addition or deletion, along with the EFF DATE for the pending action.

The information comes from the Printer Information Table, maintained by SMS Administration.

Table 52 lists the items in this report:

**Table 52. Report Items: Printer List**

Item	Description
PRINTER	Up to 8-character printer identification code, listed vertically. If the sort was by PRINTER, the printer codes are listed in the left column in alphabetical, then numerical order. If the sort was by NETWORK, the printers appear in the column next to the corresponding code.
NOS/ NETWORK	The Non-Owning SCP entity designation or the CCS Network code, listed vertically. If the sort was by NETWORK, the NOS/CCS Network codes are listed in the left column in alphabetical order. If the sort was by PRINTER, the NOS/CCS Network code appears in the column next to the corresponding printer id.
MAIL SERVICE	The MAIL SERVICE column contains "Y" if the printer is designated as a mail printer and "N" if the printer is not a mail printer.
ACTION	This column shows whether the printer is pending deletion or addition.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the printer.

SMS - 800			CREATED: 03/10/93 12:45P/C		
PRINTER LIST					
SORT BY: NOS/CCS NETWORK					
PRINTERS THAT ARE ACTIVE:					
NOS/NETWORK	PRINTER	MAIL SERVICE	NOS/NETWORK	PRINTER	MAIL SERVICE
AM	ERAA1001	Y	UW	UWY1002	N
AM	ERAM0301	N	UW	UWY1003	N
AM	ERT20032	Y			
BA	ERUT2001	Y			
BA	UWUT2006	Y			
SH	SHT20061	Y			
UW	UWY1001	Y			

PRINTERS PENDING ADDITION OR DELETION:					
NOS/NETWORK	PRINTER	MAIL SERVICE	ACTION	EFF DATE	
UW	UWY1001	Y	DELETION	01/01/96	
UW	UWY1003	N	ADDITION	01/01/96	

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Figure 149. Report: Printer List, Sorted by Network

SMS - 800			CREATED: 03/10/93 12:45P/C		
PRINTER LIST					
SORT BY: PRINTER					
PRINTERS THAT ARE ACTIVE:					
PRINTER	NOS/NETWORK	MAIL SERVICE	PRINTER	NOS/NETWORK	MAIL SERVICE
AZUT1001	BS	Y	IPWY1002	BS	N
AZUT1002	BS	Y	KJWY1003	UW	N
CDUT2003	SH	Y			
DEUT2004	AM	Y			
FAUT2005	UW	Y			
FRUT2006	BA	N			
HUWY1001	BA	Y			

PRINTERS PENDING ADDITION OR DELETION:					
PRINTER	NOS/NETWORK	MAIL SERVICE	ACTION	EFF DATE	
AZUT1001	BS	Y	DELETION	01/01/96	
FRUT2006	BA	N	ADDITION	01/01/96	

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Figure 150. Report: Printer List, Sorted by Printer

## 17.22 SCP LIST

The *SCP List* report, shown in Figure 151, is an on-demand report which lists information on all SCPs in the nation. It can be viewed or printed.

When requesting this report via the RRR screen, specify either SCP ID, CITY or STATE as the sort parameter. The report will be sorted accordingly.

This report can be viewed or printed.

Table 53 lists the items in this report:

**Table 53. Report Items: SCP List**

Item	Description
SORT BY	The sort parameter specified for the report. If sorted by SCP ID, the SCP IDs are shown in the left column. If sorted by City or State, the NODE IDs are shown in the left column.
SCP ID	The 4-character alphanumeric SCP ID.
NODE ID	The 11-character CLLI Code for the SCP.
MATE	The SCP ID for the MATE for 800 type service.
APPLICATIONS	The list of applications residing on the SCP.
VERSION NUMBER	The version number of the software of the application.
MANUAL NUMBER	The reference number for the SMS/application interface specification manual that the SCP software complies to.
QUEUE STATE	The queue state of the application in SMS.

SMS - 800		CREATED: 03/10/93 12:45P/C				
SCP LIST						
SORT BY: SCP ID						
SCP ID	NODE ID	MATE	APPL	VERSION NUMBER	MANUAL NUMBER	QUEUE STATE
AM01	CHCGILIDWS1	AMO2	CMSDB	0001.2	TM-NPL-000798-I06	QUEUE
			LIDB	0001.1	TM-TSY-000446-I02	QUEUE
AM02	CHCGILWBWS2	AM01	CMSDB	0001.2	TM-NPL-000798-I06	QUEUE
AM03	CHCGILIDWS3	AM04	CMSDB	0001.1	TM-NPL-000798-I03	QUEUE
			PVN	0001.1	TM-TSY-010094-I01	QUEUE
AM04	CHCGILWBWS4	AM03	CMSDB	0001.1	TM-NPL-000798-I03	QUEUE
			PVN	0001.1	TM-TSY-010094-I01	QUEUE

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Figure 151. Report: SCP List, Sorted by SCP



### 17.23 SSP LIST

The *SSP List* report, shown in Figure 152, is an on-demand report. It is available in printed form only. This report provides a listing of SSP point codes and the node ID for each.

When requesting this report via the RRR screen, specify either POINT CODE, CITY or STATE or as the sort parameter. The report will be sorted accordingly. (If you select CITY or STATE as the sort parameter, the report will be sorted by the city or state codes contained in the NODE ID.)

The information in this report is maintained by SMS Administration.

Table 54 lists the items in this report:

**Table 54. Report Items: SSP List**

Item	Description
SSP POINT CODE	The nine digit code identifying an SSP.
NODE ID	The 11 character CLLI code for the SSP: <ul style="list-style-type: none"><li>• The first 4 characters identify the city.</li><li>• The next two characters are the state code.</li><li>• The next two characters are an alphanumeric building identification.</li><li>• The final 3 characters are an equipment identification.</li></ul>

SMS - 800		CREATED: 03/10/93 12:45P/C	
SSP LIST			
SORT BY: POINT CODE			
SSP POINT CODE	NODE ID	SSP POINT CODE	NODE ID
240 001 159	LEBAPA44D45	240 050 239	LANCPA93A12
240 002 184	CARLPA07E10	240 050 248	LANCPAB6L54
240 003 061	BETHPA05D09	240 050 250	PITTPA830D9
240 005 093	PHILPA830E8	240 050 252	PITTPA844H5
240 007 121	UDARPA73D42	240 052 017	HERSPA32R14
240 009 223	UDARPA75K56	240 052 021	CHESPA12V43
240 010 112	EASTPA19C23	240 052 036	NORRPA73P32
240 010 120	CHESPA09F11	240 055 222	GETTPA76S32
240 010 134	NORRPA48A15	245 062 081	NWRKNJ234R7
240 010 140	HARBPA3Z932	245 062 178	RDBKNJ34R56
240 010 141	HARBPA3Z933	245 062 179	RDBKNJ56S57
240 010 142	CHESPA12H34	245 062 180	NWRKNJ07H54
240 013 032	BEAVPA03C02	245 062 244	ELIZNJ11512
240 013 047	HRSHPA130A2	245 062 245	ELIZNJ11513
240 016 112	DOYLP17B12	245 073 103	TRNTNJ12D45
240 016 238	CHESPA134V2	245 073 110	TRNTNJ13F11
240 020 111	GETTPA26A13	245 073 124	LAWRNJ17G48
240 024 009	GETTPA26C25	245 073 166	HMLTNJ65G02
240 024 025	READPA69C33	245 073 201	PRINNJ34P43
240 025 048	HRSHPA34T91	245 082 118	PENNNJ67D21
240 025 103	EASTPA34W74	245 082 125	PRINNJ03T45
240 030 021	EASTPA23D82	245 082 130	CRANNJ41H88
240 030 039	QUAKPA63F26	245 082 132	MARLNJ45B06
240 030 102	HARRPA28L41	245 084 092	PATRNJ29K70
240 041 127	HARRPA31G20	245 084 129	PATRNJ45Y21
240 041 145	HARRPA43E27	245 084 134	ELIZNJ12F43
240 043 010	QUAKPA67S22	245 084 146	PSCTNJ90Q01
240 043 018	YORKPA77Y56	245 084 149	JERCNJ12T54
240 043 023	COATPA11G19	245 084 153	JERCNJ22R31
240 043 027	KIPRPA36M22	245 084 154	HOBONJ33G56
240 045 116	KIPRPA45R93	245 084 156	HACKNJ30R71
240 045 112	YORKPA87F43	245 108 023	HOBONJ93F22
240 045 129	HARRPA74B11	245 108 069	WYNENJ45R12
240 047 138	OILCPA51B66	245 108 098	WYNENJ56T81
240 047 142	DOYLP23N54	245 109 033	SOMRNJ53D21
240 049 015	ERIEPA21G42	245 109 056	WESTNJ09J96
240 049 117	LANCPA84A03	245 109 092	PSIANJ45V43
240 049 230	ERIEPA22J71	245 109 133	PSCTNJ56Y81
240 050 026	ERIEPA43V58	251 127 164	DOVRDE11E39
240 050 096	LANCPA93A19	251 127 183	GLASDE27K49
240 050 121	PITTPA93A19	251 134 190	WILMDE16N43

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Figure 152. Report: SSP List

## 17.24 DAILY CR ACTIVATION SUMMARY

(NOTE TO SMS/800 HELP DESK USERS ONLY: This report is listed on both Page 1 and Page 8 of your RRR screen. Request this report from Page 1 of the RRR screen.)

The *Daily CR Activation Summary* report, shown in Figures 153 and 154, is a scheduled daily report. It is available in printed form only. This report lists the customer records sent to and activated at the SCPs on a given day. Resp Org users request this report from page 3 of their RRR screen. SMS/800 Help Desk users request this report from page 1 of their RRR screen.

For the DAY parameter on the RRR screen, enter the day of the week for which you want to receive CR activation data.

Fill in the other parameters on the RRR screen as instructed below. Note that there are three versions of this report and that the way Resp Org users and SMS/800 Help Desk users request the report is slightly different, since their RRR screens are set up differently:

*Report version available to all users:*

- List the customer records that were activated that belong to a specific Resp Org. To request this version, Resp Org users type RESP in the SORT field of their RRR screen; SMS/800 Help Desk users specify a Resp Org code in the RESP ORG field of their RRR screen.

*Report versions available to users whose Resp Org is affiliated with an SCP and to SMS/800 Help Desk users:*

- List the customer records that were activated in the SCPs of a specified CCS network. To request this version, Resp Org users type NET in the SORT field of their RRR screen; SMS/800 Help Desk users specify a network in the NETWORK field on their RRR screen.
- List the customer records that were activated in a specified SCP. To request this version, Resp Org users type SCP in the SORT field and specify an SCP ID in the SCP ID field on their RRR screen; SMS/800 Help Desk users specify an SCP ID in the SCP ID field on their RRR screen.

Table 55 lists the items in this report:

**Table 55. Report Items: Daily CR Activation Summary**

Item	Description
RESP ORG	The organization responsible for the customer records listed in the report.
CREATED	The date and time the report was created.
SCHEDULE	The generation schedule of the report (daily).
VERSION	The day of the week (SU, M, TU, etc.) and the date for which the report was generated.
DIAL#	The DIAL# for which a customer record became active or was updated at the SCPs on the given day.
CUST OR AGENT ID	The Customer or Agent ID of the record as entered on the CAD (will only be present for Customer or Agent DIAL#s).
SCPS WHERE RECORD WAS LOADED	The SCPs where the record became active. Possible entries are: ALL IN NETWORK(S): AA (where AA's equal CCS Network abbreviation) / Individual listings of SCPs.
SORT BY	The network code or the SCP ID for which the report is being produced when the SORT parameter entered on the RRR screen is either "NET" or "SCP". Not printed when the SORT parameter entered on the RRR screen is "RESP" and the report is produced for the given Resp Org.
SCP ID(S)	The identification codes of the SCPs where the specified customer records were activated. When the report is requested for a specific network, all the SCPs in the specified network that were affected by customer record activations are listed for each record. When the report is requested for a specific SCP, then only the customer records activated in the specified SCP are listed.
ACT	<p>The action occurring to the customer record at the SCP. One of the following:</p> <ul style="list-style-type: none"> <li>N - Loaded new record loaded into specified SCP(s).</li> <li>C - Changed record loaded into specified SCP(s).</li> <li>D - Disconnect record (no referral).</li> <li>I- On intercept record (disconnect record with referral).</li> <li>X - Deleted record from specified SCP(s).</li> <li>R - Removed record from specified SCP(s) after the end-intercept date has been reached.</li> </ul> <p>For example, if a record initially had an AOS of BA and was updated to now have an AOS of BA and AM, then on the report for BA the action would be "C" whereas on the report for AM the action would be "N".</p>

DIAL#		AGENT/ CUST ID	SCPS WHERE RECORD WAS LOADED
800-335-5678-NJ			BA01, BA02
800-352-4832	ACME1		AM01, AM02, BA01, BA02
800-352-4834			ALL IN NETWORK(S): AM, BA, NX01, NX02
800-352-4840	TWAAA		ALL IN COUNTRY
800-352-4911			ALL IN NETWORK(S): UW
800-438-4433			ALL IN NETWORK(S): AM, BA

Figure 153. Report: Daily CR Activation Summary, Sorted by Resp Org

DIAL#	RESP ORG	SCP ID(S)	ACT	DIAL#	RESP ORG	SCP ID(S)	ACT
800-335-5678-NJ	BANJ1	BA01, BA02	N	800-353-8873	BSSB1	BA01, BA02	D
		BA03, BA04		800-432-7568	AMMI1	BA01, BA02	C
800-352-4832	BANJ1	BA01, BA03	C	800-437-7389	PCCA1	BA01, BA02	C
		BA04		800-442-4832	BANJ2	BA01, BA02	D
800-352-4834	BANJ2	BA01, BA02	N	800-454-4844	BANJ1	BA01, BA02	N
800-352-4840	BANJ2	BA01, BA02	C			BA03, BA04	
800-352-4911	BANJ1	BA01, BA02	I	800-466-4941	BANJ2	BA01, BA02	X

Figure 154. Report: Daily CR Activation Summary, Sorted by Network

### 17.25 TELEPHONE COMPANY LIST

The *Telephone Company List* report, shown in Figure 155 (with data condensed to fit on one page) is a scheduled report, updated monthly. This report can be viewed or printed.

The report has two sections. The first section shows the active telephone companies (TELCOs). The second section, which begins a new page, shows TELCOs that are pending addition or deletion, along with the EFF DATE for the pending action.

The information is from the TELCO Table, maintained by SMS Administration.

Table 56 lists the items in this report:

**Table 56. Report Items: Telephone Company List**

<b>Item</b>	<b>Description</b>
SCHEDULE	The generation schedule for the report (MONTHLY).
VERSION	The month (1 - 12) the report was generated.
TELCO	TELCO codes, listed vertically.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed TELCO.
ACTION	This column shows whether the TELCO is pending deletion or addition.

SCHEDULE: MONTHLY		SMS - 800		CREATED: 03/14/93 12:45P/C	
		TELEPHONE COMPANY LIST		VERSION: 1	
TELCOs THAT ARE ACTIVE:					
TELCO	TELCO	TELCO	TELCO	TELCO	TELCO
-----	-----	-----	-----	-----	-----
AMIL	BADC	NXME	PCCA	SHNE	UWID
AMIN	BADE	NXNY	PCOR	SHTX	UWMN
TELCOs PENDING ADDITION OR DELETION:					
	TELCO	ACTION	EFF DATE		
	-----	-----	-----		
	BAXX	ADDITION	01/01/96		
	PCYX	ADDITION	01/01/96		
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Figure 155. Report: Telephone Company List

## 17.26 RESP ORG LIST

The *Resp Org List* report, shown in Figure 156, is a monthly scheduled report that lists information on all Resp Orgs known to SMS. It can be viewed or printed.

This report has two sections. The first section shows all active Resp Orgs. The second section, which begins on a new page, shows Resp Orgs that are pending addition or deletion, along with the EFF DATE for the pending action.

The information is from the Resp Org Information Table, maintained by SMS Administration.

Table 57 lists the items in this report:

**Table 57. Report items: Resp Org List**

Item	Description
CREATED	The date and time the report was created.
SCHEDULE	The generation schedule for the report (MONTHLY).
VERSION	The month (1, 2, ..., 12) the report was generated.
RESP ORG	Resp Org codes, listed vertically. The first two alpha characters of the code identify the CCS Network. The next two characters identify the company within that CCS Network. The final numeric digit identifies the organization. For ITCs and ICs, the first four alpha characters are company codes assigned by SMT's software vendor.
DA ORG	The code for work center to be contacted by the directory assistance provider for listing corrections to the DIAL# controlled by the associated Resp Org. An entry of "NO" signifies that directory assistance information for this Resp Org's DIAL#s is not to be sent to the national directory assistance provider.
DA BILL ORG	Three digit code for the entity to be billed for this Resp Org's DIAL# information in the national directory assistance system.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed Resp Org.
ACTION	This column shows whether the Resp Org is pending deletion or addition.
TRBL REF #	This column lists the contact number to help resolve problems reported against a DIAL#. This field is only populated if the Resp Org listed is an owner of a customer record and requires a contact number.



RESP ORG LIST					
RESP ORGS THAT ARE ACTIVE:					
RESP ORG	DA ORG	DA BILL ORG	TRBL REF #		
AMCB1	BS01	334	419-555-1212		
AMLBA	BS02	435			
AMLB1	B	5	815-555-2222		
AMMBA	AC12	122			
AMMB1	NO	NO	313-555-3333		
AMNBA	BS	6			
AMNS1	BS	7			
RESP ORGS PENDING ADDITION OR DELETION:					
RESP ORG	DA ORG	DA BILL ORG	TRBL REF #	ACTION	EFF DATE
SHSW1	0027	009		DELETION	11/01/96
UWPNB	0032	006	206-555-1111	ADDITION	09/01/96
AMCB1	BS01	334		ADDITION	10/01/96
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Figure 156. Report: Resp Org List

## 17.27 DIRECTORY ASSISTANCE NPA SELECTION LIST

The *Directory Assistance NPA Selection List* report, shown in Figure 157, is a monthly scheduled report. It is available in printed form only. This report lists each LATA and all NPAs that fully or partially bound the LATA.

In the SEND TO DA field, a value of Y or N indicates whether or not the NPA is to be included in the area of service passed to Directory Assistance for LATA-based service.

Only active units are included in the report; pending and old units are not included.

The report is sorted by LATA and within LATA by NPA. The value of the SEND TO DA field is listed for each NPA either fully or partially within the Area of Service of the LATA.

Table 58 lists the items in this report:

**Table 58.** Report Items: Directory Assistance NPA Selection List

Item	Description
CREATED	The date and time the report was created.
SCHEDULED	The generation schedule of the report (MONTHLY).
VERSION	The month (1, 2, ..., 12) the report was generated.
LATA	Three-digit LATA code.
NPA	Three-digit NPA code.
SEND TO DA	Y or N indicates whether or not the NPA is to be included in the area of service passed to Directory Assistance when the DIAL#'s area of service is defined by LATA.

SCHEDULE: MONTHLY			SMS - 800		CREATED: 04/24/93 10:00A/C	
DIRECTORY ASSISTANCE NPA SELECTION LIST			VERSION: 4			
LATA	NPA	SEND TO DA	LATA	NPA	SEND TO DA	
---	---	-----	---	---	-----	
120	207	Y	234	412	Y	
122	603	N	236	202	Y	
124	802	Y		301	Y	
126	413	Y		703	Y	
128	617	N	238	301	Y	
130	401	Y	240	301	Y	
132	203	Y		304	Y	
	212	Y		717	Y	
	516	Y		814	Y	
	718	Y	242	301	Y	
	914	Y	244	615	Y	
133	717	Y		703	Y	
	914	Y	246	703	Y	
134	413	Y	248	804	Y	
	518	Y	250	804	Y	
136	315	Y		919	Y	
	607	Y	252	804	Y	
138	607	Y		919	Y	
	717	Y	254	304	Y	
140	716	Y		703	Y	
	814	Y	256	304	Y	
220	609	Y		412	Y	
222	609	Y	320	216	Y	
224	201	Y	322	216	Y	
	215	Y		412	Y	
226	215	Y	324	614	Y	
	717	Y	325	216	Y	
	814	Y	326	313	Y	
228	215	Y		317	Y	
	302	Y		419	Y	
230	814	Y	328	513	Y	
232	201	Y	330	812	Y	
	215	Y	332	219	Y	
	717	Y	334	219	Y	
	814	Y	336	217	Y	

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Figure 157. Report: Directory Assistance NPA Selection List

## 17.28 CALL SAMPLING TIME OF DAY SUMMARY

**NOTE:** For information on call sampling and the CAS (Call Sampling) screen, refer to Section 14.

The *Call Sampling Time of Day Summary* report, shown in Figure 158, is an on-demand report. It summarizes call sampling data by the TIME OF DAY of the calls made to the DIAL#. Its purpose is to show the pattern of light and heavy calling periods.

Various parameters for this report were specified on the CAS (Call Sampling) screen when the call sampling study was requested.

- On the second page of the CAS screen, the entry in the SUM CYCLE field designates the time increment for summary analysis. SUM CYCLE values may range from 1 to 24 hours. Multiple SUM CYCLES can be specified (for example, 1,4,8,24), in which case multiple reports will be produced, one for each specified SUM CYCLE.
- The SCOPE of the call sampling is specified on CAS as one of the following:
  - IN AREA = only calls originating within the DIAL#'s area of service are included in the sample.
  - IN & OUT OF AREA = All calls to the DIAL# are included in the sample, regardless of the call's origin.
- The SAMPLE TYPE to be reported is specified on CAS as either CALL DATA or CALL & ANSWER DATA.

Table 59 lists the items in this report:

**Table 59. Report Items: Call Sampling Time of Day Summary**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number on which the sampling study was performed as specified on the CAS screen when the sampling was requested.
START AT	The date and time to start the sampling study as specified on the CAS screen when the sampling was requested. Note: START AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to the date when this time change takes place.
STOP AT	The date and time to stop the sampling study as specified on the CAS screen when the sampling was requested, or if the study was terminated early, the time the study was terminated. Note: STOP AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to date when this time change takes place.
SCOPE	An indication of whether the study was performed on the IN AREA only or on the IN & OUT OF AREA. This was specified on the CAS screen when the sampling was requested.
SAMPLE TYPE	An indication of whether only CALL DATA was collected by the SCPs involved, or if both the CALL and ANSWER DATA was collected. This was specified on the CAS screen when the sampling was requested.
SAMPLING RATE	The sampling rate (between 1-100%) as specified on the CAS screen when the sampling was requested.
SUM CYCLE	The time interval for the summary totals. Possible values are 1, 2, 3, 4, 6, 8, 12, or 24 hours. The SUM CYCLE is specified on page 2 of the CAS (Call Sampling) screen when the reports are pre-selected.
INTERVAL END TIME	The time when a SUM CYCLE ends. (Note: INTERVAL END TIME is always expressed in the time zone specified in the CAS input.)
# OF CALLS SAMPLED	The total number of calls sampled during the time interval.
% CALLS ANSWERED	The percent of calls answered by the subscriber. This column appears when both call and answer data are reported.
AVG CONNECTION (MIN:SEC)	The average time a party remained on the line after answering a call, expressed as minutes and seconds as in 2:13 (2 minutes, 13 seconds) or 0:10 (10 seconds), etc. This column appears when both call and answer data are reported.
GRAND TOTAL	The total of each column of data. In the case of percentage data, the total number of calls answered is divided by the total number of calls sampled and is expressed as a percent.

SMS - 800		CREATED: 10/30/93 09:00A/C	
CALL SAMPLING TIME OF DAY SUMMARY			
DIAL#: 800-221-1234			
START AT:		10/29/93 10:30A/EST	
STOP AT:		10/30/93 2:30A/EDT	
SCOPE:		IN & OUT OF AREA	
SAMPLE TYPE:		CALL & ANSWER DATA	
SAMPLING RATE:		30%	
SUM CYCLE:		1 HR	
INTERVAL	# OF CALLS	% CALLS	AVG CONNECTION
END TIME	SAMPLED	ANSWERED	(MIN:SEC)
10:30A/E	3,405	69.1%	7:30
11:30A/E	2,931	61.8%	9:25
12:30P/E	2,104	72.0%	7:08
01:30P/E	1,984	69.9%	6:18
02:30P/E	2,408	73.1%	7:48
03:30P/E	1,972	64.2%	5:59
04:30P/E	829	82.9%	8:22
05:30P/E	913	78.5%	4:18
06:30P/E	1,871	75.0%	7:18
07:30P/E	955	81.8%	10:43
08:30P/E	1,039	70.5%	3:04
09:30P/E	1,200	76.4%	5:32
10:30P/E	1,192	69.1%	10:25
11:30P/E	2,405	78.8%	8:41
12:30A/E	3,906	63.9%	9:05
01:30A/E	2,194	59.0%	5:14
02:30A/E	2,209	61.1%	8:05
GRAND			
TOTAL:	XXX,XXX,XXX	XXX.X%	XXX:XX
*****			
* STUDY SPANNED TIME TRANSITION. STANDARD TIME BEGAN 10/30/93. *			
*****			
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Figure 158. Report: Call Sampling Time of Day Summary

## 17.29 CONTROL OF CUSTOMER CALL SAMPLING

The *Control of Customer Call Sampling* report, shown in Figure 159, is an on-demand report. This report lists the SCPs in all CCS Networks and specifies which ones collect call sampling data and call answer data and which do not. The report is available to all Resp Orgs and the SMS/800 Help Desk and it can be viewed or printed.

Information for the report is derived from data entered on the COS (Control of Call Sampling) screen by the SCP Administrator. (The COS screen is described in BR 780-004-223, *SCP Administration*).

Table 60 lists the items in this report:

**Table 60. Report Items: Control of Customer Call Sampling**

Item	Description
STATUS	The STATUS of the unit. The STATUS is one of the following: PENDING (The unit has a future EFF DATE), ACTIVE (The unit has a past EFF DATE.), or OLD (the unit was active but has been replaced by a unit having a later EFF DATE).
CCS NETWORK	The CCS Network code.
EFF DATE	The effective date for the reported unit.
SCP ID	The SCP IDs for the CCS Network.
CR CALL SAMPLING	An indication of whether or not the SCP allows customer record call sampling. "Y" indicates yes. "N" indicates no.
GIVE ANSWER DATA	An indication of whether or not the SCP will give the answer data. "Y" indicates yes. "N" indicates no. (NOTE: If the values for CR CALL SAMPLING is "N", this field for the same SCP will also contain "N" (No).

SMS - 800		CREATED: 03/14/93 12:45P/C	
CONTROL OF CUSTOMER CALL SAMPLING REPORT			
CCS NETWORK: AM			
STATUS: OLD		EFF DATE: 03/11/93	
SCP ID	CR CALL SAMPLING	GIVE ANSWER DATA	
AM01	Y	Y	
AM02	Y	Y	
AM03	Y	N	
AM04	N	N	
STATUS: OLD		EFF DATE: 03/12/93	
SCP ID	CR CALL SAMPLING	GIVE ANSWER DATA	
AM01	Y	Y	
AM02	Y	Y	
AM03	N	N	
AM04	N	N	
STATUS: ACTIVE		EFF DATE: 03/13/93	
SCP ID	CR CALL SAMPLING	GIVE ANSWER DATA	
AM01	Y	Y	
AM02	Y	Y	
AM03	N	Y	
AM04	N	Y	
STATUS: PENDING		EFF DATE: 04/01/93	
SCP ID	CR CALL SAMPLING	GIVE ANSWER DATA	
AM01	Y	Y	
AM02	Y	Y	
AM03	Y	Y	
AM04	Y	Y	
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Figure 159. Report: Control of Customer Call Sampling



### 17.30 CHANGED NPA-NXXs

The *Changed NPA-NXXs* report, shown in Figures 160 through 162, informs users of any of the following NPA-NXX changes (including manual changes by the SMS/800 Help Desk) that may have occurred since the last TPM tape:

- new NPA-NXXs,
- deleted NPA-NXXs, or
- NPA-NXXs moved from one LATA to another.

These changes could affect customer records, LADs or AOS labels and users must take appropriate actions.

**NOTE:** A bulletin board message informs users when a new TPM tape is processed.

Table 61 lists the items in this report:

**Table 61. Report Items: Changed NPA-NXXs**

Item	Description
CHANGES MADE TO ASSOCIATED TABLES ON mm/dd/yy	The date the changes were made.
NPA-NXX ADDITIONS	The following information is provided for each NPA-NXX added: <ul style="list-style-type: none"> <li>• NPA-NXX - The NPA-NXX which was or will be added.</li> <li>• LATA - The LATA associated with the NPA-NXX that was or will be added.</li> <li>• ADD EFF DATE - The date that the add occurred or will occur.</li> </ul>
NPA-NXX DELETIONS	The following information is provided for each NPA-NXX deleted: <ul style="list-style-type: none"> <li>• NPA-NXX - The NPA-NXX which was or will be deleted.</li> <li>• LATA - The LATA associated with the NPA-NXX that was or will be deleted.</li> <li>• DELETE EFF DATE - The date that the delete occurred or will occur.</li> </ul>
NPA-NXX-LATA MOVES	The following information is provided for each NPA-NXX-LATA move: <ul style="list-style-type: none"> <li>• NPA-NXX - The NPA-NXX that was or will be moved.</li> <li>• OLD LATA - The LATA from which the NPA-NXX moved or will move from.</li> <li>• NEW LATA - The LATA to which the NPA-NXX moved or will move to.</li> </ul>
MOVE EFF DATE	The date that the move occurred or will occur.

SMS - 800                      CREATED: 6/14/93 10:30A/C

**CHANGED NPA-NXXS REPORT**

CHANGES MADE TO ASSOCIATED TABLES ON \$\$/\$\$/\$\$

\*\*\*\*\*  
NPA-NXX ADDITIONS  
\*\*\*\*\*

NPA-NXX	LATA	ADD EFF DATE
-----	----	-----
201-281	224	6/06/93
201-422	224	6/13/93
201-503	224	6/06/93
201-705	224	5/09/93
203-829	920	5/15/93

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**Figure 160.** Report: Changed NPA-NXXs, NPA-NXX Additions

SMS - 800                      CREATED: 6/14/93 10:30A/C

**CHANGED NPA-NXXS REPORT**

CHANGES MADE TO ASSOCIATED TABLES ON \$\$/\$\$/\$\$

\*\*\*\*\*  
NPA-NXX DELETIONS  
\*\*\*\*\*

NPA-NXX	LATA	DELETE EFF DATE
207-771	120	5/15/93
312-632	358	5/15/93
418-767	938	5/15/93

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Figure 161. Report: Changed NPA-NXXs, NPA-NXX Deletions

SMS - 800                      CREATED: 6/14/93 10:30A/C

CHANGED NPA-NXXS REPORT

CHANGES MADE TO ASSOCIATED TABLES ON \$\$\$/\$\$\$/\$\$

\*\*\*\*\*  
NPA-NXX-LATA MOVES  
\*\*\*\*\*

NPA-NXX	OLD LATA	NEW LATA	MOVE EFF DATE
806-575	664	546	5/31/93
305-728	460	462	5/15/93
606-297	466	460	5/16/93

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Figure 162. Report: Changed NPA-NXXs, NPA-NXX LATA Moves

### 17.31 AFFECTED CRs BY NPA-NXX-LATA ACTIVITY

The *Affected Customer Records by NPA-NXX-LATA Activity* report, shown in Figures 163 through 165, lists customer records affected by NPA-NXX additions, deletions, or moves. It is an on-demand report.

There are three versions of this report:

- Affected CRs due to NPA-NXX addition.
- Affected CRs due to NPA-NXX deletion.
- Affected CRs due to NPA-NXX move.

When requesting this report from the RRR screen, specify the activity TYPE parameter -- may be A (Add), D (Delete) or M (Move). Optionally, also specify the NPA-NXX parameter -- enter a specific NPA-NXX.

A bulletin board message informs users when this report is generated.

For Resp Org users, the report will include only those customer records for which they are the control Resp Org (i.e., those records that they can update) For SMS/800 Help Desk users, the report will include all affected customer records in the country.

ACTIVE, SENDING, PENDING and DISCONNECT with referral records are included in the report.

If there is no data for the report (i.e., the identify program has not yet been run, or an incorrect NPA-NXX was entered), the message, "NO DATA AVAILABLE" will be displayed.

Table 62 lists the items in this report:

**Table 62. Report Items: Affected CR by NPA-NXX-LATA Activity**

Item	Description
RESP ORG	The responsible organization for displayed DIAL#'s.
CREATED	The date and time that the report is generated.
DELETED NPA-NXX	The parameter that the user requested. It must be a specific NPA-NXX.
MOVING NPA-NXX	The specific NPA-NXX used to ask for the report.
AS OF	The date that the system uses the customer record data base to identify the Affected Customer Records.
DELETED NPA-NXX	The NPA-NXX that was deleted.
# OF AFFECTED CUSTOMER RECORDS FOR NPA	The number of customer records affected by NXX additions to a particular NPA.

**Table 62.** Report Items: Affected CR by NPA-NXX-LATA Activity

Item	Description
# OF AFFECTED CUSTOMER RECORDS FOR -	The number of customer records affected by the deletion of a particular NPA-NXX.
TOTAL # OF AFFECTED CUSTOMER RECORDS	The number of customer records affected by an NPA-NXX move.
DIAL#, EFF DATE<TIME>	The keys of the affected customer record. If the DIAL# is a duplicate number, then the state code is attached at the end of the DIAL#.
AFFECTED AREA	<p>Indicates the area of the Customer Record which is affected by the NPA-NXX Addition, Deletion or Move. (These are similar to the Affected Areas for the NPA Split, except that not all Affected Areas apply to all Sections). The possibilities are:</p> <p>AREA OF SERVICE - NPA, LATA, STATE, or CCS NETWORK: The NPA part of the area of service on the CAD has the MOVING NPA as one of the entries.</p> <p>AOS LABEL: The AOS LBL on the CAD has the MOVING NPA as one of the definitions.</p> <p>TEL# - POTS#: Shows that the TEL# is a POTS# and the POTS# has the DELETED or MOVING NPA-NXX as the terminating number.</p> <p>LSO: The LSO field on the CAD has the DELETED NPA-NXX as an entry.</p> <p>FSO: The FSO field on the CAD has the DELETED NPA-NXX as an entry.</p> <p>NPHONE: The NPHONE field on the CAD has the DELETED NPA-NXX contained in an entry.</p> <p>BILLTN: The BILLTN field on the CAD has the DELETED NPA-NXX contained in an entry.</p> <p>CPR (Area CD, LATA, State, 6#, 10#, TEL#) Nodes: For the ADDED NPA-NXX, it indicates that such a node is being used. Or, it indicates that these nodes have the DELETED or MOVED NPA-NXX as one of the entries.</p> <p>LAD (Area CD, LATA, State, 6#, 10#, TEL#) Labels: For the ADDED NPA-NXX, it indicates that such a node is being used. Or, it indicates that these labels have the DELETED NPA-NXX as one of the definitions.</p>
CR STATUS	The status of the Customer Record. It can be either ACTIVE, SENDING, PENDING, or DISCONNECT W/ REF (disconnect with referral).

RESP ORG: \*\*\*\*\* SMS - 800 CREATED: 05/01/93 12:45P/C

AFFECTED CUSTOMER RECORDS BY NPA-NXX-LATA ACTIVITY

\*\*\*\*\*  
CUSTOMER RECORDS AFFECTED DUE TO NPA-NXX ADDITION  
\*\*\*\*\*

# OF AFFECTED CUSTOMER RECORDS FOR NPA 201: 10 AS OF: 05/01/93

DIAL#	EFF DATE <TIME>	AFFECTED AREA	CR STATUS
800-234-3000	02/10/93 11:30A/C	CPR - 6# NODE LAD - NPA-NXX	ACTIVE
800-255-1000	02:00A/C	CPR - 10# NODE	ACTIVE
800-222-1212-NJ	03/01/93 02:15A/C	CPR - 6# NODE	DISCONNECT W/ REF
800-753-4000	02:30P/C	CPR - 10# NODE	ACTIVE
800-465-1000	05/01/93 02:00P/C	CPR - 10# NODE	SENDING
800-773-2323	06/15/93 03:30P/C	CPR - 6# NODE	PENDING

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Figure 163. Report: Affected CRs by NPA-NXX-LATA Activity,  
NPA-NXX Addition

```
RESP ORG: *****          SMS - 800          CREATED: 05/01/93 12:45P/C

AFFECTED CUSTOMER RECORDS BY NPA-NXX-LATA ACTIVITY

*****
CUSTOMER RECORDS AFFECTED DUE TO NPA-NXX DELETION
*****

DELETED NPA-NXX: 201-699          DELETE EFF DATE: 05/15/93
# OF AFFECTED CUSTOMER RECORDS FOR 201-699:          10          AS OF: 05/01/93

-----
DIAL#          EFF DATE <TIME>          AFFECTED AREA          CR STATUS
-----
800-234-3000          02/10/93 11:30A/C          TEL# - POTS#          ACTIVE
800-255-1000          03/09/93 02:00A/C          LSO          ACTIVE
                        CPR - 6# NODE
800-566-1212-NJ          04/01/93 02:15A/C          NPHONE          DISCONNECT W/ REF
880-753-4000          05/01/93 02:30P/C          CPR - TEL# NODE          SENDING
800-765-1000          06/02/93 02:00P/C          BILLTN          PENDING
                        FSO
                        TEL# - POTS#

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Figure 164. Report: Affected CRs by NPA-NXX-LATA Activity,  
NPA-NXX Deletion



RESP ORG: \*\*\*\*\* SMS - 800 CREATED: 05/01/93 12:45P/C

AFFECTED CUSTOMER RECORDS BY NPA-NXX-LATA ACTIVITY

\*\*\*\*\*  
CUSTOMER RECORDS AFFECTED DUE TO NPA-NXX MOVE  
\*\*\*\*\*

MOVING NPA-NXX: 806-575  
OLD LATA: 664 MOVE EFF DATE: 07/01/93  
NEW LATA: 546 AS OF: 05/01/93

TOTAL # OF AFFECTED CUSTOMER RECORDS: 10

EFF DATE <TIME>	DIAL#	AFFECTED AREA	CR STATUS
02/10/93 11:30A/C	800-234-3000	AREA OF SERVICE - NPA	ACTIVE
05/02/93 02:00A/C	800-255-1000	AOS LABEL - WESTERN	SENDING
		CPR - 6# NODE	
06/11/93 02:15A/C	800-566-1212-NJ	TEL# - POTS#	PENDING
07/17/93 02:30P/C	800-753-4000	CPR - TEL# NODE	PENDING
		AREA OF SERVICE - LATA	
		LAD - AREA CD	

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Figure 165. Report: Affected CRs by NPA-NXX-LATA Activity,  
NPA-NXX Move

### 17.32 SUMMARY FOR AFFECTED CRs BY NPA-NXX-LATA ACTIVITY

The *Summary for Affected Customer Records by NPA-NXX-LATA Activity* report, shown in Figures 166 through 168, lists customer records affected by NPA-NXX additions, deletions, or moves.

There are three versions of this report:

- Summary for Affected CRs due to NPA-NXX addition.
- Summary for Affected CRs due to NPA-NXX deletion.
- Summary for Affected CRs due to NPA-NXX move.

For Resp Org users, the report will include only those customer records for which they are the control Resp Org (i.e., those records that they can update) For SMS/800 Help Desk users, the report will include all affected customer records in the country.

This report will only be printed when a RESP ORG is specified in the request from the RRR screen using wildcard(s). When a specific RESP ORG is requested, the summary page will be suppressed.

Table 62 lists the items in this report:

**Table 63.** Report Items: Summary for Affected CR by NPA-NXX-LATA Activity

Item	Description
RESP ORG	The responsible organization for displayed DIAL#s. A <i>wildcard</i> (denoted by an *) can be entered in this field in one of the following formats: XXXXX XXXX* XXX** XX*** XX**X XX*XX XXX*X XX*X*
CREATED	The date and time that the report is generated.
NUMBER OF AFFECTED RECORDS	The number of customer records affected by NXX additions to a particular NPA.

RESP ORG: PCPT*	SMS - 800	CREATED: 05/01/97 12:45P/C
AFFECTED CUSTOMER RECORDS BY NPA-NXX-LATA ACTIVITY		
***** SUMMARY FOR AFFECTED RECORDS DUE TO NPA-NXX ADDITION *****		
TOTAL FOR	NUMBER OF AFFECTED RECORDS	
-----	-----	
PCPT1	10,345,912	
PCPT2	6,364	
PCPT*	10,352,276	

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Figure 166. Report: Affected CRs by NPA-NXX-LATA Activity - Summary Page  
NPA-NXX Addition

RESP ORG: PCPT*	SMS - 800	CREATED: 05/01/96 12:45P/C
AFFECTED CUSTOMER RECORDS BY NPA-NXX-LATA ACTIVITY		
***** SUMMARY FOR AFFECTED RECORDS DUE TO NPA-NXX DELETION *****		
DELETED NPA-NXX: 415-521		DELETED EFF DATE: 04/30/96
TOTAL FOR	NUMBER OF AFFECTED RECORDS	
-----	-----	
PCPT1		912
PCPT2		64
PCPT*		976
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Figure 167. Report: Affected CRs by NPA-NXX-LATA Activity - Summary Page  
NPA-NXX Deletion

RESP ORG: PCPT*	SMS - 800	CREATED: 05/01/96 12:45P/C
AFFECTED CUSTOMER RECORDS BY NPA-NXX-LATA ACTIVITY		
***** SUMMARY FOR AFFECTED RECORDS DUE TO NPA-NXX MOVE *****		
MOVING NPA-NXX: 806-575		
OLD LATA: 664		MOVE EFF DATE: 04/30/96
NEW LATA: 546		
	TOTAL FOR	NUMBER OF AFFECTED RECORDS
	-----	-----
	PCPT1	912
	PCPT2	64
	-----	-----
	PCPT*	976
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Figure 168. Report: Affected CRs by NPA-NXX-LATA Activity - Summary Page  
NPA-NXX Move

### 17.33 FAILED CRs BY NPA-NXX-LATA MOVE

The *Failed Customer Records by NPA-NXX-LATA Move* report, shown in Figure 169, lists customer records that failed revalidation after an NPA-NXX-LATA move has occurred. Records may fail revalidation due to a missing carrier or an incorrect CPR node. This report is generated by the system after customer record revalidation occurs. A bulletin board message informs users when this report is generated.

When requesting this report from the RRR screen, enter an NPA-NXX as the NPA-NXX parameter.

For Resp Org users, the report will include only those records for which they are the control Resp Org (i.e., only those records that they can update). For SMS/800 Help Desk users, the report will include all records in the country that have failed revalidation.

Table 64 lists the items in this report:

**Table 64.** Report Items: Failed CRs by NPA-NXX-LATA Move

Item	Description
RESP ORG	<p>The responsible organization for displayed DIAL#'s. For SMS/800 Help Desk users it is "*****", which indicates that all of the affected DIAL#'s are displayed. For non-SMS/800 Help Desk users, it displays the requester's Resp Org. In the latter case, the report contains only the affected DIAL#'s for which the requester has update permission. A wildcard (denoted by an *) can be entered in this field in one of the following formats:</p> <p>XXXXX            XXXX*            XXX**            XX***            XX**X            XX*XX            XXX*X            XX*X*</p>
CREATED	The date and time that the report is generated.
MOVING NPA-NXX	The parameter that the user requested. It is the NPA-NXX that is moving.
AS OF	The date that the system uses the customer record data base to generate the report.
TOTAL # OF FAILED CUSTOMER RECORDS	It indicates how many records in the Customer Record Data Base have been affected by this NPA-NXX-LATA move.

**Table 64. Report Items: Failed CRs by NPA-NXX-LATA Move**

Item	Description
DIAL#, EFF DATE<TIME>	The keys of the affected customer record. If the DIAL# is a duplicate number, then the state code is attached at the end of the DIAL#.
REASON FAILED	One of the following: INTRALATA CARRIER REQUIRED INTERLATA CARRIER REQUIRED CPR 6# NODE DOES NOT MATCH AOS CPR 10# NODE DOES NOT MATCH AOS
CR STATUS	The status of the Customer Record. It can be either ACTIVE, SENDING, PENDING, or DISCON W/REF (disconnect with referral).

RESP ORG: \*\*\*\*\* SMS - 800 CREATED: 05/01/93 12:45P/C

FAILED CUSTOMER RECORDS BY NPA-NXX-LATA MOVE

MOVING NPA-NXX: 806-575  
OLD LATA: 664 MOVE EFF DATE: 07/01/93  
NEW LATA: 546 AS OF: 05/01/93

TOTAL # OF FAILED CUSTOMER RECORDS: 10

\*\*\*\*\* CHECK VALIDATION RESULTS REPORT FOR DETAILS WHY VALIDATION FAILED \*\*\*\*\*

DIAL#	EFF DATE <TIME>	REASON FAILED	CR STATUS
800-234-3000	02/10/93 11:30A/C	INTRALATA CARRIER REQUIRED	ACTIVE
800-255-1000	03/09/93 02:00A/C	INTERLATA CARRIER REQUIRED	SENDING
800-566-1212-NJ	04/01/93 02:15A/C	CPR 6# NODE DOES NOT MATCH AOS	PENDING
800-753-4000	05/01/93 02:30P/C	CPR 10# NODE DOES NOT MATCH AOS	DISCON W/REF

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Figure 169. Report: Failed Customer Records By NPA-NXX-LATA Move



### 17.34 Failed CRs BY NPA-NXX-LATA Move Summary

The *Failed Customer Records by NPA-NXX-LATA Move Summary* report, shown in Figure 170 lists the total customer records that failed revalidation after an NPA-NXX move has occurred by Resp Org.

For Resp Org users, the report will include only those customer records for which they are the control Resp Org (i.e., those records that they can update) For SMS/800 Help Desk users, the report will include all affected customer records in the country.

This report will only be printed when a Resp Org is specified in the request from the RRR screen using wildcard(s). When a specific Resp Org is requested, the summary page will be suppressed.

Table 62 lists the items in this report:

**Table 65.** Report Items: Failed CRs by NPA-NXX-LATA Move Summary

Item	Description
RESP ORG	The responsible organization for displayed DIAL#'s.
CREATED	The date and time that the report is generated.
NUMBER OF AFFECTED RECORDS	The number of customer records affected by NXX additions to a particular NPA.

RESP ORG: PC***	SMS - 800	CREATED: 05/01/96 12:45P/C
FAILED CUSTOMER RECORDS BY NPA-NXX-LATA MOVE SUMMARY		
MOVING NPA-NXX: 806-575		MOVE EFF DATE: 04/30/96
OLD LATA: 664		
NEW LATA: 546		
	TOTAL FOR	NUMBER OF AFFECTED RECORDS
	-----	-----
	PCPT1	956
	PCPT2	789
	-----	-----
	PC***	1745
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Figure 170. Report: Failed Customer Records by NPA-NXX-LATA Move Summary  
Page

## 18. CUSTOMER RECORD OFF-LINE REPORTS

The following reports, described in Sections 18.1 through 18.7, are printed off-line at the SMS data center in SMS/800 Data Center:

Report requested from the SMS/800 Help Desk:

- *NPA-NXX-LATA Mapping*

Call sampling reports, selected on page 2 of the CAS (Call Sampling) screen (see Section 14):

- *Call Sampling Raw Data*
- *Call Sampling Time By Day*
- *Call Sampling Area Code By Day & Time*
- *Call Sampling LATA By Day & Time*
- *Call Sampling Area Code By Day*
- *Call Sampling LATA By Day*

### NOTES ON CALL SAMPLING REPORTS:

There is up to a 72 hour delay for printed call sampling reports to be created/generated at the SMS/800 Data Center. Printed copies of reports are sent to the requester within 24 hours of the next business day. The actual number of days it takes to receive the report(s) vary based on the particular day of the week the report was generated. For example, if a report is created/generated on a Saturday, it will not be sent out until the following Monday.

Tapes are generated once a week for the call sampling report requests. In general, they are generated on Saturday and sent out on Monday.

### 18.1 LATA-NPA-NXX MAPPING & NPA-NXX-LATA MAPPING

The *LATA-NPA-NXX Mapping* and *NPA-NXX-LATA Mapping* reports, shown in Figures 171 and 172, are scheduled reports, updated monthly. These reports are run only on the second Saturday of each month, at 5:00 a.m. They are available in printed form only.

To request this report, contact the SMS/800 Help Desk and specify which version of the report you want (LATA-NPA-NXX or NPA-NXX-LATA). The SMS/800 Help Desk will contact the SMS/800 Data Center to generate the report.

Each report has two sections. One section shows the active NPA-NXX-LATAs. The other section shows NPA-NXX-LATAs that are pending addition or deletion, along with the EFF DATE for the pending action.

Information is from the NPA-NXX to LATA Table, maintained by SMS Administration.

---

Table 66 lists the items in this report:

**Table 66. Report Items: NPA-NXX-LATA Mapping**

<b>Item</b>	<b>Description</b>
SCHEDULE	The generation schedule of the report (monthly).
CREATED	The date and time the report was created.
VERSION	The number of the month for which the report was created (1, 2, ..., 12).
SORT BY	The sort parameter for the report. Either LATA or NPA.
LATA	LATA numbers, listed vertically. If the sort was by LATA, the LATAs are listed in the left column in ascending numerical order. If the sort was by NPA, the LATAs appear in the right column, in ascending numerical order within each NPA.
NPA	NPA numbers, listed vertically. If the sort was by NPA, the NPAs are listed in the left column in ascending numerical order. If the sort was by LATA, the NPA appears in the second column in ascending numerical order within each LATA.
NXX	The NXXs belonging to the NPA, listed in ascending numerical order horizontally (left to right across page).
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed LATA-NPA-NXX.
ACTION	This column shows whether the LATA-NPA-NXX is pending deletion or addition.

SCHEDULE: MONTHLY		SMS - 800		CREATED: 03/22/93 12:45P/C														
SORT BY: LATA		LATA-NPA-NXX MAPPING		VERSION: 1														
LATA-NPA-NXX THAT ARE ACTIVE:																		
LATA	NPA	NXX																
924	201	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216
	201	217	218	219	229	221	222	223	224	225	226	227	228	229	230	231	232	233
	201	234	235	236	237	238	239	240										
	215	777																
926	215	300	301	302	303	304	305											
	301	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416
	301	417	418	419	420													
	717	500	501															
990	609	889	890	891	892	893												
LATA-NPA-NXX PENDING ADDITION OR DELETION																		
LATA	NPA	NXX	ACTION	EFF DATE														
224	201	241	ADDITION	01/01/96														
	201	242	ADDITION	01/01/96														
	201	242	DELETION	01/01/99														
NOTE: A GIVEN NPA MAY BE MAPPED TO MORE THAN ONE LATA.																		
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Figure 171. Report: LATA-NPA-NXX, Sorted by LATA

SCHEDULE: MONTHLY		SMS - 800		CREATED: 03/22/93 12:45P/C														
SORT BY: NPA		NPA-NXX-LATA MAPPING		VERSION: 1														
NPA-NXX-LATA THAT ARE ACTIVE:																		
NPA	NXX											LATA						
201	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	224
201	217	218	219	229	221	222	223	224	225	226	227	228	229	230	231	232	233	224
201	234	235	236	237														224
215	841																232	
202	200	201	202	203	204	205	206	207										236
NPA-NXX-LATA PENDING ADDITION OR DELETION																		
NPA	NXX	LATA	ACTION	EFF DATE														
201	238	224	ADDITION	01/01/96														
	239	224	ADDITION	01/01/96														
	237	224	DELETION	01/01/98														
202	200	333	ADDITION	01/01/96														
NOTE: A GIVEN LATA MAY BE MAPPED TO MORE THAN ONE NPA.																		
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Figure 172. Report: NPA-NXX-LATA, Sorted by NPA

## 18.2 CALL SAMPLING RAW DATA

The *Call Sampling Raw Data* report, shown in Figure 173, lists call data related to a specific DIAL#. SMS/800 Help Desk, Resp Orgs, agents and customers may request this report.

In order to obtain the report, the user must first initiate the sample via the CAS screen and at that time select the treatment of the report (routed to tape, to a high speed printer, or both). An entry is required in the ADDRESS field when this report is requested.

The report will be printed at the SMS/800 Data Center and mailed to the address specified on the CAS screen when the report was requested.

**NOTES:**

- If a daylight saving time transition occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report (as shown in Figure 173).
- If an area of service change occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report.
- If an SCP overload occurs during the call sampling period, call sampling data collection may be interrupted/incomplete. If your network has implemented the SCP-overload warning message feature, an SCP overload will be indicated by question marks in the Call Sampling Raw Data report (see the AT field description in Table 67 below) and by an SCP overload warning message at the bottom of the report.

Table 67 lists the items in this report:

**Table 67. Report Items: Call Sampling Raw Data**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number sampled.
TOTAL SAMPLES	The total number of calls sampled.
START AT	The sampling start time input on the CAS screen.
STOP AT	The sampling stop time input on the CAS screen.
SCOPE	The SCOPE of the study input on the CAS screen. Either "IN AREA" or "IN & OUT OF AREA".
SAMPLE TYPE	Type of sample requested on the CAS screen. Either "CALL DATA" or "CALL & ANSWER DATA".
SAMPLING RATE	The sampling rate specified on the CAS screen. From 1% to 100%.
AT	<p>The date and time of the call sample.</p> <p>If an SCP overload occurs: If call sampling data was collected during the overload period, a question mark will appear to the right of the date and time listed in the AT field.</p> <p>If no data was collected during the overload period, the begin and end times of the overload period (expressed to the <i>nearest quarter hour</i>) will be indicated in the AT field in two consecutive rows. The other fields in these two rows will be filled with question marks.</p>
CALL MADE FROM	The LATA and the 6# code from which the call originated.
RESULT OF THE CALL	The disposition of the call.
CONNECT TIME	The connect time in minutes and seconds for the sampled call. This column of data is absent if only "CALL DATA" was requested on the CAS screen. "NO ANSWER" indicates that either the line was busy or there was no answer.



SMS - 800      CREATED: 04/17/94 11:59:17C

**CALL SAMPLING RAW DATA REPORT**

DIAL#: 800-221-1234      TOTAL SAMPLES: 38

---

START AT:	04/15/94 09:00A/EST		
STOP AT:	04/16/94 06:30P/EDT		
SCOPE:	IN & OUT OF AREA		
SAMPLE TYPE:	CALL & ANSWER DATA		
SAMPLING RATE:	40%		

---

AT	CALL MADE FROM LATA	6#	RESULT OF THE CALL	CONNECT TIME (MIN:SEC)
*****				
04/15/94 (8 SAMPLES)				
09:20A/E	224	699-293	RECEIVED AN OUT OF AREA ANNOUNCEMENT	---
09:21A/E	722	415-680	RECEIVED AN OUT OF AREA ANNOUNCEMENT	---
10:25A/E	222	609-633	ROUTED TO 212-944-3939 USING MCI(0777)	NO ANSWER
11:50A/E	340	313-783	CAN'T PROCESS - CUSTOMER RECORD ERROR	---
01:34P/E	730	213-333	ROUTED TO 201-699-2933 USING SPR(0777)	10:15
03:02P/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	1:12
04:23P/E	222	609-494	ROUTED TO 201-981-3352 USING SPR(0777)	0:55
06:11P/E	720	415-770	RECEIVED AN OUT OF AREA ANNOUNCEMENT	---
04/16/94 (30 SAMPLES)				
02:02A/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	1:12
08:30A/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	NO ANSWER
10:23A/E	720	415-770	RECEIVED AN OUT OF AREA ANNOUNCEMENT	---
11:09A/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	3:35
02:18P/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	9:59
03:15P/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	10:33
04:29P/E	720	415-770	RECEIVED A VACANT CODE ANNOUNCEMENT	---
04:41P/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	14:20
05:23P/E	720	415-770	RECEIVED AN OUT OF AREA ANNOUNCEMENT	---
06:07P/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	15:01
06:10P/E	130	401-831	ROUTED TO 201-699-2932 USING MCI(0444)	4:43

\*\*\*\*\*  
 \*      STUDY SPANNED TIME TRANSITION. DAYLIGHT TIME BEGAN 04/16/94.      \*  
 \*\*\*\*\*

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Figure 173. Report: Call Sampling Raw Data, Call & Answer Data

### 18.3 CALL SAMPLING TIME BY DAY

The *Call Sampling Time By Day* report, shown in Figures 174 and 175, is a print only report that summarizes sample data by time of day and day of week so that customers or agents may observe the busy pattern of calls to their DIAL#.

One use for this report would be to detect time intervals where many calls are coming in and make sure the percentage of calls answered is sufficient. For example, if only a small percentage of calls are answered during busy calling hours, more resources may be needed to accommodate these time intervals.

This report may be requested by the SMS/800 Help Desk, the Resp Org of a DIAL# and the customer or agent who owns that DIAL#. The report request and the address where the SMS/800 Data Center should send the report when it is printed are entered on the CAS screen.

The data for this report is saved for two months after the study stops. Reprints of the report during this retention period may be obtained by contacting the SMS/800 Help Desk.

#### NOTES:

- If a daylight saving time transition occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report (as shown in Figure 173).
- If an area of service change occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report.
- If an SCP overload occurs during the call sampling period, call sampling data collection may be interrupted/incomplete. If your network has implemented the SCP- overload warning message feature, an SCP overload is indicated on the *Call Sampling Time By Day* report by a question mark in the appropriate INTERVAL END TIME field (see field description in Table 68 below) and by an SCP overload warning message at the bottom of the report.

Table 68 lists the items in this report:

**Table 68. Report Items: Call Sampling Time by Day**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number on which the sampling study was performed as specified on the CAS screen when the sampling was requested.
START AT	The date and time to start the sampling study as specified on the CAS screen when the sampling was requested. Note: START AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to the date when this time change takes place.

**Table 68. Report Items: Call Sampling Time by Day**

Item	Description
STOP AT	The date and time to stop the sampling study as specified on the CAS screen when the sampling was requested, or if the study was terminated early, the time the study was terminated. Note: STOP AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to date when this time change takes place.
SCOPE	An indication of whether the study was performed on the IN AREA only or on the IN & OUT OF AREA. This was specified on the CAS screen when the sampling was requested.
SAMPLE TYPE	An indication of whether only CALL DATA was collected by the SCPs involved, or if both the CALL and ANSWER DATA was collected. This was specified on the CAS screen when the sampling was requested.
SAMPLING RATE	The sampling rate (between 1-100%) as specified on the CAS screen when the sampling was requested.
SUM CYCLE	The time interval for the summary totals. Possible values are 1, 2, 3, 4, 6, 8, 12, or 24 hours. The SUM CYCLE is specified on page 2 of the CAS (Call Sampling) screen when the reports are pre-selected.
INTERVAL END TIME	The time when a SUM CYCLE ends. (Note: INTERVAL END TIME is always expressed in the time zone specified in the CAS input.) A question mark after the time indicates that an SCP overload occurred during this interval and call sampling data collection was interrupted/incomplete.
# OF CALLS SAMPLED	The total number of calls sampled during the time interval.
CALLS ANSWERED	The percent of calls answered by the subscriber. This column appears when both call and answer data are reported.
AVG CONNECTION (MIN:SEC)	The average time a party remained on the line after answering a call, expressed as minutes and seconds as in 2:13 (2 minutes, 13 seconds) or 0:10 (10 seconds), etc. This column appears when both call and answer data are reported.
GRAND TOTAL	The total of each column of data. For percentage data, this is the total number of calls answered divided by the total number of calls sampled, expressed as a percent.

SMS - 800		CREATED: 10/15/93 09:00P/C	
CALL SAMPLING TIME BY DAY REPORT			
DIAL#: 800-221-1234			
START AT:		10/14/93 10:00P/EDT	
STOP AT:		10/15/93 02:00P/EDT	
SCOPE:		IN & OUT OF AREA	
SAMPLE TYPE:		CALL & ANSWER DATA	
SAMPLING RATE:		45%	
SUM CYCLE:		1 HR	
*****	*****	*****	*****
INTERVAL	# OF CALLS	CALLS	AVG CONNECTION TIME
END TIME	SAMPLED	ANSWERED	(MIN:SEC)
*****	*****	*****	*****
< FRIDAY - 7/14/93 >			
11:00P/E	2,931	100.0%	3:25
12:00A/E	2,104	72.0%	7:08
< SATURDAY - 7/15/93 >			
01:00A/E	1,984	69.9%	6:18
02:00A/E	2,408	73.1%	7:48
03:00A/E	829	82.9%	8:22
04:00A/E	913	78.5%	4:18
05:00A/E	1,871	75.0%	7:18
06:00A/E	955	81.8%	10:43
07:00A/E	1,039	70.5%	3:04
08:00A/E	1,200	76.4%	5:32
09:00A/E	1,192	69.1%	10:25
10:00A/E	2,405	78.8%	8:41
11:00A/E	3,906	44.0%	9:05
12:00P/E	2,194	59.0%	5:14
01:00P/E	2,209	61.1%	8:05
02:00P/E	233	99.3%	3:00
GRAND			
TOTAL:	XXXX, XXXX, XXXX	XXXX.X%	XXXX:XX
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SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.			
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Figure 174. Report: Call Sampling Time By Day, Call & Answer Data

SMS - 800		CREATED: 10/15/93 09:00P/C	
CALL SAMPLING TIME BY DAY REPORT			
DIAL#: 800-221-1234			
-----		-----	
START AT:	10/14/93 08:00P/EDT	STOP AT:	10/15/93 02:00P/EDT
SCOPE:	IN & OUT OF AREA		
SAMPLE TYPE:	CALL DATA		
SAMPLING RATE:	45%		
SUM CYCLE:	1 HR		
-----		-----	
*****	*****	*****	*****
INTERVAL	# OF CALLS	INTERVAL	# OF CALLS
END TIME	SAMPLED	END TIME	SAMPLED
*****	*****	*****	*****
< FRIDAY - 7/14/93 >			
09:00P/E	2,931	11:00P/E	340
10:00P/E	3,213	12:00A/E	1,234
< SATURDAY - 7/15/93 >			
01:00A/E	1,984	08:00A/E	1,200
02:00A/E	2,408	09:00A/E	1,192
03:00A/E	829	10:00A/E	2,405
04:00A/E	913	11:00A/E	3,906
05:00A/E	1,871	12:00P/E	2,194
06:00A/E	955	01:00P/E	2,209
07:00A/E	1,039	02:00P/E	233
GRAND TOTAL NUMBER OF CALLS SAMPLED: XXX,XXX,XXX			
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SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.			
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Figure 175. Report: Call Sampling Time By Day, Call Data

#### 18.4 CALL SAMPLING AREA CODE BY DAY & TIME

The *Call Sampling Area Code By Day & Time* report, shown in Figures 176 through 178, is a print only report that summarizes sample data by area code, day of week and time of

day so that customers and agents may observe the busy pattern of calls to their DIAL# from certain areas at certain days of week and times of day.

This report may be requested by the SMS/800 Help Desk, the Resp Org of a DIAL# and the customer or agent who owns that DIAL#. The report request and the address where the SMS/800 Data Center should send the report when it is printed are entered on the CAS screen.

The data for this report is saved for two months after the study stops. Reprints of the report during this retention period may be obtained by contacting the SMS/800 Help Desk.

IN AREA are listed separately from area codes that are OUT OF AREA. Within the IN AREA section, only the area codes that contain samples will be included. Within the OUT OF AREA section, only area codes that contain samples will be included.

**NOTES:**

- If a daylight saving time transition occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report (as shown in Figure 173).
- If an area of service change occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report.
- If an SCP overload occurs during the call sampling period, call sampling data collection may be interrupted/incomplete. If your network has implemented the SCP- overload warning message feature, an SCP overload is indicated on the *Call Sampling Area Code By Day & Time* report by question marks in the appropriate "start time - end time" section header and by an SCP overload warning message at the bottom of the report.

Table 69 lists the items in this report:

**Table 69. Report Items: Call Sampling Area Code by Day & Time**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number on which the sampling study was performed as specified on the CAS screen when the sampling was requested.
START AT	The date and time to start the sampling study as specified on the CAS screen when the sampling was requested. Note: START AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to the date when this time change takes place.
STOP AT	The date and time to stop the sampling study as specified on the CAS screen when the sampling was requested, or if the study was terminated early, the time the study was terminated. Note: STOP AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to date when this time change takes place.
SCOPE	An indication of whether the study was performed on the IN AREA only or on the IN & OUT OF AREA. This was specified on the CAS screen when the sampling was requested.
SAMPLE TYPE	An indication of whether only CALL DATA was collected by the SCPs involved, or if both the CALL and ANSWER DATA was collected. This was specified on the CAS screen when the sampling was requested.
SAMPLING RATE	The sampling rate (between 1-100%) as specified on the CAS screen when the sampling was requested.
SUM CYCLE	The time interval for the summary totals. Possible values are 1, 2, 3, 4, 6, 8, 12, or 24 hours. The SUM CYCLE is specified on page 2 of the CAS (Call Sampling) screen when the reports are pre-selected. In the report, the start and end times for each SUM CYCLE are enclosed in angle brackets (<>) and are expressed in the time zone specified in the CAS input.
CALLER'S AREA CODE	The callers area code from the ANI of the DIAL# caller.
# OF CALLS SAMPLED	The total number of calls sampled during the time interval.
% CALLS ANSWERED	The percent of calls answered by the subscriber. This column appears when both call and answer data are reported. Since out of area calls are not answered, dashes (---) will appear in this column for out of area calls.

**Table 69. Report Items: Call Sampling Area Code by Day & Time**

Item	Description
AVG CONNECTION (MIN:SEC)	The average time a party remained on the line after answering a call, expressed as minutes and seconds as in 2:13 (2 minutes, 13 seconds) or 0:10 (10 seconds), etc. This column appears when both call and answer data are reported. Since out of area calls are not connected, dashes (---) will appear in this column for out of area calls.
SUBTOTAL IN AREA	Totals for only the IN AREA callers.
SUBTOTAL OUT OF AREA	Totals for only the OUT OF AREA callers.
GRAND TOTAL IN & OUT OF AREA	The total of each column of data. In the case of percentage data, the total number of calls answered is divided by the total number of calls sampled and is expressed as a percent.



SMS - 800		CREATED: 11/28/93 09:00A/C	
CALL SAMPLING AREA CODE BY DAY & TIME REPORT			
DIAL#: 800-221-1234			
START AT:		11/27/93 09:00P/EDT	
STOP AT:		11/28/93 03:00A/EDT	
SCOPE:		IN & OUT OF AREA	
SAMPLE TYPE:		CALL & ANSWER DATA	
SAMPLING RATE:		20%	
SUM CYCLE:		1 HR	
***** CALLER'S AREA CODE *****	***** # OF CALLS SAMPLED *****	***** % CALLS ANSWERED *****	***** AVG CONNECTION TIME MIN:SEC *****
< MONDAY - 11/27/93 >			
< 09:00P/E - 10:00P/E >			
IN AREA			
201	2,048	84.2%	3:13
212	235	76.0%	10:34
301	89	84.2%	3:42
OUT OF AREA			
609	94	---	---
< 10:00P/E - 11:00P/E >			
IN AREA			
201	451	83.8%	7:49
212	342	78.3%	8:08
301	82	69.9%	9:23
302	1,454	72.7%	7:34
401	833	53.1%	10:49
OUT OF AREA			
609	55	---	---
< 11:00P/E - 12:00A/E >			
IN AREA			
201	1,092	59.4%	8:15
301	47	79.8%	10:33
OUT OF AREA			
609	55	---	---
818	3	---	---
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Figure 176. Report: Call Sampling Area Code by Day & Time, Call & Answer Data, Page 1

SMS - 800		CREATED: 11/28/93 09:00A/C	
CALL SAMPLING AREA CODE BY DAY & TIME REPORT			
DIAL#: 800-221-1234			
***** CALLER'S AREA CODE *****	***** # OF CALLS SAMPLED *****	***** % CALLS ANSWERED *****	***** AVG CONNECTION TIME MIN:SEC *****
< TUESDAY - 10/28/93 >			
< 12:00A/E - 01:00A/E >			
IN AREA			
201	2,048	84.2%	3:13
212	235	76.0%	10:34
303	2,001	76.1%	9:39
OUT OF AREA			
609	94	---	---
< 01:00A/E - 02:00A/E >			
IN AREA			
212	342	78.3%	8:08
303	1,231	71.4%	10:41
401	833	53.1%	10:49
OUT OF AREA			
609	55	---	---
818	3	---	---
< 02:00A/E - 03:00A/E >			
IN AREA			
201	1,092	59.4%	8:15
301	47	79.8%	10:33
302	723	64.6%	3:02
OUT OF AREA			
609	55	---	---
818	3	---	---
SUBTOTAL			
IN AREA:	XXX,XXX,XXX	XXX.X%	XXX:XX
SUBTOTAL			
OUT OF AREA:	XXX,XXX,XXX	---	---
GRAND TOTAL			
IN & OUT OF AREA:	XXX,XXX,XXX	XXX.X%	XXX:XX
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Figure 177. Report: Call Sampling Area Code by Day & Time, Call & Answer Data, Page 2

SMS - 800                      CREATED: 11/30/93 09:00A/C

**CALL SAMPLING AREA CODE BY DAY & TIME REPORT**

DIAL#: 800-221-1234

---

START AT: 11/27/93 11:00P/EDT	STOP AT: 11/28/93 03:00A/EDT
SCOPE: IN & OUT OF AREA	
SAMPLE TYPE: CALL DATA	
SAMPLING RATE: 100%	
SUM CYCLE: 1 HR	

---

***** CALLER'S AREA *****	***** # OF CALLS SAMPLED *****	***** CALLER'S AREA *****	***** # OF CALLS SAMPLED *****
< MONDAY - 10/27/93 > < 11:00P/E - 12:00P/E >		< TUESDAY - 10/28/93 > < 01:00A/E - 02:00A/E >	
IN AREA		IN AREA	
212	235	212	2,341
301	89	301	2
303	2,001	302	212
OUT OF AREA		303	34
609	94	305	2,345
		401	34
< TUESDAY - 10/28/93 > < 12:00A/E - 01:00A/E >		502	342
IN AREA		OUT OF AREA	
201	451	609	234
302	1,454	818	1,209
401	833		
OUT OF AREA		< 02:00A/E - 03:00A/E >	
609	55	IN AREA	
818	3	201	1,092
		302	723
		OUT OF AREA	
		609	55
SUBTOTAL NUMBER IN AREA CALLS SAMPLED:			XXX,XXX,XXX
SUBTOTAL NUMBER OUT OF AREA CALLS SAMPLED:			XXX,XXX,XXX
GRAND TOTAL NUMBER IN & OUT OF AREA CALLS SAMPLED:			XXX,XXX,XXX
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Figure 178. Report: Call Sampling Area Code by Day & Time, Call Data

### 18.5 CALL SAMPLING LATA BY DAY & TIME

The *Call Sampling LATA BY Day & Time* report, shown in Figures 179 through 181, is a print only report that summarizes sample data by LATA, day of week and time of day week

so that customers and agents may observe the busy pattern of calls to their DIAL# from certain LATAs at certain days of the week at certain times.

This report may be requested by SMS/800 Help Desk, the Resp Org of a DIAL# and the customer or agent who owns that DIAL#. The report request and the address where the SMS/800 Data Center should send the report when it is printed are entered on the CAS screen.

The data for this report is saved for two months after the study stops. Reprints of the report during this retention period may be obtained by contacting the SMS/800 Help Desk.

The Data displayed that is common to all of the new call sampling reports is addressed in the Common Data Displayed Section of this document. Below is the specific data displayed for this report.

Information on this report is divided by day of week and time of day. Within each day and time, the LATAs that contained calls placed to the DIAL# are listed. If no calls from originating LATA are received, it is not listed.

**NOTES:**

- If a daylight saving time transition occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report (as shown in Figure 173).
- If an area of service change occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report.
- If an SCP overload occurs during the call sampling period, call sampling data collection may be interrupted/incomplete. If your network has implemented the SCP- overload warning message feature, an SCP overload is indicated on the Call Sampling LATA By Day & Time report by question marks in the appropriate "start time - end time" section header and by an SCP overload warning message at the bottom of the report.

Table 70 lists the items in this report:

**Table 70. Report Items: Call Sampling LATA by Day & Time**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number on which the sampling study was performed as specified on the CAS screen when the sampling was requested.
START AT	The date and time to start the sampling study as specified on the CAS screen when the sampling was requested. Note: START AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to the date when this time change takes place.
STOP AT	The date and time to stop the sampling study as specified on the CAS screen when the sampling was requested, or if the study was terminated early, the time the study was terminated. Note: STOP AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to date when this time change takes place.
SCOPE	An indication of whether the study was performed on the IN AREA only or on the IN & OUT OF AREA. This was specified on the CAS screen when the sampling was requested.
SAMPLE TYPE	An indication of whether only CALL DATA was collected by the SCPs involved, or if both the CALL and ANSWER DATA was collected. This was specified on the CAS screen when the sampling was requested.
SAMPLING RATE	The sampling rate (between 1-100%) as specified on the CAS screen when the sampling was requested.
SUM CYCLE	The time interval for the summary totals. Possible values are 1, 2, 3, 4, 6, 8, 12, or 24 hours. The SUM CYCLE is specified on page 2 of the CAS (Call Sampling) screen when the reports are pre-selected. In the report, the start and end times for each SUM CYCLE are enclosed in angle brackets (< >) and are expressed in the time zone specified in the CAS input.
CALLER'S LATA	The LATA from which the call originated.
# OF CALLS SAMPLED	The total number of calls sampled during the time interval.
% CALLS ANSWERED	The percent of calls answered by the subscriber. This column appears when both call and answer data are reported. Since out of area calls are not answered, dashes (---) will appear in this column for out of area calls.
AVG CONNECTION (MIN:SEC)	The average time a party remained on the line after answering a call, expressed as minutes and seconds as in 2:13 (2 minutes, 13 seconds) or 0:10 (10 seconds), etc. This column appears when both call and answer data are reported. Since out of area calls are not connected, dashes (---) will appear in this column for out of area calls.

**Table 70. Report Items: Call Sampling LATA by Day & Time**

Item	Description
SUBTOTAL IN AREA	Totals for only the IN AREA callers.
SUBTOTAL OUT OF AREA	Totals for only the OUT OF AREA callers.
GRAND TOTAL IN & OUT OF AREA	The total of each column of data. In the case of percentage data, the total number of calls answered is divided by the total number of calls sampled and is expressed as a percent.

SMS - 800		CREATED: 11/28/93 09:00A/C	
CALL SAMPLING LATA BY DAY & TIME REPORT			
DIAL#: 800-221-1234			
START AT:		11/27/93 09:00P/EDT	
STOP AT:		11/28/93 03:00A/EDT	
SCOPE:		IN & OUT OF AREA	
SAMPLE TYPE:		CALL & ANSWER DATA	
SAMPLING RATE:		30%	
SUM CYCLE:		1 HR	
***** CALLER'S LATA *****	***** # OF CALLS SAMPLED *****	***** % CALLS ANSWERED *****	***** AVG CONNECTION TIME MIN:SEC *****
< MONDAY - 11/27/93 >			
< 09:00P/E - 10:00P/E >			
IN AREA			
120	2,048	84.2%	3:13
222	235	76.0%	10:34
740	2,001	76.1%	9:39
OUT OF AREA			
468	94	---	---
< 10:00P/E - 11:00P/E >			
IN AREA			
120	451	83.8%	7:49
222	342	78.3%	8:08
326	82	69.9%	9:23
672	1,454	72.7%	7:34
740	1,231	71.4%	10:41
OUT OF AREA			
468	55	---	---
< 11:00P/E - 12:00A/E >			
IN AREA			
120	1,092	59.4%	8:15
222	47	79.8%	10:33
326	723	64.6%	3:02
OUT OF AREA			
468	55	---	---
646	3	---	---
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Figure 179. Report: Call Sampling LATA by Day & Time, Call & Answer Data, Page 1

SMS - 800		CREATED: 11/28/93 09:00A/C	
CALL SAMPLING LATA BY DAY & TIME REPORT			
DIAL#: 800-221-1234			
***** CALLER'S LATA *****	***** # OF CALLS SAMPLED *****	***** % CALLS ANSWERED *****	***** AVG CONNECTION TIME MIN:SEC *****
< TUESDAY - 11/28/93 >			
< 12:00A/E - 01:00A/E >			
IN AREA			
120	2,048	84.2%	3:13
326	89	84.2%	3:42
672	791	77.0%	8:58
740	2,001	76.1%	9:39
OUT OF AREA			
646	94	---	---
< 01:00A/E - 02:00A/E >			
IN AREA			
120	451	83.8%	7:49
222	342	78.3%	8:08
326	82	69.9%	9:23
740	1,231	71.4%	10:41
OUT OF AREA			
468	55	---	---
646	3	---	---
< 02:00A/E - 03:00A/E >			
IN AREA			
120	1,092	59.4%	8:15
222	47	79.8%	10:33
OUT OF AREA			
468	55	---	---
SUBTOTAL			
IN AREA:	XXX,XXX,XXX	XXX.X%	XXX:XX
SUBTOTAL			
OUT OF AREA:	XXX,XXX,XXX	---	---
GRAND TOTAL			
IN & OUT OF AREA:	XXX,XXX,XXX	XXX.X%	XXX:XX
CONFIDENTIAL INFORMATION			
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Figure 180. Report: Call Sampling LATA by Day & Time,  
 Call & Answer Data, Page 2



SMS - 800		CREATED: 11/28/93 09:00A/C	
CALL SAMPLING LATA BY DAY & TIME REPORT			
DIAL#: 800-221-1234			
START AT: 11/27/93 11:00P/EDT		STOP AT: 11/28/93 03:00A/EDT	
SCOPE: IN & OUT OF AREA		SAMPLE TYPE: CALL DATA	
SAMPLING RATE: 20%		SUM CYCLE: 1 HR	
***** CALLER'S LATA *****	***** # OF CALLS SAMPLED *****	***** CALLER'S LATA *****	***** # OF CALLS SAMPLED *****
< MONDAY - 10/27/93 > < 11:00P/E - 12:00P/E >		< 02:00A/E - 03:00A/E >	
IN AREA		IN AREA	
120	2,048	120	100
672	791	672	5,321
740	2,001	740	99
OUT OF AREA		OUT OF AREA	
468	94	468	908
< TUESDAY - 10/28/93 > < 12:00A/E - 01:00A/E >			
IN AREA			
120	451		
222	342		
672	1,454		
740	1,231		
OUT OF AREA			
468	55		
646	3		
< 01:00A/E - 02:00A/E >			
IN AREA			
326	1,092		
672	47		
740	723		
OUT OF AREA			
646	3		
SUBTOTAL NUMBER IN AREA CALLS SAMPLED:		XXX,XXX,XXX	
SUBTOTAL NUMBER OUT OF AREA CALLS SAMPLED:		XXX,XXX,XXX	
GRAND TOTAL NUMBER IN & OUT OF AREA CALLS SAMPLED:		XXX,XXX,XXX	
CONFIDENTIAL INFORMATION			
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Figure 181. Report: Call Sampling LATA by Day & Time, Call Data

## 18.6 CALL SAMPLING AREA CODE BY DAY

The *Call Sampling Area Code By Day* report, shown in Figures 182 and 183, is a print only report that summarizes sample data by the caller's area code and day of week so that customers and agents may observe the busy pattern of calls to their DIAL# from certain area codes at certain days of the week.

This report may be requested by the SMS/800 Help Desk, the Resp Org of a DIAL# and the customer or agent who owns that DIAL#. The report request and the address where the SMS/800 Data Center should send the report when it is printed are entered on the CAS screen.

The data for this report is saved for two months after the study stops. Reprints of the report during this retention period may be obtained by contacting the SMS/800 Help Desk.

Information on this report is divided by day of week. Within each day, the area codes are grouped. Area codes that are IN AREA are listed separately from area codes that are OUT OF AREA. Within the IN AREA section, only the area codes that contain samples will be included. Within the OUT OF AREA section, only area codes that contain samples will be included. This format allow more data to fit on one page and thus conserve on space.

### NOTES:

- If a daylight saving time transition occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report (as shown in Figure 173).
- If an area of service change occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report.
- If an SCP overload occurs during the call sampling period, call sampling data collection may be interrupted/incomplete. If your network has implemented the SCP- overload warning message feature, an SCP overload is indicated on the *Call Sampling Area Code By Day* report by question marks in the appropriate "day - date" section header and by an SCP overload warning message at the bottom of the report.

Table 71 lists the items in this report:

**Table 71. Report Items: Call Sampling Area Code by Day**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number on which the sampling study was performed as specified on the CAS screen when the sampling was requested.
START AT	The date and time to start the sampling study as specified on the CAS screen when the sampling was requested. Note: START AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to the date when this time change takes place.
STOP AT	The date and time to stop the sampling study as specified on the CAS screen when the sampling was requested, or if the study was terminated early, the time the study was terminated. Note: STOP AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to date when this time change takes place.
SCOPE	An indication of whether the study was performed on the IN AREA only or on the IN & OUT OF AREA. This was specified on the CAS screen when the sampling was requested.
SAMPLE TYPE	An indication of whether only CALL DATA was collected by the SCPs involved, or if both the CALL and ANSWER DATA was collected. This was specified on the CAS screen when the sampling was requested.
SAMPLING RATE	The sampling rate (between 1-100%) as specified on the CAS screen when the sampling was requested.
CALLER'S AREA CODE	The originating area code of the numbers summarized.
# OF CALLS SAMPLED	The total number of calls sampled during the time interval.
% CALLS ANSWERED	The percent of calls answered by the subscriber. This column appears when both call and answer data are reported. Since out of area calls are not answered, dashes (---) will appear in this column for out of area calls.
AVG CONNECTION (MIN:SEC)	The average time a party remained on the line after answering a call, expressed as minutes and seconds as in 2:13 (2 minutes, 13 seconds) or 0:10 (10 seconds), etc. This column appears when both call and answer data are reported. Since out of area calls are not connected, dashes (---) will appear in this column for out of area calls.
SUBTOTAL IN AREA	Totals for only the IN AREA callers.
SUBTOTAL OUT OF AREA	Totals for only the OUT OF AREA callers.
GRAND TOTAL IN & OUT OF AREA	The total of each column of data. In the case of percentage data, the total number of calls answered is divided by the total number of calls sampled and is expressed as a percent.

CALL SAMPLING AREA CODE BY DAY REPORT			
DIAL#: 800-221-1234			
START AT: 10/24/93 09:00A/EDT		STOP AT: 10/26/93 06:00A/EDT	
SCOPE: IN & OUT OF AREA		SAMPLE TYPE: CALL & ANSWER DATA	
SAMPLING RATE: 20%			
***** CALLER'S AREA CODE *****	***** # OF CALLS SAMPLED *****	***** % CALLS ANSWERED *****	***** AVG CONNECTION TIME MIN:SEC *****
< MONDAY - 10/24/93 >			
IN AREA			
201	2,048	84.2%	3:13
212	235	76.0%	10:34
303	2,001	76.1%	9:39
OUT OF AREA			
609	94	---	---
< TUESDAY - 10/25/93 >			
IN AREA			
201	451	83.8%	7:49
212	342	78.3%	8:08
301	82	69.9%	9:23
305	56	78.8%	6:02
401	833	53.1%	10:49
OUT OF AREA			
609	55	---	---
< WEDNESDAY - 10/26/93 >			
IN AREA			
201	1,092	59.4%	8:15
302	723	64.6%	3:02
OUT OF AREA			
609	55	---	---
SUBTOTAL			
IN AREA:	xxx,xxx,xxx	xxx.x%	xxx:xx
SUBTOTAL			
OUT OF AREA:	xxx,xxx,xxx	---	---
GRAND TOTAL			
IN & OUT OF AREA:	xxx,xxx,xxx	xxx.x%	xxx:xx
CONFIDENTIAL INFORMATION			
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Figure 182. Report: Call Sampling Area Code by Day, Call & Answer Data

SMS - 800		CREATED: 10/26/93 09:00P/C	
CALL SAMPLING AREA CODE BY DAY REPORT			
DIAL#: 800-221-1234			
START AT:		10/24/93 09:00A/EDT	
STOP AT:		10/27/93 06:00A/EDT	
SCOPE:		IN & OUT OF AREA	
SAMPLE TYPE:		CALL DATA	
SAMPLING RATE:		40%	
***** CALLER'S AREA *****	***** # OF CALLS SAMPLED *****	***** CALLER'S AREA *****	***** # OF CALLS SAMPLED *****
< MONDAY - 10/24/93 >		< THURSDAY - 10/27/93 >	
IN AREA		IN AREA	
212	235	212	2,341
301	89	301	2
303	2,001	302	212
OUT OF AREA		303	34
609	94	305	2,345
		401	34
< TUESDAY - 10/25/93 >		OUT OF AREA	
IN AREA		609	234
212	342		
301	82		
305	56		
401	833		
OUT OF AREA			
609	55		
818	3		
< WEDNESDAY - 10/26/93 >			
IN AREA			
302	723		
OUT OF AREA			
609	55		
818	3		
SUBTOTAL NUMBER IN AREA CALLS SAMPLED:		xxx,xxx,xxx	
SUBTOTAL NUMBER OUT OF AREA CALLS SAMPLED:		xxx,xxx,xxx	
GRAND TOTAL NUMBER IN & OUT OF AREA CALLS SAMPLED:		xxx,xxx,xxx	
CONFIDENTIAL INFORMATION			
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Figure 183. Report: Call Sampling Area Code by Day, Call Data

## 18.7 CALL SAMPLING LATA BY DAY

The *Call Sampling LATA By Day* report, shown in Figures 184 and 185, is a print only report that summarizes sample data by LATA and day of week so that customers and agents may observe the busy pattern of calls to their DIAL# from certain LATAs on certain days of the week.

This report may be requested by SMS/800 Help Desk, the Resp Org of a DIAL# and the customer or agent who owns that DIAL#. The report request and the address where the SMS/800 Data Center should send the report when it is printed are entered on the CAS screen.

The data for this report is saved for two months after the study stops. Reprints of the report during this retention period may be obtained by contacting the SMS/800 Help Desk.

Information on this report is divided by day of week. Within each day, the LATAs that placed calls to the DIAL# are listed. LATAs with no originating calls are not displayed.

### NOTES:

- If a daylight saving time transition occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report (as shown in Figure 173).
- If an area of service change occurred while the call sampling study was in progress, this will be indicated by a message at the bottom of each page of the report.
- If an SCP overload occurs during the call sampling period, call sampling data collection may be interrupted/incomplete. If your network has implemented the SCP- overload warning message feature, an SCP overload is indicated on the *Call Sampling LATA By Day* report by question marks in the appropriate "day - date" section header and by an SCP overload warning message at the bottom of the report.

Table 72 lists the items in this report:

**Table 72. Report Items: Call Sampling LATA by Day**

Item	Description
CREATED	The date and time the report was created.
DIAL#	The number on which the sampling study was performed as specified on the CAS screen when the sampling was requested.
START AT	The date and time to start the sampling study as specified on the CAS screen when the sampling was requested. Note: START AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to the date when this time change takes place.
STOP AT	The date and time to stop the sampling study as specified on the CAS screen when the sampling was requested, or if the study was terminated early, the time the study was terminated. Note: STOP AT time is always expressed in the time zone specified in the CAS input; also, the system clarifies the time as either user standard time (ST) or user daylight saving time (DT) according to date when this time change takes place.
SCOPE	An indication of whether the study was performed on the IN AREA only or on the IN & OUT OF AREA. This was specified on the CAS screen when the sampling was requested.
SAMPLE TYPE	An indication of whether only CALL DATA was collected by the SCPs involved, or if both the CALL and ANSWER DATA was collected. This was specified on the CAS screen when the sampling was requested.
SAMPLING RATE	The sampling rate (between 1-100%) as specified on the CAS screen when the sampling was requested.
CALLER'S LATA	The originating LATA of the calls summarized.
# OF CALLS SAMPLED	The total number of calls sampled during the time interval.
% CALLS ANSWERED	The percent of calls answered by the subscriber. This column appears when both call and answer data are reported. Since out of area calls are not answered, dashes (---) will appear in this column for out of area calls.
AVG CONNECTION (MIN:SEC)	The average time a party remained on the line after answering a call, expressed as minutes and seconds as in 2:13 (2 minutes, 13 seconds) or 0:10 (10 seconds), etc. This column appears when both call and answer data are reported. Since out of area calls are not answered, dashes (---) will appear in this column for out of area calls.
SUBTOTAL IN AREA	Totals for only the IN AREA callers.
SUBTOTAL OUT OF AREA	Totals for only the OUT OF AREA callers.
GRAND TOTAL IN & OUT OF AREA	The total of each column of data. In the case of percentage data, the total number of calls answered is divided by the total number of calls sampled and is expressed as a percent.

SMS - 800		CREATED: 10/26/93 09:00P/C	
CALL SAMPLING LATA BY DAY REPORT			
DIAL#: 800-221-1234			
START AT: 10/24/93 09:00A/EDT		STOP AT: 10/26/93 06:00A/EDT	
SCOPE: IN & OUT OF AREA		SAMPLE TYPE: CALL & ANSWER DATA	
SAMPLING RATE: 30%			
***** CALLER'S LATA *****	***** # OF CALLS SAMPLED *****	***** % CALLS ANSWERED *****	***** AVG CONNECTION TIME MIN:SEC *****
< MONDAY - 10/24/93 >			
IN AREA			
120	2,048	84.2%	3:13
222	235	76.0%	10:34
740	2,001	76.1%	9:39
OUT OF AREA			
468	94	---	---
< TUESDAY - 10/25/93 >			
IN AREA			
326	82	69.9%	9:23
672	1,454	72.7%	7:34
740	1,231	71.4%	10:41
OUT OF AREA			
468	55	---	---
646	3	---	---
< WEDNESDAY - 10/26/93 >			
IN AREA			
672	47	79.8%	10:33
740	723	64.6%	3:02
OUT OF AREA			
468	55	---	---
646	3	---	---
SUBTOTAL			
IN AREA:	XXX,XXX,XXX	XXX.X%	XXX:XX
SUBTOTAL			
OUT OF AREA:	XXX,XXX,XXX	---	---
GRAND TOTAL			
IN & OUT OF AREA:	XXX,XXX,XXX	XXX.X%	XXX:XX
CONFIDENTIAL INFORMATION			
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Figure 184. Report: Call Sampling LATA by Day, Call & Answer Data



SMS - 800		CREATED: 10/26/93 09:00P/C	
CALL SAMPLING LATA BY DAY REPORT			
DIAL#: 800-221-1234			
START AT: 10/24/93 09:00A/EDT		STOP AT: 10/27/93 06:00A/EDT	
SCOPE: IN & OUT OF AREA		SAMPLE TYPE: CALL DATA	
SAMPLING RATE: 50%			
*****	*****	*****	*****
CALLER'S	# OF CALLS	CALLER'S	# OF CALLS
LATA	SAMPLED	LATA	SAMPLED
*****	*****	*****	*****
< MONDAY - 10/24/93 >		< THURSDAY - 10/27/93 >	
IN AREA		IN AREA	
326	89	326	342
672	791	672	5,321
740	2,001	740	99
OUT OF AREA		OUT OF AREA	
468	94	468	908
< TUESDAY - 10/25/93 >		< WEDNESDAY - 10/26/93 >	
IN AREA		IN AREA	
120	451	326	1,092
672	1,454	672	47
740	1,231	OUT OF AREA	
OUT OF AREA		468	55
468	55	646	3
646	3		
SUBTOTAL NUMBER IN AREA CALLS SAMPLED:		XXXX, XXXX, XXXX	
SUBTOTAL NUMBER OUT OF AREA CALLS SAMPLED:		XXXX, XXXX, XXXX	
GRAND TOTAL NUMBER IN & OUT OF AREA CALLS SAMPLED:		XXXX, XXXX, XXXX	
CONFIDENTIAL INFORMATION			
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.			
BANJ1DAC		PAGE 1	

Figure 185. Report: Call Sampling LATA by Day, Call Data

## 18.8 RESP ORG DIAL NUMBER REPORT

The *Resp Org Dial Number Report*, shown in Figures 186 and 187, provides the user with a listing of every DIAL# under the control of a given Resp Org. The data for this report is collected weekly. The user may request the off-line report through the SMS/800 Help Desk. The report output is available on tape or in an electronic file and this output is in a report format.

Once the report has been created, the SMS/800 Data Center will send the tape, along with a tape/dataset information page to the address provided by the SMS/800 Help Desk. If the user has requested to receive the report in an electronic file, then the SMS/800 Data Center will contact the user and arrange to have the file sent via NDM to the user's system.

### NOTES:

- In order to receive the new Resp Org Dial Number Report, a user must contact the SMS/800 Help Desk and request a copy of the report for a Resp Org(s) or a given entity.
- The SMS/800 Help Desk will require the user to verify that they are authorized to receive the report for the Resp Org(s) or entity provided.
- The SMS/800 Help Desk is required to ask the user to specify the type of output the report should be written to - either tape or electronic file - and the address/destination indicating where the report output should be delivered.

Table 73 lists the items in this report:

**Table 73. Report Items: Resp Org Dial Number**

Item	Description
RESP ORG	The Resp Org for which the report was requested. This is the Resp Org that controls the numbers listed on the report.
CREATED	The date and time the report is written (not when the data is collected).
SCHEDULE	The generation schedule for the report. It defines the frequency with which the data is collected. Data is collected weekly.
VERSION	A number corresponding to the week in the year (1-52) the data for the report was collected.
DIAL#	The DIAL# is controlled by the Resp Org listed in the heading. All DIAL#s controlled by the Resp Org, both with and without a customer record, will be included. DIAL#s with customer records will include all customer record statuses except "OLD".
EFF D/T	The effective date and time of the DIAL#. The effective date and time will be listed for every status except RESERVED, TRANSITIONAL or UNAVAILABLE.
STATUS	The status of the DIAL#. The customer record status will be included if a customer record exists for the DIAL#. The Number Administration status will be included if the number is reserved, transitional, or unavailable and no customer record exists.

**Table 73. Report Items: Resp Org Dial Number (Continued)**

Item	Description
BLK IND	The "Blocking Indicator" is determined by checking the ANNCMENT node on the CPR. If the ANNCMENT node is present, then the BLK IND will be set to "Y". If the ANNCMENT node is not present, then the BLK IND will be set to "N". If a CPR does not exist for the DIAL#, then the BLK IND will be set to "N".
AOS NETWORK	The AOS Network - Area of Service fields are the fields listed on the CAD portion of the customer record that defines the networks from which calls will be accepted for routing. The data is contained in the AREAS section of the customer record. If Network fields are not populated in the customer record, then the section will NOT be printed. The maximum number of AOS NETWORK values is 23.
AOS STATE	The State - Area of Service fields are the fields listed on the CAD portion of the customer record that defines the states from which calls will be accepted for routing. The data is contained in the AREAS section of the customer record. If AOS State fields are not populated in the customer record, then the section will NOT be printed. The maximum number of AOS STATE values is 46.
AOS AREA CD	The Area Code - Area of Service fields are the fields listed on the CAD portion of the customer record that defines the area codes from which calls will be accepted for routing. The data is contained in the AREAS section of the customer record. If AOS Area Code fields are not populated in the customer record, then the section will NOT be printed. The maximum number of AOS AREA CD values is 34.
AOS LATA	The LATA - Area of Service fields are the fields listed on the CAD portion of the customer record that defines the LATAs from which calls will be accepted for routing. The data is contained in the AREAS section of the customer record. If AOS LATA fields are not populated in the customer record, then the section will NOT be printed. The maximum number of AOS LATA values is 34.
AOS LBL	The Area of Service Label fields are the fields listed on the CAD portion of the customer record that contain the labels used to define user specified call routing information. The label data is contained in the AREAS section of the customer record. If AOS Label fields are not populated in the customer record, then the section will NOT be printed. The maximum number of AOS LBL values is 16.
INTRALATA CIC(S)	The IntraLATA CIC fields are the 4-byte Carrier Identification Codes (CIC) listed on the CAD portion of the customer record. The IntraLATA carrier fields contain the ACNA/CIC code for each carrier used for routing calls within the originating number's LATA. Only the CIC will be written to the Resp Org Dial Number Report. If IntraLATA CIC fields are not populated on the customer record, then the section will NOT be printed. The maximum number of AOS Network values is 23.
INTERLATA CIC(S)	The InterLATA CIC fields are the 4-byte Carrier Identification Codes (CIC) listed on the CAD portion of the customer record. The InterLATA carrier fields contain the ACNA/CIC code for each carrier used for routing calls outside the originating number's LATA. Only the CIC will be written to the Resp Org Dial Number Report. The InterLATA data is contained in the CARRS section of the customer record. If InterLATA CIC fields are not populated on the customer record, then the section will NOT be printed. The maximum number of InterLATA CIC entries is 20.

RESP ORG:	SMS-800	CREATED:	07/01/97 10:30A/C
SCHEDULE:	WEEKLY	VERSION:	26
RESP ORG DIAL NUMBER REPORT			
<u>DIAL#</u> 800-234-1187	<u>EFF D/T:</u> 03/09/97 02:15A/C	<u>STATUS:</u> ACTIVE	<u>BLK IND:</u> Y
AOS NETWORK: AM			
INTRALATA CIC(S): 0110 0001			
INTERLATA CIC(S): 0001			
<u>DIAL#:</u> 800-234-1212	<u>EFF D/T:</u>	<u>STATUS:</u> RESERVED	<u>BLK IND:</u> N
<u>DIAL#:</u> 800-456-7460	<u>EFF D/T:</u> 06/14/97 09:45A/C	<u>STATUS:</u> INVALID	<u>BLK IND:</u> N
AOS AREA CD: 908 201			
INTRALATA CIC(S): 0110			
INTERLATA CIC(S): 0288			
<u>DIAL#:</u> 800-873-6781	<u>EFF D/T:</u> 06/28/97 11:00A/C	<u>STATUS:</u> FAILED	<u>BLK IND:</u> Y
AOS LATA: 121 127 238			
INTRALATA CIC(S): 0110 0003			
INTERLATA CIC(S): 0333 0288			
<u>DIAL#:</u> 800-873-9901	<u>EFF D/T:</u>	<u>STATUS:</u> TRANS	<u>BLK IND:</u> Y
<u>DIAL#:</u> 800-917-5555	<u>EFF D/T:</u>	<u>STATUS:</u> UNAVAIL	<u>BLK IND:</u> Y
<u>DIAL#:</u> 888-435-5646	<u>EFF D/T:</u> 06/10/97 03:15A/C	<u>STATUS:</u> DISCON	<u>BLK IND:</u> N
AOS STATE: NY NJ			
INTRALATA CIC(S): 0110			
INTERLATA CIC(S): 0288 0333			
<u>DIAL#:</u> 888-545-6782NJ	<u>EFF D/T:</u> 06/21/97 10:30A/C	<u>STATUS:</u> SAVED	<u>BLK IND:</u> N
<u>DIAL#:</u> 888-597-4378	<u>EFF D/T:</u> 06/18/97 12:45P/C	<u>STATUS:</u> MUST CK	<u>BLK IND:</u> N
AOS AREA CD: 212 201			
INTRALATA CIC(S): 0110			
INTERLATA CIC(S): 0228			
CONFIDENTIAL INFORMATION			
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE			
SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.			
PAGE 1			

Figure 186. Resp Org Dial Number Report (Page 1)

RESP ORG: ABC01	SMS-800	CREATED: 07/01/97 10:30A/C	
SCHEDULE: WEEKLY		VERSION: 26	
RESP ORG DIAL NUMBER REPORT			
DIAL#: 888-783-4562	EFF D/T: 06/30/97 08:00A/C	STATUS: SENDING	BLK IND: Y
AOS NETWORK: CA NY			
INTRALATA CIC(S): 0110 0288			
INTERLATA CIC(S): 0288 0333			
DIAL#: 888-855-3784	EFF D/T: 07/10/97 08:00A/C	STATUS: PENDING	BLK IND: Y
AOS NETWORK: XA			
INTRALATA CIC(S): 0110			
INTERLATA CIC(S): 0333			
DIAL#: 888-878-5628	EFF D/T: 06/25/97 02:00P/C	STATUS: HOLD	BLK IND: N
AOS AREA CD: 215 212			
AOS STATE: NJ			
INTRALATA CIC(S): 0110			
INTERLATA CIC(S): 0333			
***TOTAL DIAL NUMBER RECORDS FOR RESP ORG ABC01:		12 ***	
CONFIDENTIAL INFORMATION			
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE			
SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.			
PAGE 2			

Figure 187. Resp Org Dial Number Report (Page 2)



## 19. CUSTOMER RECORD EXCEPTION REPORTS

The following exception reports are described in Sections 19.1 through 19.3:

- *Customer Record Activation Failure*
- *Emergency CPR Update*
- *Resp Org Change Notification*

### 19.1 CUSTOMER RECORD ACTIVATION FAILURE

The *Customer Record Activation Failure* exception report, shown in Figure 188, alerts the SMS/800 Help Desk and or DSAC to customer record updates that have not been accepted at all SCPs to which it is being sent. Information in the report will guide the SMS/800 Help Desk and/or DSAC in its response to the failure.

This report will be generated on an exception basis whenever the SMS fails in its attempt to send a customer record to one or more SCPs. In addition, this report will also include the SCPs where the record was successfully loaded.

This report will be sent to printers specified via the Resp Org Report Control (ORC) screen. If no printer is designated on the ORC screen, the report will be sent to the Resp Org's generic mailbox. If the Resp Org does not have a generic mailbox, the report will default to the SMS/800 Help Desk printer(s) specified via the SMS Administration Report Control (SRC) Screen. If a printer has not been defined for the SMS/800 Help Desk, the report will default to the BRSAC mailbox.

SMS will generate this report 5 minutes after the start of an unsuccessful send. The contents of the report will be obtained from a cumulated list of error responses from the SCP's and the DCM. If no printer is defined on the ORC screen, this report will not be produced.

Table 74 lists the items in this report:

**Table 74.** Exception Report Items: Customer Record Activation Failure

Item	Description
RESP ORG	The Responsible Organization for the Customer Record that failed activation.
CREATED	The date and time the report was created.
CR STATUS	The status of the customer record. Possible statuses are: SENDING and FAILED.
DIAL#	The customer record DIAL# in the form NPA-NXX-XXXX. Can also be an RCC or duplicate DIAL# in the form NPA-NXX-XXXX-ST, where ST is a state code.
EFF DATE<TIME>	The effective date and time of the customer record.

**Table 74. Exception Report Items: Customer Record Activation Failure**

Item	Description
SCP ID	The IDs of the SCPs in the customer record's area of service.
RESPONSE	Cause of customer record activation failure. Possible responses are: REJECTED, QUEUED, NOT QUEUED, ACCEPTED and SENDING.
ARRIVED	The date and time the response from the SCP was received. If the response is "queued", then there will be no ARRIVED date and time.

```

RESP ORG : BANJ1                SMS - 800                CREATED: 07/04/93 11:15A/C
CR STATUS: SENDING
                                CUSTOMER RECORD ACTIVATION FAILURE

DIAL#: 800-221-1234                EFF DATE<TIME>: 11/12/93 05:00A/C

SCP ID          RESPONSE
-----
BA01  QUEUED: SCP IS OVERLOADED.
BA02  QUEUED: SCP IS UNAVAILABLE.
UW01  REJECTED: RECORD ALREADY EXISTS IN SCP, CANNOT ADD.    11/12/93 02:03A/C
UW02  REJECTED: SCP - CMSDB APPLICATION PROBLEM.             11/12/93 02:04A/C
UW03  ACCEPTED: RECORD IS LOADED IN THE SCP.                  11/12/93 02:10A/C
    
```

**Figure 188. Exception Report: Customer Record Activation Failure**

## 19.2 EMERGENCY CPR UPDATE

In an emergency situation, an SCP manager can use an Emergency CPR Update tool to change an existing CPR in the CMSDB when the SMS cannot, for some reason, change it. Only CPRs that already exist in the CMSDB can be changed using this tool. CPRs cannot be added or deleted using this tool.

The Emergency CPR Update tool allows SCP managers to change existing NPA, LATA, destination number, or carrier data items in an existing CPR; also, a CPR can be made active or inactive using this tool. If a record is changed by this procedure, then you can not do a Customer Record Resend (CRR) or Customer Record Audit (CRA) of the record. Records that have been inactivated at the SCP should not be disconnected in SMS but should be rescheduled.

An *Emergency CPR Update* report, shown in Figure 189, is automatically printed at the SCP MOC printer whenever the Emergency CPR Update tool is used. The printed report is sent



to the SMS/800 Help Desk and/or the DSAC that requested the update. The contents of the report also include the SCPs where the record was successfully loaded.

Table 75 lists the items in this report

**Table 75. Exception Report Items: SCP/CMSDB Emergency CPR Update**

Item	Description
DATE/TIME FILE CREATED	The date and time the update was made.
SCP	The CLLI code of the SCP that was updated.
EFD	The effective date of the updated CPR.
DIAL#	The number of the updated CPR.
ANI*	A calling number used to identify a specific CPR path for change.
LATA*	LATA used to specify a specific CPR path for change.
TOD*	Time of day (hh:mm) used to specify a specific CPR path for change.
DOW*	Day of week (sun, mon, tue, wed, thu, fri, or sat) used to specify a specific CPR path for change.
DOY*	Day of year (001-366) used to specify a specific CPR path for change.
PCT ALLOC*	Percent allocation (01-99) used to specify a specific CPR path for change.
FROM NPA/TO NPA	The old and new values of a changed NPA entry in the CPR.
FROM LATA/TO LATA	The old and new values of a LATA entry in the CPR.
FROM CIC/TO CIC	The old and new values for a Carrier Identification Code entry in the specified CPR path.
FROM CPR IND/TO CPR IND	The old and new CPR status indicators.

**\*NOTE:** The ANI, LATA, TOD, DOW, DOY and PCT ALLOC fields are optional. These fields are used to identify a particular path within the CPR. They may or may not exist in some CPRs.

```
SCP/CMSDB EMERGENCY CPR UPDATE REPORT

DATE/TIME FILE CREATED: 5-DEC-1989 14:17:15.63

SCP : ATLNCAECA01 EFD : 1989022454 DIAL# : 8005550241 ANI : 2013528143
LATA : 224 "FROM" DEST# : 8005559987 "TO" DEST # : 2015553487

SCP : ATLNCAECA01 EFD : 1989022460 DIAL# : 8005551457 ANI : 5184728106
"FROM" NPA : 301 "TO" NPA : 201 "FROM" NPA : 312 "TO" NPA : 212
"FROM" NPA : 408 "TO" NPA : 508 "FROM" NPA : 618 "TO" NPA : 518
"FROM" NPA : 619 "TO" NPA : 612

SCP : ATLNCAECA01 EFD : 1989022481 DIAL# : 8005554827
"FROM" CPR IND : ACTIVE "TO" CPR IND : INACTIVE
```

Figure 189. Exception Report: SCP/CMSDB Emergency CPR Update

### 19.3 RESP ORG CHANGE NOTIFICATION

The *Resp Org Change Notification* exception report, shown in Figure 190, is generated immediately after a customer record or a DIAL# is updated or saved with a new control Resp Org.

The old Resp Org will receive a Resp Org change notification if the User Class of the user making the change is equal to "SAC" or if the old and/or new control Resp Org have established printer(s) via the Resp Org Report Control (ORC) Screen, notification is sent to the specified printer(s). If no printers have been established or specified for the control Resp Org, a mail message will be sent to the generic mailbox ID of the control Resp Org. See the section, "Resp Org Change Mail Message" below for an example of the mail message.

When the User Class making a Resp Org change is a "Non-SAC" user, MGI users will receive notification of the change only if a 'Y' exists on the GUN screen in the CONTROL RESP ORG CHANGE field for the old Resp Org.

The receiving new or old Resp Org have the ability to specify whether they wish notification on-line via mailbox, on-line via printer and/or MGI via GUN. If they are an MGI user, they can get notification via either method. The GUN screen will be checked for the Resp Org entry of 'Y' for Unsolicit Message type CONTROL RESP ORG CHANGE. If the entry exists, then:

1. UNS-RCH unsolicited message will be sent over the specified CLLI code(s)
  - only if CONTROL RESP ORG CHANGE is 'Y'
  - if CONTROL RESP ORG CHANGE is 'N', then ON-LINE NOTICE(SEE ORC) must be 'Y'

2. UNS-RCH unsolicited message will be sent over the specified CLLI code(s) for the old Resp Org
  - if
3. ON-LINE NOTICE(SEE ORC) will be checked to see if it is equal to 'Y' or 'N'
  - if 'Y', the ORC screen for the RESP ORG will determine if an exception report or mail message should be sent on-line
  - if 'N', no further action for on-line notification is required

If there is no entry on the GUN screen for the Resp Org or if there is an entry of 'N' for Unsolicit Message Type CONTROL RESP ORG CHANGE, the ORC screen will be used by the Resp Org to determine what notification should be sent.

If no printer is specified and no generic mailbox exists for the control Resp Org, no exception report or mail message will be sent.

Table 76 lists the items in this report.

**Table 76. Exception Report Items: Resp Org Change Notification**

Item	Description
CREATED	The date and time the report was created, in MM/DD/YY HH:MMX/C. The created date/time should be within 5 minutes of the date/time that the number or record was updated.
DIAL#	The 10-digit number that had the control Resp Org change.
CHANGE NOTICE	The description of the Resp Org change stating the old control Resp Org and the new control Resp Org.
STATUS	The status of the DIAL#. Valid statuses are ASSIGNED, TRANSITIONAL, WORKING, DISCONNECT, RESERVED, UNAVAILABLE and SUSPEND.

SMS - 800		CREATED: 04/02/93 02:30P/C
RESP ORG CHANGE NOTIFICATION REPORT		
DIAL#	CHANGE NOTICE	STATUS
800-581-7689	RESP ORG CHANGED FROM FGT0 TO ABJN2	ASSIGNED

**Figure 190.** Exception Report: Resp Org Change Notification

*Resp Org Change Mail Message:*

This Resp Org Change mail message is sent when no printer is specified for a control Resp Org on the ORC screen. If no printer is specified, no generic mailbox exists and no CLLI codes are present on the GUN screen for the control Resp Org, no notification will be sent to the Resp Org.

The List Mail Message indicates that:

1. It came from the 'SYSTEM'
2. Whether the RMA for the message has been accessed (Y or N)
3. The DIAL# that had the Resp Org changed
4. The date and time the message arrived in the mailbox.

SEEN	FROM	TOPIC	ARRIVED
N	SYSTEM	800-5817689 RESP ORG CHANGED	04/02/93 02:34P/C
N	SYSTEM	888-5826000 RESP ORG CHANGED	04/02/93 02:35P/C

The Read Mail Message contains all the information from LMA, as well as the old and new Resp Orgs.

TOPIC:800-5817689 RESP ORG CHANGED           ARRIVED: 04/02/93 02:34P/C  
800-5817689 RESP ORG CHANGED FROM FGT01 TO ABJN2



## 20. GENERAL

This section describes the service maintenance features of the 800 Service Management System (SMS).

### 20.1 SERVICE MAINTENANCE FEATURES

The service maintenance features of SMS provide several diagnostic procedures for identifying and resolving problems with 800 service which relate to SMS, the SCP and customer records. Table 77 lists the primary service maintenance features and specifies how to access them in SMS:

**Table 77. Service Maintenance Features**

Feature	Access method:
Customer Record Audit (CRA)	These features are listed on the Service Maintenance (SMM) menu and can be accessed from any SMS screen.
Customer Record Resend (CRR)	
Special Studies (SPS)	
Trouble Referral # Query (TRQ)	
POTS# to DIAL# Inquiry	This feature is accessed via the Report Requests (RRR) screen and produces the <i>POTS# to DIAL# Inquiry</i> report.
Customer Record Test Call	This feature is accessed via the REC screen (the test call is accomplished by copying a customer record to a new DIAL# to be used for test purposes).
Reject Reason Code (RRC)	This feature is listed on the Service Maintenance (SMM) menu and can be accessed from any SMS screen.

### 20.2 DIAGNOSTIC PROCEDURES

Table 78 lists some common DIAL# problems along with suggested diagnostic procedures to use for each.

**Table 78. Diagnostic Procedures**

Problem	Possible Causes	Diagnostic Procedures	Results
Unwanted calls: wrong population using a DIAL#.	Incorrectly printed or advertised DIAL#.	Special study: Dest# Type (access SPS)	Special studies results and exception reports

**Table 78. Diagnostic Procedures**

<b>Problem</b>	<b>Possible Causes</b>	<b>Diagnostic Procedures</b>	<b>Results</b>
	POTS# linked to incorrect DIAL#.	POTS# to DIAL# Inquiry (access RRR)	<i>POTS# to DIAL# Inquiry</i> report
Call processing difficulties, performance problems or incomplete or abandoned call attempts	Malfunctions within SMS database.	Special study: DIAL# Type (access SPS)  CR Test Call (access REC)	Special studies results and exception reports  (Customer Record is copied to test DIAL#)
	Translated SMS CPR and SCP versions are inconsistent.	Customer Record Audit (access CRA)  Customer Record Resend (access CRR)	Message in mailbox from affected SCPs. <i>Customer Record Audit Results</i> report.  Message in mailbox from affected SCPs.

### 20.3 PERMISSIONS

For purposes of Service Maintenance, it is assumed that each CCS network has its own service maintenance personnel.

Depending on the DIAL# accessed, you are in one of the following Service Maintenance groups:

- **Control CCS Network** - The CCS network in which the RESP ORG (DSAC) for the customer record is located. The use of Service Maintenance tools is not restricted to your own CCS network if you are a user in the control CCS network. SMS/800 Help Desk personnel have the same permissions as OTC maintenance personnel from the Control CCS Network.
- **Involved CCS Network** - A CCS network included in the area of service for a customer record. At least one SCP in an involved CCS network has the customer record. The use of Service Maintenance tools is restricted to your own CCS network if you are a user in an involved CCS network for a DIAL#.
- **Noninvolved CCS Network** - A CCS network not included in the area of service for a customer record. None of the SCPs in a noninvolved CCS network have the customer record. The use of Service Maintenance tools is restricted to your own CCS network if you are a user in a non-involved CCS network for an DIAL#. Also, only Customer Record Audit and Customer Record Delete can be performed.



## 21. SERVICE MAINTENANCE MENU (SMM)

The Service Maintenance Menu (SMM), shown in Figure 191, lists seven service maintenance screens: Customer Record Audit, Customer Record Resend, Special Studies, Trouble Referral Number Query, Resp Org Change Requests, Track & Deny Change Requests, and Reject Reason Codes.

To access SMM from any SMS screen, type **SMM** in the CMD field and press [ENTER]. Or, from any screen listed on the Service Maintenance menu, type **M** in the CMD field and press [ENTER].

To access any of the screens on SMM from any SMS screen, type the three character screen name in the CMD field, the correct key in the KEY field and press [ENTER].

If one or more keys are incorrect or incomplete or if a key does not have a matching SENDING or ACTIVE record, SMS returns the key screen for the requested feature.

To access the Main Menu (MMM) from SMM, type **MMM** in the CMD field and press [ENTER].

SMS - 800		NOW: 01/06/98 02:57P/C	
SMM - SERVICE MAINTENANCE MENU			
TO ACCESS	ENTER CMD	ENTER KEY	
CUSTOMER RECORD AUDIT	CRA	ACTIVE DIAL#	
CUSTOMER RECORD RESEND	CRR	ACTIVE DIAL#	
SPECIAL STUDIES	SPS	TEL#, 6#, CARRIER, SSP	
TROUBLE REFERRAL # QUERY	TRQ	DIAL# OR BLANK	
RESP ORG CHANGE REQUESTS	RCR	REQ RO OR BLANK	
TRACK & DENY CHANGE REQUESTS	TCR	RESP ORG OR BLANK	
REJECT REASON CODES	RRC		

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_

Figure 191. Screen: Service Maintenance Menu (SMM)



## 22. CUSTOMER RECORD AUDIT (CRA)

The Customer Record Audit (CRA) screen, shown in Figure 192, is used to initiate a comparison between the SCP version of a customer record and the SMS version of the same record. An audit can be performed only on an ACTIVE, SENDING or DISCONNECTED record.

Each audited SCP will send a message to your mailbox to indicate if the audit request was accepted or rejected and to notify you of the audit result.

The *Customer Record Audit Results* report, described in Section 29.2, contains the summarized results of the audit at each SCP.

```

                                SMS - 800                                NOW: 03/10/93 10:00A/C
                                CRA - CUSTOMER RECORD AUDIT
                                DIAL#: 800-732-2222
                                CR STATUS: ACTIVE
                                SCP ID  SCP ID      SCP ID  SCP ID      SCP ID  SCP ID      SCP ID  SCP ID
                                -----  -----  -----  -----  -----  -----  -----  -----
                                X AM01  X AM02    X AM03  X AM04    - BA01  - BA02    - BA03  - BA04
                                - BS01  - BS02    - BS03  - BS04    - BS05  - BS06    - NX01  - NX02
                                X NX03  X NX04    - PC01  - PC02    - PC03  - PC04    - SH01  - SH02
                                X SH03  X SH04    - UW01  - UW02    - UW03  - UW04

                                CMD: _____ KEY: _____
                                9906 THE "X" SHOWS THE SCP(S) WITH AN ACTIVE, SENDING, OR DISCONNECT RECORD.
```

Figure 192. Screen: Customer Record Audit (CRA)

### 22.1 ACCESS CRA

To access CRA from any SMS screen:

1. Type **CRA** in the CMD field.
2. Type the DIAL# of the customer record to be audited in the KEY field. For a duplicate or RCC number, the state code is required.
3. Press [ENTER].

If there is a matching ACTIVE, SENDING or DISCONNECTED record, SMS returns the CRA screen. Paired SCPs are displayed.

If you have update permission for the control Resp Org of the requested record, all SCPs in the country are shown, with an X next to each one that contains the record.

If you do not have update permission for the control Resp Org, only the SCPs in your CCS network are shown, with an X next to each one that contains the record. If no X's are present, a customer record audit may be performed to determine the presence of a misplaced customer record.

If there is no matching ACTIVE, SENDING or DISCONNECTED record, SMS returns the CRA key screen with an error message. If there are other errors, appropriate message(s) are shown.

## 22.2 QUICK ACCESS FROM CRA TO CAD/CPR/LAD/REC

You can move from the CRA screen to the CAD, CPR, LAD or REC screen for the *same* DIAL# as follows: Type the name of the desired screen in the Command (CMD) Field and press [ENTER].

**NOTE:** If you are accessing CAD, CPR or LAD and there are multiple customer records for the DIAL#, the REC screen will appear and will prompt you to select a customer record. Type **x** to the left of the desired record and press [ENTER]. The requested screen will appear.

## 22.3 AUDIT A CR IN SELECTED SCP(S)

From the CRA screen, request an audit of the CR in selected SCPs as follows:

1. Leave or type **x** in the select field for each desired SCP. Both SCPs in a mated pair should be selected. (To delete an X, type over it with the space bar.)
2. Type **u** (Update) in the CMD field.  
If the audit request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.
3. Press [ENTER]. SMS returns the CRA screen with your SCP selections and a message indicating transmission is in progress.
4. Message(s) are sent to your mailbox indicating the acceptance or rejection of the audit request and the result of the audit.

## 22.4 AUDIT A CR IN ALL LISTED SCP(S)

To audit a customer record in all SCPs:

1. Be sure *all* select fields next to the displayed SCPs are marked with an X or that *all* are empty.

2. Type **u** (Update) in the CMD field.

If the audit request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.

3. Press [ENTER].

If all select fields contain an X, the audit request is now processed and a message indicating its acceptance is displayed.

If all select fields are empty, the system automatically populates all the select fields with an X and displays this message:

```
2802 DO YOU WANT TO SEND UPDATE REQUEST TO ALL MARKED SCP(S)?  
(Y/N)
```

Type **y** (Yes) followed by [ENTER] to confirm. The update request is processed and a message indicating its acceptance is displayed.

OR

Type **n** (No) followed by [ENTER] to cancel the audit request.

4. Message(s) are sent to your mailbox indicating the acceptance or rejection of the audit request and the result of the audit.



## 23. CUSTOMER RECORD RESEND (CRR)

The Customer Record Resend (CRR) screen, shown in Figure 193, permits a manual resend of a customer record to the SCP(s). This can be performed if a mismatch is found between the customer record in SMS and the record at the audited SCP(s) or whenever a manual resend is necessary.

The customer record can be resent *only* to SCPs in the area of service (IN-AOS SCPs). You can select some or all of the SCPs in the area of service to which to resend the record.

CRR is also used to delete a customer record that was misplaced into an SCP that is not in the area of service.

Each involved SCP sends either a confirmation or rejection message to the SMS mailbox of the user requesting the resend or delete.

**NOTE:** The data shown in Figure 193 is for example purposes only. It is not meant to reflect current data in SMS data bases.

```

                                SMS - 800                                NOW: 10/14/93 08:05A/C
                                CRR - CUSTOMER RECORD RESEND
                                DIAL#: 800-250-4141                    EFF DATE<TIME>: 10/14/93 03:30P/C
                                CR STATUS: ACTIVE
SCP ID ST   SCP ID ST   SCP ID ST   SCP ID ST   SCP ID ST   SCP ID ST
-----
AM01 OK   X AM02 OK   - AM03 -   - AM04 -   X BA01 OK   X BA02 OK
BA03 OK   X BA04 OK   - BS01 -   - BS02 -   X BS03 OK   X BS04 OK
GE01 -    - GE02 OK   X GT01 OK   X GT02 OK   X NX01 OK   X NX02 OK
NX03 OK   X NX04 OK   X PC01 OK   X PC02 OK   X PC03 OK   X PC04 OK
SH01 OK   X SH02 OK   X SH03 OK   X SH04 OK   X SN01 OK   X SN02 OK
UW01 OK   X UW02 OK   - UW03 -   - UW04 -

```

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_  
9825 THE "X" SHOWS THE SCP(S) SPECIFIED FOR THIS CUSTOMER'S AREA OF SERVICE.

Figure 193. Screen: Customer Record Resend (CRR)

### 23.1 ACCESS CRR

The method of accessing Customer Record Resend (CRR) is the same whether you want to resend a CR or delete one:

To access CRR from any SMS screen:

1. Type **CRR** in the CMD field.

2. Type the DIAL# of the CR to be either resent or deleted in the KEY field. If the DIAL# is a duplicate or RCC, the state code is required.
3. If there is more than one record for this DIAL# that is active, sending or failed (that is, failed at the SCP, not failed validation) and you do not want to send the default record, type the effective date and time of the customer record in the EFF DATE<TIME> field. If no EFF DATE<TIME> is specified, the default record to be sent will be the most recent active, sending or failed record.
4. Press [ENTER].
5. If there is a matching ACTIVE, SENDING, FAILED or DISCONNECTED record, the CRR screen appears. Paired SCPs are displayed.

If you have update permission for the control Resp Org of the requested CR, all SCPs in the country are shown, with an X next to each IN-AOS SCP (= an SCP in the area of service) having the record.

If you do not have update permission for the control Resp Org, only SCPs in your CCS network are shown, with an X next to each IN-AOS SCP having the record. If no X's are present, a customer record resend cannot be performed.

If there is no matching ACTIVE, SENDING, FAILED or DISCONNECTED record, the CRR key screen appears with an error message. If there are other errors, appropriate message(s) are shown.

## 23.2 QUICK ACCESS FROM CRR TO CAD/CPR/LAD/REC

You can move from the CRR screen to the CAD, CPR, LAD or REC screen for the *same* DIAL# as follows: Type the name of the desired screen in the Command (CMD) Field and press [ENTER].

NOTE: If you are accessing CAD, CPR or LAD and there are multiple records for the DIAL#, the REC screen will appear and will prompt you to select a customer record. Type **x** to the left of the desired record and press [ENTER]. The requested screen will then appear.

## 23.3 RESEND A CR TO SELECTED SCP(S)

From the CRR screen, resend a CR to selected SCPs (a subset of the IN-AOS SCPs) as follows:

1. Leave or type **x** in the select field for each of the IN-AOS SCPs to which the record should be sent. Both SCPs in a mated pair should be selected if you want to send to both. (To delete an X, type over it with the space bar.)
2. Type **u** (Update) in the CMD field.

OR



If the resend request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.

**NOTE: CRITICAL update is a SMS/800 Help Desk function only.**

3. Press [ENTER].
4. SMS returns the CRR screen with your selections. A message indicates that transmission is in progress. If you selected any SCP not in the area of service (i.e., an OUT-AOS SCP), SMS returns an error message.
5. Message(s) are sent to the requester's mailbox indicating the acceptance or rejection of the resend request.

### 23.4 RESEND A CR TO ALL IN-AOS SCPs

To resend a CR to *all* SCPs in the area of service for the DIAL#:

1. Be sure *all* select fields next to the IN-AOS SCPs are marked with an X or that *all* are empty.
2. Type **U** (Update) in the CMD field.

OR

If the resend request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.

**NOTE: CRITICAL update is a SMS/800 Help Desk function only.**

3. Press [ENTER].
4. If there is an X in every select field, the resend request is now processed and a message indicating its acceptance is displayed.

If every select field is empty, the system automatically populates each select field with an X and the following prompt appears:

2802 DO YOU WANT TO SEND UPDATE REQUEST TO ALL MARKED SCP(S) ?  
(Y/N)

Type **Y** (Yes) followed by [ENTER] to confirm. The resend request is processed and a message indicating its acceptance is displayed.

5. Message(s) are sent to the requester's mailbox indicating the acceptance or rejection of the resend request.

### 23.5 DELETE A MISPLACED CR FROM SELECTED SCP(S)

To delete a customer record that was misplaced in certain SCP(s) outside the area of service for the DIAL#, (OUT-AOS SCPs):

1. Delete the X's in *all* select fields for the IN-AOS SCPs. (To delete an X, type over it with the space bar.)

2. Type **x** in the select field for any OUT-AOS SCP from which the record must be deleted. Only OUT-AOS SCPs can be selected when deleting.
3. Type **D** (Delete) in the CMD field.

OR

If the resend request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.

**NOTE: CRITICAL update is a SMS/800 Help Desk function only.**

4. Press [ENTER].
5. SMS returns the CRR screen with your selections and a prompt to confirm the request for deletion.
6. Type "Y" (Yes) followed by [ENTER] to confirm. SMS returns a message indicating transmission is in progress. If any IN-AOS SCP has been selected, SMS returns an error message.
7. Message(s) are sent to the requester's mailbox indicating the acceptance or rejection of the delete request.

### 23.6 DELETE A MISPLACED CR FROM ALL OUT-AOS SCPs

To delete a misplaced CR from **all** OUT-AOS SCPs, follow these steps:

1. Be sure **all** select fields next to the OUT-AOS SCPs are marked with "X" or are all empty.
2. Type "D" (Delete) in the CMD field of the CRR screen.

OR

Type "D" (Delete) in the CMD field and "CRITICAL" in the KEY field if delete request should be sent during SCP overload conditions.

**NOTE: CRITICAL update is a SMS/800 Help Desk function only.**

3. Press [ENTER].
4. If an "X" has been placed in each selected field, the delete request is processed and a message indicating its acceptance is displayed.

If the selected SCP contains a Call Sampling record for the DIAL# and a study is in progress, a message indicating the delete is not allowed is displayed.

If you have left all SCP select fields empty, SMS returns the CRR screen with all the OUT-AOS SCPs marked with an "X" along with this prompt in the message area:

```
2802 DO YOU WANT TO SEND DELETE REQUEST TO ALL MARKED SCP(S) ?  
(Y/N)
```

Type "Y" (Yes) followed by [ENTER] to confirm. The update request is processed and a message indicating its acceptance or rejection is displayed on the CRR screen.

5. Message(s) are sent to the requester's mailbox indicating the acceptance of the delete request.

## 23.7 CRR FIELDS

**Table 79. CRR Fields**

Field	Description	Valid Values
DIAL#	Required 11-character field. Allows state code for duplicate and RCC numbers. Unprotected on Key Screen. Protected on CRR data screen.	NPA-NXX-XXXX NPA-NXX-XXXX ST
EFF DATE<TIME>	Effective date and time of the customer record. Required if more than one customer record in active, sending or failed status exists. Unprotected.	mm/dd/yy hh:mmA/C
CR STATUS	Protected field populated by the system with the customer record status. Only Active, Sending, Failed or Disconnected records are allowed.	ACTIVE, SENDING, FAILED or DISCON
SCP ID	The four-character name of the SCP filled in by the system. The SCP IDs are displayed by mated pairs. Protected.	AANN (AA = CCS network NN = SCP number)
ST	The two-character status of the record at the SCP. Supplied by the system. Possible entries in this field are:  01 — syntax error rejected 11 — missing record rejected 12 — duplicate record rejected 31 — CMSDB error rejected 32 — update failure due to CPR size 99 — eff date sync error rejected LO — loading SCP NN — not queued no response NO — not queued overload NU — not queued SCP unavailable OK — update okay QN — queued no response QO — queued overload QU — queued SCP unavailable RJ — update rejected SE — sending TS — to be sent	01 11 12 31 99 NN NO NU QN QO QU RJ SE TS



## 24. SPECIAL STUDIES REQUEST (SPS)

The Special Studies Request screen (SPS), shown in Figures 194, 195 and 196, is used to create or delete a special study. The purpose of special studies is to sample traffic to a specific number, carrier or SSP (Service Switching Point) when a potential problem is suspected.

You may specify 1-100 calls to be monitored for a special study and you may specify that the study should run from 1-168 hours (7 days). Data collection will end when the specified number of call attempts have been monitored or when the specified time limit is reached.

When you request a special study, each SCP selected for the study sends a message to your mailbox accepting or rejecting the study request.

In addition to the mail messages, the *Special Studies Summary* report is available through the Report Requests (RRR) screen. It includes a summary of call attempts from all requested SCPs and data collected for each call. This report is described in Section 29.5

The following types of special studies are available:

- Study on DIAL#  
(in which the NPA of calling party and the destination POTS number are identified)
- Study on Destination Number  
(in which the NPA of calling party and the DIAL# are identified)
- Study of a Carrier
- Study of a SSP

**NOTE:** No more than 10 special studies per SCP can be in effect at any one time.

```

                                SMS - 800                NOW: 12/04/93 10:30A/C
                                SPS - SPECIAL STUDIES REQUEST

TEL#: _____ 6#: _____ CARRIER: _____ SSP: _____

ALLOWABLE ENTRIES FOR EACH OF THE KEYS ARE:

TEL# - STANDARD POTS# (908-699-2933) OR DIAL# (800-624-2086)

6# - NPA-NXX

CARRIER - STANDARD ALPHA OR NUMERIC CODE

SSP - 11 CHARACTER CLLI CODE

CMD: SPS      KEY: _____
7902 MUST ENTER EXACTLY 1 KEY FOR EITHER TEL#, 6#, CARRIER, OR SSP.
```

Figure 194. Screen: Special Studies Request (SPS), Key Screen

## 24.1 THE SPECIAL STUDIES LIST

When a request is issued for a special study, it is entered on the Special Studies list for the selected SCP(S). The *Special Studies List* report (one per SCP) is available through Report Requests (RRR). This report is described in Section 29.6

When a request is made from the SMS to terminate a special study or when the study is automatically terminated by the SCP, the entry is deleted from the Special Studies list at the SCP.

Prior to requesting a special study, you may want to access a list to see if the number is already being studied and how many special studies are currently in effect at the SCP. Entering duplicate requests for a special study or requesting a special study when the Special Study list is full results in an error.

## 24.2 ACCESS SPS

To access SPS from any SMS screen:

1. Type **SPS** in the CMD field and, if desired, one of the keys (TEL#, 6#, CARRIER or SSP) in the KEY field.
2. If no key was entered, the system displays the SPS screen as shown in Figure 194, with all the fields blank and the message **MUST ENTER EXACTLY 1 KEY FOR EITHER TEL#, 6#, CARRIER or SSP.**

If a key was entered, the system displays the SPS input screen, as shown in Figure 195. All SCPs within the user's CCS network are listed. The system determines the active SCPs for the entered key and marks their selection fields with an X. (You can change the selection of SCPs as described below in Section 24.3.)

```

                                SMS - 800                NOW: 12/04/93 10:30A/C
                                SPS - SPECIAL STUDIES REQUEST

TEL#: 800-356-9377   6#: _____   CARRIER: _____   SSP: _____

TIME LIMIT (1-168 HRS): 024           CALL LIMIT (1-100): ____
NUMBER TYPE (DIAL, DEST): DIAL

SCP ID  SCP ID      SCP ID  SCP ID
-----  -
X AM01  X AM02      X AM03  X AM04

CMD: _____   KEY: _____
9938 THE "X" (S) SHOW THE SCP(S) WHERE ""800-427-6863" IS ACTIVE OR SENDING.
```

Figure 195. Screen: Special Studies Request (SPS), Input Screen

### 24.3 CREATE A SPECIAL STUDY

To create a special study:

1. In the SPS input screen, fill in the TIME LIMIT, CALL LIMIT and NUMBER TYPE fields, described in Table 80.
2. Select the SCPs to receive the special studies:

SMS has automatically determined the active SCPs for the entered key and marked their selection fields with an X. You may add Xs or delete the Xs if you want to select a different set of SCPs.

To select all SCPs, either put an X in front of all SCPs or remove all Xs.

3. Type **U** in the CMD field.  
If the special studies request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.
4. Press [ENTER].

5. If you have left all select fields empty, the system automatically populates each select field with an X and displays the message:

DO YOU WANT TO SEND UPDATE REQUEST TO ALL MARKED SCP(S)? (Y/N).

Type **Y** and press [ENTER] to confirm.

6. If one or more of the SCPs you have selected have already reached their ten-study limit, SMS returns the SPS screen as shown in Figure 2. The SCPs that have reached their limit are highlighted and the following warning message appears

WARNING: MARKED SCPS AT LIMIT. STUDY MAY NOT BE ACCEPTED. SEND (Y/N)?.

To cancel the special studies request, type **N**.

To go ahead and send the request, type **Y**.

**NOTE:** It is possible that an SCP for which a warning was issued could accept the study. A study running on the SCP might have stopped, which would free up the maximum limit and enable another study to start.

7. If you have sent the request, SMS responds with a message that the update request has been accepted and that transmission to the SCPs is in progress.
8. The SCP response to your special studies request will be sent to your mailbox. Failed requests are sent to both your exception report printer and your mailbox.

```

                                SMS - 800                NOW: 12/04/93 10:30A/C
                                SPS - SPECIAL STUDIES REQUEST
TEL#: 800-356-9377      6#: _____ CARRIER: _____ SSP: _____
TIME LIMIT (1-168 HRS): 024      CALL LIMIT (1-100): ____
NUMBER TYPE (DIAL, DEST): DIAL
SCP ID  SCP ID      SCP ID  SCP ID
-----  -----
X AM01  X AM02      X AM03  X AM04

CMD: _____ KEY: _____
4535 WARNING: MARKED SCPS AT LIMIT. STUDY MAY NOT BE ACCEPTED. SEND (Y/N)?
```

Figure 196. Screen: Special Studies Request (SPS),  
Marked SCPs Reached 10-Study Limit



## 24.4 REQUEST MULTIPLE STUDIES

To request multiple studies without leaving the SPS screen:

1. Once an initial study has been requested, remain on the SPS screen and enter data for the next study in the Tel#, 6#, Carrier, SSP, Time Limit, Call Limit or Number Type fields.
2. Type **U** in the CMD field.  
If the special studies request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.
3. Press [ENTER].  
If the TEL# is a data entry that is not in one of the marked SCPs, the system will respond with the message:  
WARNING: NO ACTIVE RECORD IN THE HIGHLIGHTED SCPS. SEND(Y/N)?
4. Type **Y** in the CMD field to transmit the request or **N** to change the data on the screen.

## 24.5 DELETE A SPECIAL STUDY

To delete special studies at selected SCPs:

1. Access the SPS screen for the study to be deleted.
2. Select the SCPs from which the special study is to be deleted:  
The system has automatically determined the active SCPs for the entered key and marked their selection fields with an X. You may add Xs or remove Xs if you want to select a different set of SCPs. To select all SCPs, either type **x** in front of all SCPs or remove all Xs.
3. Type **D** in the CMD field.  
If the delete request should be sent even if an SCP overload condition exists, type **CRITICAL** in the KEY field.
4. Press [ENTER].
5. System responds with the message:  
ARE YOU SURE YOU WANT TO DELETE? (Y/N) .
6. Type **Y** in the CMD field.
7. Press [ENTER]
8. System responds with a message that the delete request has been accepted and that transmission to the SCPs is in progress.
9. The SCP response to your special studies delete request will be sent to your mailbox. Failed requests are sent to both your exception report printer and your mailbox.

## 24.6 SPS FIELDS

**Table 80. SPS Fields**

Field	Description	Valid Values
TEL#	Ten-digit key field that specifies the destination number (either a POTS number or the DIAL# returned to an IC) for which a special study is being requested. (Can't be a duplicate or RCC DIAL#.)	NPA-NXX-XXXX, (hyphens are optional)
6#	Six-digit key field that specifies an NPA-NXX for which special studies are being requested.	NPA-NXX, (hyphens are optional)
CARRIER	Either a 4-digit numeric code or a 3-character alphabetic code that specifies a carrier for which special studies are being requested.	<i>nnnn</i> or <i>aaa</i>
SSP	Eleven-character CLLI code that specifies a Service Switching Point for which special studies are being requested.	CLLI™ code
TIME LIMIT	Required three-digit field that specifies in hours the maximum duration of the special study. Default is 24.	1-168
CALL LIMIT	Required three-digit field that specifies the number of call attempts per SCP allowed before the special study is terminated at an SCP.	1-100
NUMBER TYPE	Required four-character alphabetic field that designates whether or not the TEL# or 6# is a dialed (DIAL) number or a destination (DEST) number. Default is DIAL for 6 and 10 digit DIAL#; and DEST for 6 and 10 digit POTS numbers. If a DIAL# is used as the key, then the default DIAL can be overwritten with DEST. If a POTS number is used as the key, and the default DEST is overwritten, an error message will be returned.	DIAL, DEST
SCP ID	One-character selection field followed by a four-character Service Control Point identification field. An X entered in the selection field designates the associated SCP to receive a special studies request. The SCP IDs are listed by mated pairs. The first two characters of the SCP ID are alphabetic and designate the CCS network that the SCP belongs to; the last two characters are numeric and designate a specific SCP in a CCS network. Examples of SCP IDs are: AM01, GE03, PC04, etc.	X or blank, preceded by a valid SCP ID

## 25. TROUBLE REFERRAL # QUERY (TRQ)

The Trouble Referral # Query (TRQ) screen, shown in Figure 197, is used to request a *trouble referral number* for up to ten DIAL#s at a time.

SMS - 800		NOW: 06/11/96 09:05A/C	
TRQ - TROUBLE REFERRAL # QUERY			
DIAL#	RCC RANGE	RESP ORG	TRBL REF#
800-5434001		BANJ1	908-555-1212
800-9435000PA		BAPAL	717-234-5555
800-SEAFOOD		NOT FOUND	
800-BUY-MEAT		NXNY2	212-222-2000
800-456-2000		XTT01	NOT FOUND
800-877-8000-CA		PCPT3	510-555-1212
800-2122000NJ	2000-2020	BANJ1	908-555-1212
800-4028018PA	NOT FOUND	NOT FOUND	
800-943 4001		BANJ2	908-444-1222
800-2022031HI	2020-2050	GTWD3	808-545-9000

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_  
9934 TROUBLE REFERRAL NUMBER QUERY COMPLETED

Figure 197. Screen: Trouble Referral # Query (TRQ)

### 25.1 ACCESS TRQ

To access TRQ from any SMS screen:

1. Type **TRQ** in the CMD field.
2. Press [ENTER]. The TRQ screen will be displayed.

### 25.2 REQUEST TROUBLE REFERRAL #S

1. In the TRQ screen, type up to ten DIAL#s under the DIAL# field. **All DIAL# must be in the same NPA (e.g. 800 or 888, etc.).**
2. Type **u** (Update) in the CMD field.
3. Press [ENTER]. The TRQ screen displays the RCC RANGE, RESP ORG and TRBL REF# associated with the specified DIAL#s.

## 25.3 TRQ FIELDS

Table 81. TRQ Fields

Field	Description	Valid Values
DIAL#	The DIAL# for which the trouble referral number is requested.	12 alphanumeric characters and 3 dashes or blanks between characters (15=maximum)
RCC RANGE	Populated by the system if the DIAL# entry contains a Radio Common Carrier number. Shows a range of RCC line numbers or "NOT FOUND".  A range of RCC line numbers is shown if there is an RCC customer record with the same NXX and state as the entered DIAL# and if the line number of the entered DIAL# falls within the range of the line numbers defined for the RCC customer record. The RCC RANGE information helps you determine the RCC customer record that contains the line number having the trouble.	No user input.
RESP ORG	This field will be populated with either the control RESP ORG of the DIAL# entered or "NOT FOUND". NOT FOUND will be returned if there is no customer record found in the customer record data base.	Up to 9 alphanumeric characters = maximum.
TRBL REF#	This field will be populated by the software with either a 10 digit number from the RESP ORG table for the control RESP ORG of the DIAL# entered or "NOT FOUND". NOT FOUND will be returned if the control RESP ORG does not have a TRBL REF# associated with it via the RESP ORG table.	12 alphanumeric is maximum. System Generated.

## 26. RESP ORG CHANGE REQUESTS

This section describes the SMS/800 Resp Org Change Requests.

### 26.1 RESP ORG CHANGE REQUESTS (RCR)

The Resp Org Change Requests (RCR) screen shown in Figure 198, allows users the ability to specify multiple dial numbers (regular, duplicate, and/or radio common carrier) for which they wish to become the control RESP ORG. It also allows users to cancel a previous Resp Org change request that is still open.

REQ RO: ZZC01	SMS-800	NOW: 04/05/97 10:30 A/C
_ CANCEL REQ	RCR - RESP ORG CHANGE REQUESTS	
CTL RO: XXXXXX [reason this chg req rejected - displayed after update]		
DIAL#: _____	PDD: _____	CCON: _____
CN: _____	CSD: _____	CCTEL: _____
CA: _____		
CTL RO: XXXXXX [reason this chg req rejected - displayed after update]		
DIAL#: _____	PDD: _____	CCON: _____
CN: _____	CSD: _____	CCTEL: _____
CA: _____		
CTL RO: XXXXXX [reason this chg req rejected - displayed after update]		
DIAL#: _____	PDD: _____	CCON: _____
CN: _____	CSD: _____	CCTEL: _____
CA: _____		
CTL RO: XXXXXX [reason this chg req rejected - displayed after update]		
DIAL#: _____	PDD: _____	CCON: _____
CN: _____	CSD: _____	CCTEL: _____
CA: _____		
CMD: _____	KEY: _____	PG 01 OF 01
9017 READY TO ENTER DATA.		

Figure 198. Screen: Resp Org Change Request

#### 26.1.1 ACCESS RCR

To access RCR from any SMS screen:

1. Type **RCR** in the CMD field.
2. Type a Resp Org in KEY field or leave blank. It will default to user's Resp Org.
3. Press [ENTER]. The RCR screen will be displayed.

(NOTE: If no Resp Org was entered, the REQ RO field will be populated with the user's Resp Org.)

### 26.1.2 ENTER RCR DATA

To submit a Resp Org change request for a DIAL#:

1. Enter data in all the associated data fields in a 'data block' and leave the CANCEL REQ blank.
2. Type U (Update) in the CMD field and press [ENTER].

NOTE:

- To delete an entry prior to updating, blank out the DIAL#.
- If data has been entered on multiple screens and one or more DIAL numbers are blanked out, the blocks of data will not be rearranged at any time.
- After entering data and prior to updating the screen, any data previously entered can be changed by typing over it.
- If the update is successful, all pages of the RCR screen are protected. To enter another request, the user must access a blank RCR screen.
- If multiple DIAL#s are entered they must be in the same NPA.

### 26.1.3 CANCEL AN OPEN REQUEST

To cancel an Open Request:

1. Access the RCR screen using the same Resp Org that submitted the original Resp Org change request.
2. Enter an 'X' in the CANCEL REQ field.
3. Enter the DIAL# for each change request that is to be cancelled. All DIAL#s must be in the same NPA per request.
4. Type U (Update) in the CMD field and press [ENTER].

### 26.1.4 ADD PAGES TO RCR SCREEN

One page of the RCR screen will allow the user to enter 4 DIAL#s and associated data. In order to enter additional numbers and associated data (max. 48), the user must access a second page.

To create additional pages (max 12), data must be entered in at least one data block. Then, follow these steps:

1. Enter 'A' for Append or 'C' for Copy in the CMD field of the RCR screen.

2. Press [ENTER].

NOTE:

- If 'A' for Append is entered, a blank page except for an entry in the REQ RO is returned.
- If 'C' for Copy is entered, a new page which is an exact copy of the data from the previous page with all DIAL#s blanked out is returned.
- The REQ RO can only be changed on Page 1. This automatically changes the value on all subsequent pages.

### 26.1.5 RCR SCREEN NAVIGATION

To move between pages of the RCR screen:

1. Press PF1 to page forward or Press PF2 to page backward

OR

2. Enter the page number to be displayed at the bottom of the RCR screen.

### 26.1.6 RCR FIELD DESCRIPTIONS

Table 82. RCR Fields

Field	Description	Valid Values
CA	Customer (or alternate) Address	1 to 75 characters
CANCEL REQ	Used to stipulate that the Resp Org change request, on the DIAL#(s) specified, is to be cancelled if the status is still OPEN. The user places an X in the selection field to the left of CANCEL.  When additional pages are added, this field is populated based on the information entered on page 1.	'X'
CCON	Name of Customer CONTACT	1 to 30 characters
CCTEL	Customer Contact TELEphone #. The number can be entered with or without dashes or spaces.	10 digits. DIAL# or POTs#
CN	Customer Name	1 to 30 characters
CSD	Customer Signature Date. This cannot be greater than current date or more than 30 days in the past.	6-8 characters entered as mm/dd/yy.
CTL RO	The ConTroL Resp Org field is populated by the software (protected).	No user input

Field	Description	Valid Values
DIAL#	The DIAL# that the Resp Org change request is for. Used to submit Resp Org change request or cancel a previously submitted Resp Org change request that is still open. The software displays a number with a state code as NPA-NXX-XXXX ST.	10 digits plus a 2 character state code if the DIAL# is a duplicate or RCC.
PDD	The Past Due Date, or date when a request with a status of OPEN or REOPEN is past due. Used by the report process when generating the Past Due Resp Org Change Requests report. If the current date is equal to or greater than the Past Due date, the OPEN or REOPEN request is past due.  A request will be considered past due at 12:01 am of the date entered in the PDD field.	6-8 characters entered as mm/dd/yy. Must be greater than current date.
REQ RO	The Requesting Resp Org or 'gaining' Resp Org. This allows the user to correct an invalid entry or change the system generated entry to any Resp Org belonging to the same Entity or an Entity for which the user has update permission. If the Resp Org is not entered, this field defaults to user's primary Resp Org. When additional pages are added, this field is populated, based on information entered on page 1.	5 alphanumeric characters.



Field	Description	Valid Values
<p><i>[reason this chg req rejected - displayed after update]</i></p>	<p>A hidden field that is populated by the software after an update, if there is a problem with the request.</p> <p>If a Resp Org change request, one of the following messages is displayed:</p> <p>(1) INVALID NUMBER STATUS FOR RESP ORG CHANGE REQUEST</p> <p>(2) CTL RO DOES NOT ACCEPT ELECTRONIC CHANGE REQUESTS</p> <p>(3) NUMBER HAS EXISTING OPEN/REOPEN CHANGE REQUESTS</p> <p>(4) REQUESTING RESP ORG IS CONTROL RESP ORG FOR DIAL#</p> <p>(5) DIAL# IS BLANK, OTHER DATA FIELDS HAVE DATA</p> <p>If a cancellation request, one of the 3 following messages is displayed:</p> <p>(1) RESP ORG CHANGE REQUEST NOT SUBMITTED BY YOUR RESP ORG</p> <p>(2) DIAL# NOT FOUND, NO RESP ORG CHANGE REQUEST TO CANCEL</p> <p>(3) RESP ORG CHANGE REQUEST STATUS NOT 'OPEN/REOPEN'</p>	<p>No user input</p>

## 26.2 TRACK & DENY CHANGE REQUESTS (TCR)

The Track & Deny Change Requests (TCR) screens, shown in Figures 198 and 199 (see pages 3-28 and 3-31), allow both the Control Resp Org and the requesting Resp Org to look at various Resp Org Change Request statuses. In addition, the TCR screen allows the Control Resp Org to deny Resp Org Change requests.

```

                SMS-800                                NOW: 04/05/97 10:30A/C
          TCR - TRACK & DENY CHANGE REQUESTS

RESP ORG: ZZC01   _ CTL RO   _REQ RO   DATE RANGE: _____ TO _____
REQ STATUS: _ OPEN   _ REOPEN   _ DENIED   _ CANCEL   _ COMP   _ COMPHD   _ SYSWD

CMD: _____ KEY: _____
9516 - ENTER SEARCH CRITERIA.
```

**Figure 199.** Screen: Track and Deny Change Requests (TCR) Key Screen

### 26.2.1 ACCESS TCR KEY SCREEN

To access TCR Key Screen:

1. Type **TCR** in the CMD field.
2. An entry in the KEY field of a 5 character Resp Org is optional.
3. Press [ENTER]. The TCR Key screen will be displayed.

(NOTE: If no Resp Org was entered, the REQ RO field will be populated with the user's Resp Org).

### 26.2.2 ENTER SEARCH CRITERIA

To enter search criteria:

1. Enter an **x** to the left of CTL RO or REQ RO.
2. An entry in the DATE RANGE is optional.
3. Enter an **x** to the left of one REQ STATUS Type.
4. Press [ENTER].

### 26.2.3 TCR KEY SCREEN FIELD DESCRIPTIONS

**Table 83.** TCR Key Screen Fields

Field	Description	Valid Values
CTL RO	The ConTroL Resp Org. An X in the selection field for CTL RO specifies that the Resp Org is the control Resp Org. The CTL RO and REQ RO are mutually exclusive but an entry in one is required.	'X'
DATE RANGE	Optional field. Limits search of dates to a specific date or range of dates. The dates entered are compared to the Status Change date in the Resp Org Change Request data base. Start date must be equal to or earlier than end date. Date must be equal to or prior to current date.	6-8 characters entered as mm/dd/yy.
REQ RO	The Requesting Resp Org. An X in the selection field for REQ RO specifies that the Resp Org is the Requesting or gaining Resp Org that initiated the Resp Org Change Request. The REQ RO and CTL RO are mutually exclusive but an entry in one is required.	'X'

Field	Description	Valid Values
REQ STATUS	<p>Request Status. Only 1 request status can be selected by entering X in the selection field to the left of one of the following statuses:</p> <ul style="list-style-type: none"> <li>• OPEN - Request waiting for action to be taken. Both OPEN and REOPEN requests will be returned.</li> <li>• REOPEN - Change request was resubmitted after previous submitted change request was denied, cancelled, or withdrawn by the system. Only REOPEN requests will be returned.</li> <li>• DENIED - Change request was denied by the control Resp Org.</li> <li>• CANCEL - Change request was cancelled by requesting Resp Org.</li> <li>• COMP - Resp Org change was made by control Resp Org. Both COMP and COMPHD requests will be returned. COMPHD refers to SMS/800 Help Desk.</li> <li>• COMPHD - Resp Org change was made by HELP DESK. Only requests, where Resp Org change was completed by the SMS/800 HELP DESK will be returned.</li> <li>• SYSWD - An open or re-open Resp Org change request had the Resp Org of the DIAL# changed, but not to the Resp Org that initiated the Resp Org Change Request.</li> </ul>	Entry of X next to desired status.
RESP ORG	Responsible Organization requesting the data. Allows user to enter any Resp Org belonging to their Entity or a Resp Org for which the user has update permission.	5 Alphanumeric characters.

#### 26.2.4 TCR DATA SCREEN ACCESS

Upon entering a valid search criteria on the TCR Key screen, if no data that matches the search criteria is found, the TCR Key screen will be redisplayed.

If data that matches the search criteria is found, the TCR data screen is displayed. See Figure 200. The data fields at the top of the screen reflect the search criteria entered by the user.

```

                                SMS-800                                NOW: 07/05/98 10:30A/C
                                TCR - TRACK & DENY CHANGE REQUESTS

RESP ORG: ZZC01      X CTL RO   REQ RO   DATE RANGE: _____ TO _____
REQ STATUS: X OPEN   _ REOPEN   _ DENIED _ CANCEL _ COMP _ COMPHD _ SYSWD

DIAL#: NPA-NXX-XXXX      PDD: MM/DD/YY      CTL RO: ZZC01
STATUS: XXXXXX RC: XX,XX,XX,XX,XX,XX,XX,XX,XX,XX
CN: NAME OF CUSTOMER..... REQ RO: XXC01 A/O: MM/DD/YY HH:MMA/C
CA: ADDRESS OF CUSTOMER.....
CCON: CONTACT NAME..... CCTEL: NPA-NXX-XXXX CSD: MM/DD/YY

DIAL#: NPA-NXX-XXXXST    PDD: MM/DD/YY      CTL RO: ZZC01
STATUS: XXXXXX RC: XX,XX,XX,XX,XX,XX,XX,XX,XX,XX
CN: NAME OF CUSTOMER..... REQ RO: XXC01 A/O: MM/DD/YY HH:MMA/C
CA: ADDRESS OF CUSTOMER.....
CCON: CONTACT NAME..... CCTEL: NPA-NXX-XXXX CSD: MM/DD/YY

CMD: _____ KEY: _____ PG 01 OF 24
```

Figure 200. Screen: Track and Deny Change Requests (TCR) Data Screen

### 26.2.5 DENYING A RESP ORG CHANGE REQUEST

The Control Resp Org can deny an Open or Re-open Resp Org Change request using the TCR data screen.

1. Type a **D** or the word DENIED in the Status Field of the change request to be denied.
2. Enter 1 to 10 alphanumeric reason codes in the RC field of the change request to be denied.
3. Enter **U** (Update) in CMD. Press [ENTER].

(NOTE: Multiple change requests can be denied in a single update).

### 26.2.6 TCR DATA SCREEN FUNCTION KEYS AND NAVIGATION

The allowable function keys of the TCR Data screen include:

- Function key 1 (PF1) - page forward
- Function key 2 (PF2) - page backwards
- Function key 7 (PF7) - continue search for more matching data

If a user pages forward (PF1) from the last page, the first page is displayed. If the user pages backward (PF2) from the first page, the last page is displayed. Paging will work as

long as multiple pages exist, before or after an update. The user may also move through TCR screens by entering the page to be displayed.

Continuing the search for matching data (PF7) will work only if 48 requests matching the search criteria are found during the initial search or subsequent searches. PF7 will function after an update to deny one or more change requests.

### 26.2.7 TCR DATA SCREEN FIELD DESCRIPTIONS

**NOTE** — All search criteria fields on the Data screen reflect the entries from the Key screen and are protected.

**Table 84.** TCR Data Screen Fields

Field	Description	Valid Values
A/O	The As Of date and time. Depending on the STATUS, this date and time is when the change request was submitted or status was changed to the value displayed.	System Generated.
CA	Customer Address.	System Generated.
CCON	Customer CONtact Name.	System Generated.
CCTEL	Customer Contact TELEphone number.	System Generated.
CN	Customer Name.	System Generated.
CSD	Customer Signature Date.	System Generated.
CTL RO	ConTroL Resp Org.	System Generated.
DIAL#	The number associated with Resp Org Change Request.	System Generated.
PDD	Past Due Date. The date when the request becomes past due.	System Generated.
RC	Reason Code if the STATUS is DENY. Entered by the control Resp Org when the status is changed from OPEN/REOPEN to DENY. The RRC screen can be used to acquire a list of valid codes. From 1 to 10 reason codes can be entered per denial.	2 alphanumeric characters
REQ RO	Requesting Resp Org.	System Generated.

Field	Description	Valid Values
STATUS	<p>Status of Resp Org change request for DIAL#. Status corresponds with the REQ STATUS that has an X in search criteria at the top of each page.</p> <p>This field is protected unless equal to OPEN or REOPEN and search was entered by the control Resp Org.</p> <p>When unprotected, OPEN or REOPEN can be changed to DENIED by typing 'd' over the 'O' of OPEN or 'R' of REOPEN. The entire word 'denied' or any word beginning with 'D' can be entered.</p> <p>An entry of 'D' requires a Reason Code (RC) to be entered.</p>	<p>If unprotected, 'd', 'denied', or any word beginning with 'D' can be entered.</p>







### 27.3 CHANGE VALID TO INVALID AND VICE-VERSA

1. Access RRC screen.
1. Change entry in V/I field from **v** to **i** or **i** to **v**.
2. Type **u** (Update) in the CMD field and press [ENTER].

### 27.4 RRC SCREEN NAVIGATION

The allowable function keys of the RRC screen include:

- Function key 1 (PF1) - page forward
- Function key 2 (PF2) - page backward

If a user pages forward (PF1) from the last page, the first page is displayed. If the user pages backward (PF2) from the first page, the last page is displayed. The user may also move through RRC screens by entering the page to be displayed.

### 27.5 RRC FIELD DESCRIPTIONS

**Table 85.** RRC Fields

Field	Description	Valid Values
RC	Reason Code	2 character alpha/numeric entry
V/I	Valid or Invalid	1 alpha character entry of V or I.
DESCRIPTION	A brief description of the reason code	allows 30 characters.

## 28. CUSTOMER RECORD TEST CALL

A customer record *test call* is used to diagnose call processing difficulties. A customer record is copied to a temporary DIAL#, to which test calls may be placed.

In order for you to create a temporary record for a given customer record, your Resp Org must be in the same CCS network as the control Resp Org of the customer record.

The DIAL# that you use for test purposes must have the same Resp Org as you and it must have a number status of UNAVAILABLE.

Under no conditions can a record with a status of duplicate, RCC or disconnect be copied to a test record.

The entire customer record is copied via the REC screen in order to create the test call record. Transfer is not allowed as it might interrupt the actual service for the original CR.

### 28.1 CREATE A TEST CALL RECORD

1. Access the REC screen for the desired DIAL#.
2. Type **x** in the select field to the left of the desired CR.
3. Type **c** (Copy) in the CMD field.
4. Type the test DIAL# and the EFF DATE<TIME> in the KEY field.
5. Press [ENTER]. The customer record is copied to the test DIAL#.
6. Access the new customer record for the test DIAL#. The CR STATUS is SAVED.
7. Type **u** (Update) in the CMD field.
8. Change call routing data if necessary.
9. Press [ENTER]. The CR STATUS is changed to PENDING and the record is scheduled to be sent at the specified EFF DATE<TIME>.
10. Make test calls to the test DIAL# after the CR has been sent to the involved SCPs.

### 28.2 DELETE A TEST CALL RECORD

To delete a test record, create a disconnect record as follows:

1. Access the CAD, CPR or LAD of the test record.
  2. Create a disconnect record for the DIAL#. Use the desired removal date for the customer record as the EFF DATE<TIME>.
  3. If necessary, shorten the "disconnect period" by entering an END INTERCEPT date that is the same as or close to the EFF DATE<TIME> used.
  4. Type **u** (Update) in the CMD field. Press [ENTER]. The system responds with a message that the update was completed.
-



## 29. SERVICE MAINTENANCE REPORTS

This section describes the SMS/800 service maintenance reports.

### 29.1 REPORT REQUESTS (RRR)

The Report Requests (RRR) screen for service maintenance, shown in Figures 202, 203 and 204, is used for printing and viewing service maintenance reports. Reports marked with an asterisk (\*) are print only.

**NOTE:** Only the following five reports listed on the RRR screen are described in this section:

- *Customer Record Audit Results*
- *Special Study Summary*
- *Special Studies List*
- *Past Due RO Change Requests*
- *Denied RO Change Requests*

*For all other reports listed on the RRR screen, Section 27.7 refers you to the appropriate documentation.*

```

    PRINTER : R766A79          SMS - 800          NOW: 11/07/93 10:01A/C

                                RRR - REPORT REQUESTS

    P/V          REPORT          DIAL#          PARAMETERS          <TIME>
    -            VALIDATION RESULTS          _____          _____          _____
    -            *WHOLE CUSTOMER RECORD          _____          _____          _____
    -            *CAD ONLY          _____          _____          _____
    -            *CPR ONLY          _____          _____          _____
    -            *LAD ONLY          _____          _____          _____
    -            CPR CRITERIA USAGE          _____          _____          _____
    -            CUSTOMER RECORD ACTIVATION          _____          _____          _____
    -            CALL SAMPLING VAL/ACT          _____          REQ TYPE: _____ SAMPLING
    -            CR AUDIT RESULTS          _____          _____          _____
    -            SCP-SMS AUDIT RESULTS          SCP ID: _____
    -            POTS# TO DIAL# INQUIRY          POTS#: _____
    -            SPECIAL STUDIES SUMMARY          SCP ID: _____ TRAP: _____ #TYPE: _____
    -            *SPECIAL STUDIES LIST          SCP ID: _____

    CMD: _____ KEY: _____          PG 1 OF 3
    9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
    9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
    
```

Figure 202. Screen: Report Requests (RRR) for Service Maintenance, Page 1

```

    PRINTER : R766A79          SMS - 800          NOW: 11/07/93 09:59A/C

                                RRR - REPORT REQUESTS

    P/V          REPORT          SORT PARAMETER
    -            ELECTRONIC MAILING LIST          _____ (NAME, LOGON, TELCO)
    -            CCS NETWORK-LATA          _____ (NETWORK, LATA)
    -            CCS NETWORK-STATE-NPA          _____ (NETWORK, STATE, NPA)
    -            RAO-TELCO LIST          _____ (RAO, TELCO)
    -            CARRIER INFORMATION          _____ (CARRIER, CODE)
    -            CARRIER NPA-NXX LIST          _____ (CARRIER, NPA-NXX, CODE)
    -            PRINTER LIST          _____ (PRINTER, NETWORK)
    -            SCP LIST          _____ (SCP ID, CITY, STATE)
    -            *SSP LIST          _____ (CITY, STATE, POINT CODE)
    -            *AOS LABEL LIST          TYPE: _____ LABEL: _____
    -            *DAILY CR ACTIVATION          DAY: _____ SORT: _____ (NET, RESP, SCP) SCP ID: _____
    -            TELEPHONE COMPANY LIST
    -            RESP ORG LIST
    -            *DA NPA SELECTION LIST

    CMD: _____ KEY: _____          PG 2 OF 3
    9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
    9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
    
```

Figure 203. Screen: Report Requests (RRR) for Service Maintenance, Page 2

```
RESP ORG: ZZC01          SMS - 800          NOW: 04/07/97 10:43A/C
PRINTER : R766A79

RRR - REPORT REQUESTS

P/V          REPORT          PARAMETERS
-   CHANGED NPA-NXX
-   * AFFECTED CR BY NPA-NXX-LATA ACTIVITY  TYPE (A,D,M): _ NPA-NXX: _____
-   FAILED CR BY NPA-NXX-LATA MOVE          NPA-NXX: _____
-   ALLOWABLE CICS FOR CR INPUT & APPROVAL
-   * PAST DUE RO CHANGE REQUESTS  REQUEST TYPE: _____ (RESP ORG, NETWORK)
-   * DENIED RO CHANGE REQUESTS    REQUEST TYPE: _____ (RESP ORG, NETWORK)

CMD: _____ KEY: _____ PG 3 OF 3
9901 ENTER "P" (PRINT) OR "V" (VIEW), AND PARAMETERS FOR EACH DESIRED REPORT.
9943 REPORTS MARKED WITH "*" ARE PRINT ONLY.
```

Figure 204. Screen: Report Requests (RRR) for Service Maintenance, Page 3

## 29.2 CUSTOMER RECORD AUDIT RESULTS

The *Customer Record Audit Results* report, shown in Figure 205, is an on-demand report which shows the results of a comparison between two versions of the customer record: the translated SMS version and the SCP version. This report presents all the results from every audited SCP for a specific DIAL#.

The results of one or more audits for a DIAL# may be on this report. (If more than one audit was requested for the same number, the oldest according to time requested will be reported first.)

You may access a report for those numbers for which you or other service maintenance users for your network have requested an audit.

An authorized SMS/800 Help Desk user may access reports for any numbers on which an audit has been performed.

To print or view the report from the RRR screen, type **P** (Print) or **V** (View), and enter the DIAL# in the PARAMETERS field.

**NOTE:** This report is available to funding clients only.

Table 86 lists the items in this report:

**Table 86.** Report Items: Customer Record Audit Results

<b>Item</b>	<b>Description</b>
ARRIVED AT	Date and time when SCP response was received by SMS.
AUDIT RESULTS	The results from each of the audited SCPs.
BY	The LOGON ID of the person who issued the audit request.
CREATED	The date and time the report was generated.
DIAL#	The number on which the audit was performed.
EFF DATE<TIME>	Effective date and time of the customer record.
REQUESTED AT	The date and time the audit request was issued.
SCP ID	The SCPs audited.



SMS - 800		CREATED: 12/16/95 12:45P/C
CUSTOMER RECORD AUDIT RESULTS		
DIAL# : 800-732-2222		EFF DATE<TIME>: 10/10/95 03:00A/C
REQUESTED AT: 12/16/95 10:00A/C		BY: AMSMTLLC
SCP ID	A U D I T R E S U L T S	ARRIVED AT
AM01	9831 RECORD DOESN'T EXIST IN THE SCP.	12/16/95 10:02A/C
AM02	9830 AUDIT COMPLETED. RECORDS MATCH.	12/16/95 10:02A/C
AM03	9830 AUDIT COMPLETED. RECORDS MATCH.	12/16/95 10:02A/C
AM04	9832 RECORD DOESN'T MATCH THE SMS VERSION.	12/16/95 10:05A/C
REQUESTED AT: 12/16/95 10:00A/C		BY: AMSMTLLC
SCP ID	A U D I T R E S U L T S	ARRIVED AT
NX01	9830 AUDIT COMPLETED. RECORDS MATCH.	12/16/95 11:34A/C
NX02	9830 AUDIT COMPLETED. RECORDS MATCH.	12/16/95 11:36A/C
CONFIDENTIAL INFORMATION		
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.		
BRSACDAC		PAGE 1

Figure 205. Report: Customer Record Audit Results

### 29.3 PAST DUE RO CHANGE REQUESTS REPORT

The Past Due RO Change Requests Report is shown in Figure 206. A Resp Org Change Request with status of OPEN or REOPEN which is past due as of 12:01 am on the Past Due Date (PDD) is included in this report. This report includes only Resp Org Change requests that you or a Resp Org in your Entity entered.

Data is sorted first by the Requesting Resp Org, then by the control Resp Org in ascending order, and finally by the Status Change date. This date equals the date the request was submitted with the oldest date first within each control Resp Org. Only change requests submitted by the requesting Resp Org are included.

When an entire Entity (Network) is requested and no data exists for a Resp Org, one page of the report will print with NO DATA AVAILABLE. Past Due Change requests submitted by any Resp Org in the Entity are included. A sub-total of the number of requests and a grand total of requests are displayed at the end of the report.

Table 87 lists items in this report.

**Table 87. Report Items: Past Due RO Change Requests**

Item	Description
CREATED	The date and time the report was generated.
CTL RO	ConTroL Resp Org of the DIAL#.
DIAL#	The number on which the RO Change request was made.
DATE/TIME REQ SUBMITTED	The date and time Resp Org change request was submitted.
PAST DUE DATE	The date change request became past due.
REQ RESP ORG	The Resp Org that entered the original change request.
STATUS	Status of Resp Org change request for DIAL#. Status will be OPEN or REOPEN.

REQ RESP ORG: XYZ01		PAST DUE RO CHANGE REQUESTS		
CTL RO	DATE/TIME REQ SUBMITTED	DIAL#	PAST DUE DATE	STATUS
ABC01	04/19/97 06:30A/C	800-595-6819	04/21/97	OPEN
ABC01	04/24/97 06:30P/C	888-643-8910	04/27/97	OPEN
BBH01	04/23/97 06:30A/C	800-542-3086	04/25/97	OPEN
YYY01	04/25/97 04:13P/C	800-712-1000 NJ	04/28/97	OPEN
ZZ001	04/23/97 08:24A/C	800-446-4902	04/25/97	REOPEN
TOTAL PAST DUE REQUESTS FOR XYZ01:				5

CONFIDENTIAL INFORMATION  
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE  
SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.

XYZ01LIN PAGE 1

Figure 206. Report: Past Due RO Change Requests

## 29.4 DENIED RO CHANGE REQUESTS REPORT

The Denied RO Change Requests Report is shown in Figure 207. Resp Org Change requests that were denied by the Control Resp Org are included in this report. This report includes only Resp Org Change Requests that you or a Resp Org in your Entity entered.

When an entire Entity (Network) is requested and if no data exists for a Resp Org, one page of the report will print with NO DATA AVAILABLE. Denied Resp Org change requests submitted by any Resp Org in the Entity are included. A sub-total of the number of denied requests and a grand total of denied requests are displayed at the end of the report.

Data on the Denied RO Change Requests Report is sorted by Requesting Resp Org, then by the control Resp Org in ascending order, and finally by the Status Change date, which

equals the date the request was denied. The oldest date is first within each control Resp Org. Only change requests submitted by the Requesting Resp Org that were denied are included.

Table 88 lists items in the Denied RO Change Requests Report.

**Table 88.** Report Items: Denied RO Change Requests

<b>Item</b>	<b>Description</b>
CREATED	The date and time the report was generated.
CTL RO	ConTroL Resp Org of the Dial# that is listed.
DIAL#	The number on which the RO Change request was made.
DATE/TIME REQ DENIED	The date and time RO change request was denied.
DATE/TIME REQ SUBMITTED	The data and time RO change request was submitted.
PAST DUE DATE	The date change request became past due.
REASON CODE	Reason Code if the STATUS is DENIED. Entered by the Control Resp Org when the status was changed from OPEN/REOPEN to DENIED. It is the reason the change request was denied. The description of the listed reason code can be obtained via the RRC screen. From 1 to 10 Reason Codes can be present per denial.
REQ RESP ORG	The Resp Org that entered the original change request.
STATUS	Status of the Resp Org change request for all DIAL#s on the report.

		SMS - 800		CREATED: 07/29/98 09:00A/C	
DENIED RO CHANGE REQUESTS					
REQ RESP ORG: XYZ01					
STATUS: DENIED					
CTL RO	DATE/TIME REQ DENIED	REASON CODE	DIAL#	DATE/TIME REQ SUBMITTED	PAST DUE DATE
ABC01	07/19/98 06:30A/C	01,02,03 04	888-595-6819	07/19/98 06:30A/C	07/22/98
YYY01	07/28/98 04:13P/C	01,02,03 04,05,06 07,08,09 10	800-712-1000 NJ	07/28/98 04:00P/C	08/01/98
ZZ001	07/23/98 08:24A/C	11	877-446-4902	07/22/98 12:00P/C	07/25/98
TOTAL DENIED REQUESTS FOR XYZ01:			3		
CONFIDENTIAL INFORMATION					
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.					
XYZ01LIN					PAGE 1

Figure 207. Report: Denied RO Change Requests

### 29.5 SPECIAL STUDY SUMMARY

The *Special Study Summary Report*, shown in Figures 208 and 209, provides a summary over all 15 minute collection periods for each SCP in a special study, and an overall summary if data from more than one SCP was requested. The report is available on demand.

The data contained in this report will be limited to SCPs from a single CCS network.

**NOTE:** This report is available to funding clients only.

When requesting this report from the RRR screen, enter the following three parameters given in Table 89:

**Table 89. Parameters for Requesting Special Study Summary Report**

Parameter	Description
SCP ID	Enter a specific SCP ID or \$\$\$**, where \$\$ equals a valid network. Non-SMS/800 Help Desk users may only enter their own network. SMS/800 Help Desk users can enter any valid network.
TRAP CRITERIA	One of the following should be specified: DIAL# 10-digit POTS# 6-digit NPA-NXX for the DIAL# or POTS# 4-digit numeric or 3-character alphabetic carrier identification code 11-character CLLI code identifying an SSP
#TYPE	If the TRAP criteria is a DIAL#, 10-digit POTS#, or a 6-digit NPA-NXX, either <b>DEST</b> (Destination) or <b>DIAL</b> (Dialed) must be entered

Table 90 lists the items in this report:

**Table 90. Report Items: Special Study Summary**

Item	Description
TRAP CRITERIA	The telephone number (10-digit POTS number, 10-digit DIAL#, 6-digit POTS number, or 6-digit DIAL#), the carrier, or the SSP for which special study data was collected.
CALL LIMIT	Specifies the number of call attempts per SCP before the special study is terminated at an SCP. Valid values are 1 to 100 calls.
NUMBER TYPE	The type of number (DIAled or DESTination) if the TRAP CRITERIA is either a 10-digit or 6-digit POTS or DIAL#.
CALLS SAMPLED	The number of calls sampled at the specified SCP.
TIME LIMIT	Specifies in hours the maximum duration of the special study. Valid values are 1 to 168 hours.
STUDY STATUS	The status of the study can be one of the following: Active Complete - Time limit reached Complete - Call limit reached Complete - Canceled.

**Table 90. Report Items: Special Study Summary**

Item	Description
SCP SUMMARY DATA	<p>The following summaries are provided for the calls sampled at the specified SCP:</p> <ul style="list-style-type: none"> <li>• DIAL-6#: Calls and percent of total calls routed for each number listed.</li> <li>• DEST-6#: Calls and percent of total calls routed for each number listed.</li> <li>• ANI-6#: Calls and percent of total calls routed for each number listed.</li> <li>• CARRIER: Calls and percent of total calls routed handled by the specified carrier(s).</li> </ul>
DETAILED DATA	<p>The following detail data is provided for calls sampled at the specified SCP:</p> <ul style="list-style-type: none"> <li>• DIALED#: The dialed number for the call.</li> <li>• DESTINATION#: The number to which the call is routed.</li> <li>• ANI: The number from which the call was made.</li> <li>• CARRIER: The carrier handling the call.</li> <li>• RESULTS: Includes (1) the results of the call and (2) the time and date the call was handled. The results could be one of the following:               <ul style="list-style-type: none"> <li>OBA</li> <li>VCA</li> <li>DCA</li> <li>ROUTED</li> <li>FORWARDED</li> <li>CPR ERROR</li> </ul> </li> </ul>
OVERALL SCP SUMMARY DATA	<p>The following summaries are provided for the calls sampled at all the SCPs:</p> <ul style="list-style-type: none"> <li>• TOTAL CALLS: The sum of the calls sampled at each SCP.</li> <li>• DIAL-6#: Calls and percent of total calls for each number listed.</li> <li>• DEST-6#: Calls and percent of total calls for each number listed.</li> <li>• ANI-6#: Calls and percent of total calls for each number listed.</li> <li>• CARRIER: Calls and percent of total calls handled by the specified carriers.</li> </ul>

SMS - 800		CREATED: 12/10/94 10:00A/C		
<b>SPECIAL STUDY SUMMARY REPORT</b>				
SCP ID: AM01				
TRAP CRITERIA: 908-699		CALLS SAMPLED: 10	CALL LIMIT: 100	
NUMBER TYPE: DEST			TIME LIMIT: 48 HRS	
STUDY STATUS: COMPLETE - TIME LIMIT REACHED				
<b>SCP SUMMARY DATA</b>				
<b>DIAL-6#</b>	<b>CALLS</b>	<b>PERCENT ROUTED</b>		
-----	-----	-----		
800-221	5	40		
800-555	5	50		
<b>DEST-6#</b>				
-----				
908-699	10	90		
<b>ANI-6#</b>				
-----				
212-588	1	10		
609-588	2	20		
609-688	2	20		
714-582	3	20		
814-885	1	10		
914-595	1	10		
<b>CARRIER</b>				
-----				
ATX-0288	5	40		
SPR-0707	5	50		
<b>DETAILED DATA</b>				
<b>DIALED#</b>	<b>DESTINATION#</b>	<b>ANI</b>	<b>CARRIER</b>	<b>RESULTS</b>
-----	-----	-----	-----	-----
800-555-4321	908-699-1234	212-588-1234	SPR-0707	ROUTED 11/30 07:00A/C
800-221-1234	908-699-2934	714-582-3105	ATX-0288	ROUTED 11/30 07:00A/C
800-221-1234	908-699-2934	714-582-3105	ATX-0288	CPR ERROR 11/30 07:00A/C
800-555-4321	908-699-1234	609-688-0343	SPR-0707	ROUTED 11/30 11:15A/C
800-221-1234	908-699-4934	714-582-3105	ATX-0288	ROUTED 12/01 01:00P/C
800-221-1234	908-699-5934	814-885-5105	ATX-0288	ROUTED 12/01 02:15P/C
800-555-4321	908-699-1234	609-588-1234	SPR-0707	ROUTED 12/01 03:00P/C
800-555-4321	908-699-1234	609-588-2254	SPR-0707	ROUTED 12/01 03:00P/C
800-555-4321	908-699-1234	609-688-1234	SPR-0707	ROUTED 12/01 03:00P/C
800-221-1234	908-699-6934	914-595	ATX-0288	ROUTED 12/01 04:00P/C
<b>CONFIDENTIAL INFORMATION</b>				
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.				
BANJ1HCA				PAGE 1

Figure 208. Report: Special Study Summary, Page 1



SMS - 800		CREATED: 12/10/93 10:00A/C
<b>SPECIAL STUDY SUMMARY REPORT</b>		
TRAP CRITERIA: 908-699		CALL LIMIT: 100
NUMBER TYPE: DEST		TIME LIMIT: 48 HRS
<b>OVERALL SCP SUMMARY DATA</b>		
<b>TOTAL CALLS: 30</b>		
<b>DIAL-6#</b>	<b>CALLS</b>	<b>PERCENT</b>
-----	-----	-----
800-221	15	50
800-555	15	50
<b>DEST-6#</b>		
-----		
908-699	30	100
<b>ANI-6#</b>		
-----		
212-588	3	10
609-588	12	40
714-582	9	30
714-593	3	10
714-595	3	10
<b>CARRIER</b>		
-----		
ATX-0288	15	50
SPR-0707	15	50
<b>CONFIDENTIAL INFORMATION</b>		
THIS DOCUMENT MAY CONTAIN INFORMATION CONSIDERED CONFIDENTIAL BY THE SPECIFIC RESPONSIBLE ORGANIZATION (RESP ORG) ASSOCIATED WITH THIS REPORT.		
BANJ1HCA		PAGE 2

Figure 209. Report: Special Study Summary, Page 2

## 29.6 SPECIAL STUDIES LIST

The *Special Studies List* report, shown in Figure 210, is an on-demand report listing the numbers for which special studies requests are in effect at a particular SCP. This report is available in printed form only; it is not viewable on-line.

When requesting this report from the RRR screen, enter the desired SCP ID in the PARAMETER field.

**NOTE:** This report is available to funding clients only.

Table 91 lists the items in this report:

**Table 91.** Report Items: Special Studies List

Item	Description
CREATED	The date and time the report was created.
SCP ID	The SCP ID reported.
TOTAL STUDIES	The total number of studies requested for the specified SCP. There is a maximum of 10 allowed.
TRAP CRITERIA	The TRAP CRITERIA used which can be: A DIAL#, a 10-digit POTS#, the 6-digit NPA-NXX code for DIAL# or POTS#, the 4-digit numeric carrier code, or the 11-character CLLI code for an SSP.
TYPE	The number type, either "DEST" (Destination) or "DIAL" (Dialed).
TIME LIMIT (HRS)	Specifies (in hours) the maximum duration of the special study. Valid values are 1-168 hours.
CALL LIMIT	The number of call attempts to be monitored, specified when the Special Study was requested. The call limit can be 1-100.
USER	The user requesting the special study.



---

## 29.7 RRR REPORTS DESCRIBED ELSEWHERE

All but two of the following reports are described in the *800 Service Customer Records* portion of this user guide. Two of the reports are described elsewhere, as indicated.

- *Validation Results*
- *Whole Customer Record*
- *CAD Only*
- *CPR Only*
- *LAD Only*
- *CPR Criteria Usage*
- *Customer Record Activation*
- *Call Sampling Validation/Activation Results*
- *SCP-SMS Audit Results*  
See BR 780-004-224, *User Guide: SMS Administration*,  
Part 1, *Administration Functions*.
- *POTS# to DIAL# Inquiry*
- *Electronic Mailing List*
- *CCS Network-LATA*
- *CCS Network-State-NPA*
- *RAO-TELCO List*
- *Carrier Information*
- *Carrier NPA-NXX List*
- *Printer List*
- *SCP List*
- *SSP List*
- *AOS Label List*  
See the *Customer Record Tables* portion of this user guide.
- *Daily CR Activation Summary*
- *Telephone Company List*
- *RESP ORG List*
- *DA NPA Selection List*

## 30. GENERAL

Part 4, *Customer Record Tables*, describes the 800 Service Management System (SMS/800) customer record tables.

NOTE: Some features discussed in this section may only be used by those 800 Service Providers that funded them.

### 30.1 AREA-OF-SERVICE LABEL TABLES

Four area of service (AOS) label tables are used to define the AOS labels that can be entered on CAD-BASIC and CAD-AREAS in the AOS LBL field:

- Lata Type Area of Service (LAS)
- NPA Type Area of Service (NAS)
- State Type Area of Service (SAS)
- NPA-NXX Type Area of Service (NNS)

All of these label tables can be updated by a Resp Org user.

An individual AOS label can be used only once per table. The same label, however, can be used on more than one table when it covers more than one area of service type. For example, if a label definition includes several states *and* several NPAs, this label will be defined on both the SAS and NAS tables. (The label is entered only once on CAD-BASIC or CAD-AREAS in the AOS LBL field. The area of service is the union of states and NPAs defined for the label).

Entries made on CAD-BASIC and CAD-AREAS in the AOS LBL field are validated against all four area of service label tables.

It should be noted that changes to the area of service label tables do *not* cause mass changes to the current customer records, but *will* affect new customer records and updates to the current customer records.

## 30.2 SETS AND UNITS

Each table is a list of related information. Using the SMS tables administration features, you can create, change and delete information in the tables by accessing a portion of the entire table.

- The portion of table data you access is called a *unit*. Each unit is identified by one or more unique keys and an effective date.
- A group of units with the same key(s) but different effective dates is called a *set*. Each set is identified by a unique key.
- A group of sets make up a table. Entire tables, showing all sets with their associated units, can be printed through the Report Requests (RRR) screen.

Figure 211 shows the relationship between a table, set and units.

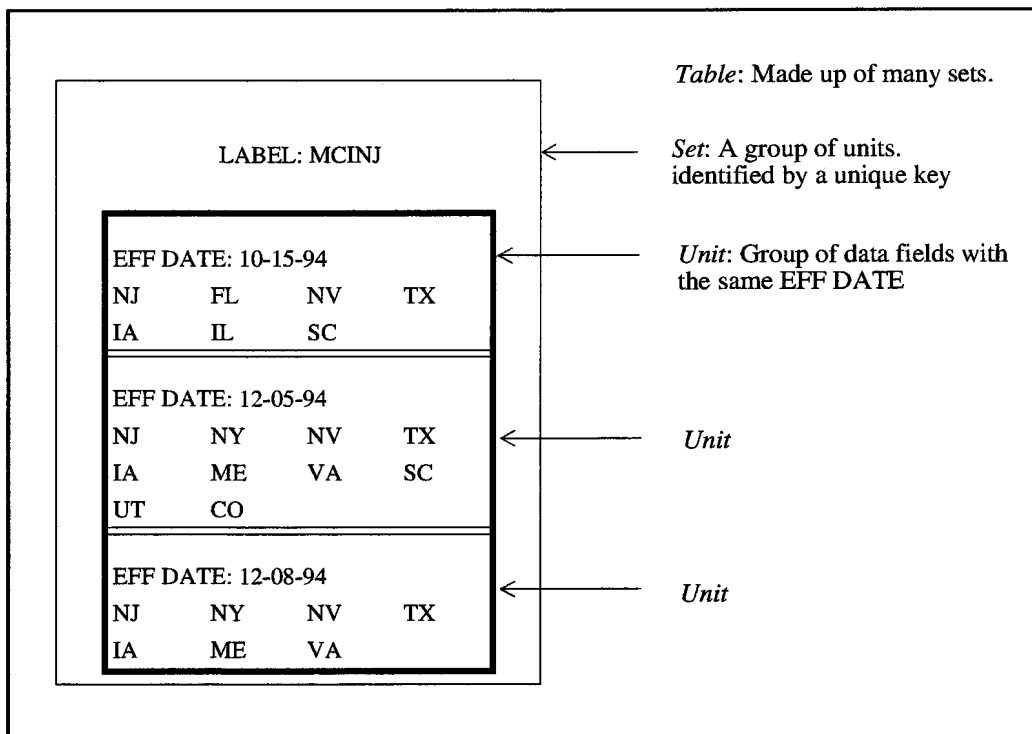


Figure 211. Relationship between Table, Set & Units

### 30.3 PAGE WITHIN AND BETWEEN UNITS

To page forward within a unit of data, press [PF1].

To page backward within a unit of data, press [PF2].

To page to a unit with a later effective date, press [PF3].

To page to a unit with an earlier effective date, press [PF4].

### 30.4 STATUS OF A UNIT

Each unit and accompanying EFF DATE, can have one of the statuses listed in Table 92:

**Table 92. Unit Statuses**

Status	Description
OLD	A previously active unit having a past EFF DATE. A unit with the status of old has view only permission and cannot be modified. An old unit can be accessed for up to five days after which it is automatically deleted by SMS.
ACTIVE	The currently effective unit. A unit with the status of active has view only permission and cannot be modified.
PENDING	A unit having a future EFF DATE. A unit with the status of pending can be modified.
CANCEL	A current unit that has been disconnected and is no longer in effect. A unit with the status cancel has view only permission and cannot be modified.

### 30.5 PERMISSIONS

Resp Org users may view and update their own LAS, NAS, SAS and NNS sets. They have view-only permission for sets relating to other Resp Orgs.





## 31. CUSTOMER RECORD TABLES MENU (CTM)

The Customer Record Tables Menu (CTM) is shown in Figure 212.

To access the Customer Record Tables Menu from any SMS screen, type **CTM** in the CMD field and press [ENTER].

Or, to access CTM from any screen listed on the menu (except the LOK screen), type **M** in the CMD field and press [ENTER].

To access the Main Menu (MMM) from the CTM menu or from the LOK screen, type **M** in the CMD field and press [ENTER].

**NOTE:** The LAS, NAS, SAS, NNS, AIR, EAG and LOK screens are described in this Section.

The DDT, CAR, ROC and INC screens are described in BR 780-004-224, *User Guide: SMS Administration, Part 2, Tables Administration*. These screens can be viewed by the Resp Orgs, but can be updated only by the SMS/800 Help Desk.

SMS - 800		NOW: 10/21/93 04:39P/C	
CTM - CUSTOMER RECORD TABLES MENU			
TO ACCESS	ENTER CMD	ENTER KEY	
AREA OF SERVICE LABEL			
* LATA TYPE	LAS	LABEL,	(EFF DATE)
* NPA TYPE	NAS	LABEL,	(EFF DATE)
* STATE TYPE	SAS	LABEL,	(EFF DATE)
* NPA-NXX TYPE	NNS	LABEL,	(EFF DATE)
AOS LABEL INQUIRY REQUEST	AIR		
DOWN & DEFAULT EFF TIME FOR CR	DDT		EFF DATE)
CARRIER INFORMATION	CAR	CARRIER NAME,	(EFF DATE)
ENTITY AGREEMENTS WITH CARRIERS	EAG	ENTITY	
RESP ORG ASSOCIATED CARRIERS	ROC	RESP ORG,	(EFF DATE)
INTERIM NXX-CARRIER ASSIGNMENT	INC	NPA-NXX,	(EFF DATE)
LIST OF KEYS	LOK	SCREEN NAME,	(START AT)

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_

Figure 212. Screen: Customer Record Tables Menu (CTM)



## 32. AOS LABEL SCREENS: LAS, NAS, SAS, NNS

The following four area of service label screens are used to add, define, modify and delete area of service labels:

- Lata Type Area of Service (LAS), shown in Figure 213.
- NPA Type Area of Service Label (NAS), shown in Figure 214.
- State Type Area of Service Label (SAS), shown in Figure 215.
- NPA-NXX Type Area of Service Label (NNS), shown in Figure 216.

**NOTE: There is a limit of one page per LAS, NAS and SAS.  
There is a limit of 255 NPA-NXXs allowed on the NNS screen.**

Each label name identifies a *set*. Each group of label definition fields with the same EFF DATE is a *unit*. (A set consists of all units belonging to the same label name.)

RESP ORG: BRSAC	SMS - 800	NOW: 10/18/93 05:05P/C	
STATUS: PENDING		END UNIT	
LAS - LATA TYPE AREA OF SERVICE LABEL			
LABEL: MCINJ1			
		EFF DATE: 04/24/95	
220	222	224	
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
CMD: _____	KEY: _____	PAGE 01 OF 01	
7809 DISPLAYED LABEL ALSO DEFINED FOR THE FOLLOWING KIND(S): NAS.			

Figure 213. Screen: LATA Type Area of Service Label (LAS)

RESP ORG: BRSAC	SMS - 800	NOW: 10/18/95 05:07P/C
STATUS: ACTIVE		MORE UNITS
NAS - NPA TYPE AREA OF SERVICE LABEL		
LABEL: MCINJ1		
201		EFF DATE: 03/10/93
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
CMD: _____	KEY: _____	PAGE 01 OF 01
7809 DISPLAYED LABEL ALSO DEFINED FOR THE FOLLOWING KIND(S): LAS.		

Figure 214. Screen: NPA Type Area of Service Label (NAS)

RESP ORG: BRSAC	SMS - 800	NOW: 10/18/93 05:09P/C	
STATUS: PENDING		END UNIT	
SAS - STATE TYPE AREA OF SERVICE LABEL			
LABEL: MCINJ3			
		EFF DATE: 04/24/94	
DE	MD	NJ	NY
PA	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
CMD: _____	KEY: _____	PAGE 01 OF 01	
9011 UPDATE COMPLETED.			

Figure 215. Screen: State Type Area of Service Label (SAS)

RESP ORG: BRSAC	SMS - 800	NOW: 10/18/93 05:05P/C
STATUS: PENDING		MORE UNITS
NNS - NPA-NXX TYPE AREA OF SERVICE LABEL		
LABEL: MCINJ1		
201-730		EFF DATE: 12/24/94
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
CMD: _____	KEY: _____	PAGE 01 OF 03

Figure 216. Screen: NPA-NXX Type Area of Service Label (NNS)

### 32.1 ACCESS AOS LABEL SCREEN / ADD A NEW LABEL

To access one of the area of service label screens from any SMS screen:

1. Type the three letter screen name in the CMD field (**LAS**, **NAS**, **SAS** or **NNS**).
2. Type the desired label name (3-7 characters) in the KEY field.

**NOTE:** You may type in the name of an existing label, or, to add a new label, type in the new label name.

3. Press [ENTER]. SMS returns the requested label screen with the specified label.  
 If no key, or a key in incorrect format is entered, SMS returns the appropriate key screen with an error message.

### 32.2 DEFINE THE FIRST UNIT FOR A NEW LABEL

If you have just added a new label, you now define the first unit for the label, as follows:

1. Type the desired date for the unit in the EFF DATE field.
2. Type the appropriate codes in the data fields:
  - in the data fields of the LAS screen, type LATA codes.
  - in the data fields of the NAS screen, type NPA codes.
  - in the data fields of the SAS screen, type State codes.
  - in the data fields of the NNS screen, type NPA-NXX codes.

3. Type **u** (Update) in the CMD field.
4. Press [ENTER]. If no errors are found, SMS returns the label screen with a confirmation message.

### 32.3 ADD A UNIT TO AN EXISTING LABEL

A new unit for a label includes new/different label definitions with a new EFF DATE.

To add a unit:

1. Page through the units to be sure the EFF DATE you are adding does not already exist.
2. Type **a** (Append) or **c** (Copy) in the CMD field on any unit.\*  
**\* NOTE:** Use the A (Append) command when most of the data fields require new data. Use the C (Copy) command to save typing when all or most of the data fields are the same for the new unit.
3. Press [ENTER]. If **a** was used, SMS returns a blank mask for the unit. If **c** was used, SMS returns the LAS screen with all data fields the same as the copied unit except the EFF DATE.
4. Type new data as needed, including the EFF DATE for the new unit.
5. Type **u** (Update) in the CMD field.
6. Press [ENTER]. If no errors are found, SMS returns the label screen with a confirmation message. The new unit is added to the table in proper sequence according to its EFF DATE.

### 32.4 PAGE WITHIN AND BETWEEN UNITS

To page forward within an NNS unit of data, press [PF1].

To page backward within an NNS unit of data, press [PF2].

To page to a unit with a later effective date, press [PF3].

To page to a unit with an earlier effective date, press [PF4].

### 32.5 MODIFY LABEL DEFINITIONS IN A PENDING UNIT

**NOTE:** Only a PENDING unit can be modified.

To modify a PENDING unit:

1. If necessary, page to the unit to be modified using [PF-1].
2. Modify the necessary data fields by typing over old definitions with new ones.
3. Type **u** in the CMD field.

4. Press [ENTER]. If no errors are found, SMS returns the label screen with a confirmation message.

If many definitions are to be changed, you might prefer to first delete the PENDING unit and add a new one with a different EFF DATE. See Section 32.6 to delete a unit. See Section 32.3 to add a unit.

### 32.6 DELETE A PENDING UNIT

**NOTE:** Only a PENDING unit can be deleted. When the label definitions under one EFF DATE are no longer needed, that unit can be deleted.

To delete a PENDING unit:

1. Page to the unit to be deleted using [PF-1].
2. Type **D** in the CMD field.
3. Press [ENTER].
4. A deletion confirmation prompt appears. Type **Y** (Yes) in the CMD field in response to this prompt. A blank label screen mask appears, with a message confirming the deletion.

### 32.7 DELETE A LABEL

When an AOS label is no longer needed, that set can be deleted.

To delete a set, you create a *null* unit, i.e., a unit containing no data except the date for it to become effective (EFF DATE), as follows:

1. Page to any unit of the set to be deleted.
2. Type **A** (Append) in the CMD field.
3. Press [ENTER]. SMS returns a blank LAS mask.
4. Type the EFF DATE for the deletion and leave all label definition fields blank.
5. Type **U** (Update) in the CMD field.
6. Press [ENTER]. If no errors are found, SMS returns the label screen with a confirmation message.

## 32.8 LAS, NAS, SAS and NNS FIELDS

**Table 93. LAS, NAS, SAS and NNS Fields**

Field	Description	Valid Values
STATUS	Protected field. The status for the displayed unit. Units can have one of the following statuses: "-" OLD CANCEL ACTIVE PENDING	No user entry.
EFF DATE	The effective date for the displayed unit. When entered, the EFF DATE cannot be the same as the current date nor prior to the current date. Also, the EFF DATE cannot be the same as the EFF DATE for an already existing unit. Unprotected data field. Required.	Date in standard date format, i.e., 08/09/93.
RESP ORG	The responsible organization for the displayed unit. Protected field.	No user entry.
LABEL	A name entered by the user or populated by SMS if the user entered an existing or new label name in the lower KEY field. Once the field is established, it is protected.	3-7 alphanumerics
DATA FIELD	<p><b>LAS screen:</b> Lata codes belonging to the specified label. Four entries per line can be typed on 14 lines. Unprotected data field.</p> <p><b>NAS screen:</b> 3-digit existing NPA codes belonging to the specified label. Four entries per line can be typed on 14 lines.</p> <p><b>SAS screen:</b> 2-alpha state codes belonging to the specified label. Four entries per line can be typed on 14 lines.</p> <p><b>NNS screen:</b> 6 existing NPA-NXX codes belonging to the specified label. Seven entries per line can be typed on 14 lines.</p> <p><b>NOTE:</b> Up to 255 NPA-NXXs are allowed on the NNS screen.</p>	<p>3 numerics per entry.</p> <p>3 numerics per entry.</p> <p>2 alphas per entry.</p> <p>6 numerics per entry. Up to 255 NPA-NXX entries allowed.</p>



### 33. AOS LABEL INQUIRY REQUEST (AIR)

The AOS Label Inquiry Request (AIR) screen, shown in Figure 217, is used to generate data for an AOS Label to DIAL# Inquiry report. This report lists the DIAL#s of all customer records (except those whose CR STATUS is OLD) that contain a specified AOS label. You may generate this report for any AOS label that belongs to your entity --i.e., the first two characters of your Resp Org must match the first two characters of the label's Resp Org. For example, a user from BANJ1 could enter a label belonging to BAPA1.

Each entity has one AIR screen. On this screen, you can enter up to five AOS labels for which you would like to generate an *AOS Label to DIAL# Inquiry* report. Overnight, the system reads the updated AIR screen and generates a separate set of report data for each AOS label entered. The system will then clear the AIR screen.

The report data is stored for 14 days. If a new report is generated for the same AOS label before 14 days have passed, the earlier report will be deleted and the new report data will be stored for 14 days.

A mailbox message notifies you when the report data is ready and specifies the date by which you must print the report before it is deleted from the system.

To print the report, use the RRR screen. On the RRR screen, you must specify the AOS label name.

SMS - 800		NOW: 01/29/94 04:47P/C
AIR - AOS LABEL INQUIRY REQUEST		
ENTITY: BA		
AOS LBL	REQUESTED BY	
NJWEST1	PYSMSLE2	
NJWEST3	PYSMSLE2	
_____		
_____		
_____		
CMD: _____ KEY: _____		
9524 READY TO ADD, MODIFY OR DELETE DATA		

Figure 217. Screen: AOS Label Inquiry Request (AIR)

### 33.1 ACCESS AIR

To access AIR from any SMS screen:

1. Type **AIR** in the CMD field.
2. (SMS/800 Help Desk users:) Type a two-letter service provider entity in the KEY field.

**NOTE:** This key is *not* required for DSAC users; the system automatically uses the entity of the user.

3. Press [ENTER]. SMS returns the entity's AIR screen.

**NOTE:** If two users access the same AIR screen at one time, only the first user to update the screen will be accepted. If the other user then attempts to update, a message will appear, telling the user to re-access the AIR screen because another user has already changed it.

### 33.2 ENTER AIR INFORMATION

1. Enter up to five AOS labels in the AOS LBL fields.
2. Type **u** (Update) in the CMD field and press [ENTER].

The AIR screen will be updated. For each label entered, the REQUESTED BY field will be populated by the system with the logon id of the user who entered the label.

3. Overnight, the system will generate a separate report for each label entered. The system will then clear the screen.

### 33.3 MODIFY AIR INFORMATION

After the AIR screen has been updated, you can modify an AOS LBL field only if your logon id matches the logon id in the corresponding REQUESTED BY field.

To modify an AOS LBL field:

1. Type over the existing data in the AOS LBL field.
2. Type **u** (Update) in the CMD field and press [ENTER].

### 33.4 DELETE AIR INFORMATION

After the AIR screen has been updated, you can delete data in an AOS LBL field only if your logon id matches the logon id in the corresponding REQUESTED BY field.

To delete the data in an AOS LBL field:

1. Blank out the existing data in the AOS LBL field.
2. Type **u** (Update) in the CMD field and press [ENTER].

### 33.5 MAILBOX MESSAGE

You will receive the following RMA-Read Mail mailbox message when your report data is ready:

AOS LABEL TO DIAL# INQUIRY REPORT IS AVAILABLE. REQUEST  
BEFORE dd/mm/yy.

The date in this message is the date that the report data will be deleted from the system.

You will receive only one mailbox message, regardless of how many labels you entered on the AIR screen.

### 33.6 AIR FIELDS

Table 94. AIR Fields

Field	Description	Valid Values
ENTITY	Populated by the system and protected for DSAC users. Key field for SMS/800 Help Desk users. A 2-character service provider entity, such as BA.	For SMS/800 Help Desk users: Valid 2-alpha service provider entity. For DSAC users: No user entry.
AOS LBL	Enter up to 5 AOS labels; the system will generate a separate set of report data for each label entered. Must be a label belonging to the user's entity (for example, a user from BANJ1 could enter a label belonging to BAPA1). If this field is already populated, it will be protected, unless the user's logon id matches the logon id in the corresponding REQUESTED BY field.	An existing 3-7 character (alphanumeric) AOS label known to SMS/800.
REQUESTED BY	Populated by the system. Protected. Shows the logon id of the user who entered the corresponding AOS label.	No user entry.



## 34. ENTITY AGREEMENTS WITH CARRIERS for CR INPUT (EAG)

The Entity Agreements with Carriers for CR Input (EAG) screen, shown in Figure 218, allows Resp Org users to view the list of carriers (CICs) that may be used in their entity's customer records. Any CIC that is not listed on the EAG screen may *not* be used in that entity's customer records.

**NOTE:** If the control Resp Org on a customer record has changed, the new control Resp Org must ensure that their entity has a business agreement with each CIC used in the customer record and that each CIC is listed on their entity's EAG screen.

Any Resp Org user can view their own entity's EAG screen (for example, any Resp Org user within Bell Atlantic can view the EAG screen for BA). SMS/800 Help Desk users can view the EAG screen for any entity.

SMS - 800				NOW: mm/dd/yy hh:mmA/C			
EAG - ENTITY AGREEMENTS WITH CARRIERS FOR CR INPUT							
ENTITY: ____							
* CARRIERS THAT CAN BE USED IN CUSTOMER RECORDS CONTROLLED BY THIS ENTITY *							
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
CMD: _____	KEY: _____	_____	_____	_____	_____	_____	PG 01 OF 10

Figure 218. Screen: Entity Agreements with Carriers (EAG)

### 34.1 ACCESS EAG

To access EAG from any SMS screen:

1. Type **EAG** in the CMD field.
2. SMS/800 Help Desk users: Type a two-letter service provider entity in the KEY field.

**NOTE:** This key is *not* required for Resp Org users; the system automatically uses the entity of the user.

3. Press [ENTER]. SMS returns the entity's EAG screen.

## 34.2 PAGE THROUGH EAG

1. Press [PF-1] to page forward.
2. Press [PF-2] to page backward.

## 34.3 EAG FIELDS

**Table 95. EAG Fields**

Field	Description	Valid Values
ENTITY	Protected field. Key field for SMS/800 Help Desk users. Populated by the system for DSAC users. A 2-character service provider entity, such as BA.	For SMS/800 Help Desk users: Valid 2-alpha service provider entity. For Resp Org users: No user entry.
Carriers	Protected fields. A list of CICs that the entity may use in their customer records.	No user entry.

## 35. LIST OF KEYS (LOK)

The List of Keys (LOK) screen, shown in Figure 219, is used to access a specific unit on an SMS table. To access a unit, you first display a list of the keys contained in the table and then select the key for the desired unit.

```

                                SMS - 800                                NOW: 11/10/93 11:31A/C
                                LOK - LIST OF KEYS SCREEN
SCREEN NAME: LAS  START AT: _____
SELECT  KEY FOR LAS  EFF DATE
-       EAST        07/29/93
-       FARWEST     11/12/92
-       MIDWEST     10/21/93
-       NE          12/12/93
-       NEWENG      01/01/94
-       NORTH       10/22/93
-       NW          08/25/95
-       ROCKIES     08/25/93
-       SE          05/05/93
-       SOUTH       02/13/93
-       SW          02/13/94
-       WEST        11/12/93
-
CMD: _____ KEY: _____
9069 LIST OF KEYS IS ON DISPLAY FOR THE LAS SCREEN, STARTING AT TOP OF LIST.
```

Figure 219. Screen: List of Keys (LOK), for LAS Table

### 35.1 ACCESS LOK

1. Type **LOK** in the CMD field.
2. Type the three-letter screen name for the desired SMS table in the KEY field.  
Optionally, to display the list of keys starting at a specific point in the list, you may also type a START AT key in the KEY field.
3. Press [ENTER].
4. The LOK screen appears, showing the list of keys for the specified table.  
Up to five pages of keys can be displayed. When there are more than five pages of keys, the message \*MORE KEYS EXIST\* is displayed on page 5.

### 35.2 ACCESS A SPECIFIC TABLE UNIT

1. Follow the instructions in Section 35.1 to display the list of keys for an SMS table.
2. Type **x** in the selection field to the left of the key for the desired unit.
3. Press [ENTER].

4. The specified SMS screen appears, with one unit displayed. If necessary, page through the units ([PF1]-Page Fwd, [PF-2]-Page Back) until you reach the desired unit.

### 35.3 LOK FIELDS

**Table 96. LOK Fields**

<b>Field</b>	<b>Description</b>	<b>Valid Values</b>
SCREEN NAME	Required field. Three-letter name of an SMS table screen whose keys are to be listed.	Three-letter SMS table screen.
START AT	Optional field. The starting key or keys for the list of keys.	0-45 alphanumeric characters.
SELECT	Selection field for designating the table part to access. Optional field.	X
KEY FOR or KEYS FOR	Protected field. The key or keys for the specified screen, listed alphabetically.	No user input.
EFF DATE	Protected field. Effective date for the keyed item. Omitted on LOK for nonpending tables	No user input.



## 36. RESP ORG REPORT CONTROL (ORC)

The Resp Org Report Control (ORC) screen, shown in Figure 220, is used by the control Resp Org to specify up to two printers that will receive the following exception reports: *Customer Record Activation Failure* and *RESP ORG Change Notification*.

Reports will be sent as follows:

*Customer Record Activation Failure* exception report:

- If no printer is specified for the *Customer Record Activation Failure* report, a message will be sent to the generic mailbox of the failed record's control Resp Org.
- If no generic mailbox exists for the control Resp Org, an exception report will be sent to the SMS/800 Help Desk printers defined on the SRC (SMS Administration Report Control) screen.
- If no printer is defined on the SRC screen, a message will be sent to the BRSAC's generic mailbox.

*Resp Org Change Notification* exception report:

- If no printer is specified for the *Resp Org Change Notification* report, a message will be sent to the Resp Org's generic mailbox.
- If no generic mailbox exists for the Resp Org, the message will be discarded.

The *Resp Org Change Notification* exception report is described in Section 38.1. The *Customer Record Activation Failure* exception report is described in this user guide, Part 2, *800 Service Customer Records*.

```

                SMS - 800                NOW: 09/24/93 10:45A/C
                ORC - RESP ORG REPORT CONTROL
                RESP ORG: BANJ2

                CR ACTIVATION FAILURE:      SMSPRT04      _____
                RESP ORG CHANGE NOTIFICATION:  SMSPRT04      _____
                **ON-LINE NOTICE SETTING** ON

CMD: _____ KEY: _____ PAGE 01 of 01

```

**Figure 220.** Screen: RESP ORG Report Control (ORC)

### 36.1 ACCESS ORC

To access ORC from any SMS screen:

1. Type **ORC** in the CMD field and a Resp Org in the KEY field.
2. Press [ENTER]. SMS returns the ORC screen with the RESP ORG key entry populated and protected.

### 36.2 ENTER / MODIFY PRINTER DATA

1. Type the code(s) for the destination printers in the appropriate PRINTER field(s).
2. Type **u** in the CMD field.
3. Press [ENTER]. SMS returns the ORC screen with your entries and a message indicating the update is completed.

### 36.3 MODIFY PRINTER DATA

1. Type over the codes for the destination printers (PRINTER fields) that you wish to update.
2. Type **u** in the CMD field.
3. Press [ENTER]. SMS returns the ORC screen with your new entries and a message indicating the update is completed.

#### 4. DELETE PRINTER DATA

1. Type **D** in the CMD field for the existing printer value on printer fields that you wish to delete.
2. Press [ENTER]. SMS returns the ORC screen with a message indicating the delete is completed.

#### 36.4 ORC FIELDS

Table 97. ORC Fields

Field	Description	Valid Values
REPORT NAMES	The names of the available report(s). System generated data. Protected.	No user entry.
PRINTER FIELDS	The destination printer ID. Up to two entries allowed. Unprotected data field.	1-8 alphanumeric characters. See the <i>Printer List</i> report for your valid values.
INFORMATIONAL MESSAGE	Message indicating whether the on-line notice setting is on or off. Protected. System Generated	No user entry.



## 37. CUSTOMER RECORD TABLES & EXCEPTION REPORTS

This section describes the following reports accessed via the RRR screen:

- *AOS (Area-of-Service) Label to DIAL# Inquiry*
- *AOS Label List*

and the following exception report:

- *Resp Org Change Notification*

### 37.1 AOS LABEL TO DIAL# INQUIRY

The *AOS (Area of Service) Label to DIAL# Inquiry* report, shown in Figure 221, is an on-demand report that lists the DIAL#s for all customer records containing a specified AOS label, except those whose CR STATUS is OLD. If there are no DIAL#s that contain the specified AOS label, the TOTAL NUMBER OF DIAL# RECORDS, RESP ORG and DIAL# fields will be blank and the following message will be printed on the report:

NO DIAL# RECORDS FOUND THAT USE THIS AOS LABEL

You can request this report for any AOS label belonging to a Resp Org within your entity; i.e., the first two characters of your Resp Org must match the first two characters of the label's Resp Org. For example, a user from BANJ1 could request a report for a label belonging to BAPA1.

This is a print-only report; it is not viewable on-line.

To generate the report, first use the AOS Label Inquiry Request (AIR) screen, described in Section 33, to specify an AOS label and to request that the system gather the report data. The system will generate the report data overnight and will store it for 14 days. A mailbox message will notify you when the data is ready and will specify a date by which you must print the report before it is deleted from the system.

After the report has been generated, use the RRR screen to request a printed report. On the RRR screen, you must specify the AOS label name.

Table 98 lists the items in this report:

**Table 98. Report Items: AOS Label to DIAL# Inquiry**

Item	Description
CREATED	The date and time the report was requested via the RRR screen.
AS OF	The date the report data was generated by the system.
BY	The logon ID of the user that entered the label on the AIR screen.
AOS LABEL	The AOS label specified on the AIR screen.

**Table 98. Report Items: AOS Label to DIAL# Inquiry**

Item	Description
TOTAL NUMBER OF RECORDS	The total number of records that contain the specified AOS label.
RESP ORG	The control Resp Org for the DIAL#s listed.
DIAL#	The DIAL#s belonging to this Resp Org that contain the AOS label.

SMS - 800		CREATED: 10/10/94 12:45P/C AS OF: 10/04/94	
AOS LABEL TO DIAL# INQUIRY		BY: ABSMSLE2	
AOS LABEL: WESTNJ	TOTAL # OF RECORDS:	11	
RESP ORG: ABC01			
DIAL#:			
800-321-4567-NJ	800-321-6000	800-435-3030	800-455-3006
800-833-7889	800-891-5001-MD		
RESP ORG: ABC02			
DIAL#:			
800-433-7889	800-891-5001-NJ		
RESP ORG: ABNJ1			
DIAL#:			
800-202-2060-PA	800-453-3001	800-567-8900	

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Figure 221. Report: AOS Label to DIAL# Inquiry

## 37.2 AOS LABEL LIST

The *AOS (Area of Service) Label List* report lists AOS labels of a specified type, along with their definitions. You specify the label type on the RRR screen when you request the report, as described below. The report has two sections: The first section shows the active AOS labels. The second section, which begins a new page, shows labels that are pending addition or deletion, along with the EFF DATE for the pending action.

This report can be viewed or printed.

The report can be produced in several versions, depending on the label type you specify on the RRR screen when requesting the report. You can specify the label type in one of the following ways:

- To list all labels of a specific type: Enter one of the following label types in the TYPE field: **LATA**, **NPA**, **STATE** or **NPA-NXX**.
- To list a specific label of a specific type: Enter the label name in the LABEL field, along with a label type in the TYPE field.
- To list a specific label, *all* types: Enter the label name in the LABEL field and enter the word **ALL** in the TYPE field.

Figures 222 through 226 illustrate the different versions of this report that can be produced. These figures show sample data condensed to fit on one page.

Table 99 lists the items in this report:

**Table 99. Report Items: AOS Label List**

Item	Description
LABEL	The label names, listed vertically. If a specific LABEL name was entered in the LABEL field on the RRR screen, it is shown in the label field at the top of the report.
LATA	LATA codes. If the LATA type is requested, the LATA type labels are listed vertically in the left column, with the LATA codes belonging to each label shown horizontally (left to right) in ascending numerical order.
NPA	NPA numbers. If the NPA type is requested, the NPA type labels are listed vertically in the left column, with the NPAs belonging to each label shown horizontally (left to right) in ascending numerical order.
STATE	State codes. If the STATE type is requested, the STATE type labels are listed vertically in the left column, with the STATE codes belonging to each label shown horizontally (left to right) in alphabetical order.
NPA-NXX	NPA-NXX Codes. If the NPA-NXX type is requested, the NPA-NXX type labels are listed vertically in the left column, with the NPA-NXX belonging to each label shown horizontally (left to right) in ascending order.
EFF DATE	The EFF DATE for the ACTION (Pending Deletion or Pending Addition) of the listed LABEL.
ACTION	This column shows whether the LABEL is pending deletion or addition.



SMS - 800		CREATED: 03/10/93 12:45P/C	
AREA OF SERVICE LABEL LIST			
LABEL TYPE: LATA			
LABELS THAT ARE ACTIVE:			
LABEL	LATA		
-----	-----		
NEWENG1	120	122	124
NEWENG2	124	126	130 132 920
SOUEAST	438 440 442 444 446 448 450 452 454 456 458 460 476 477 478 480 952	953 955 957	
LABELS PENDING ADDITION OR DELETION:			
LABEL	LATA	ACTION	EFF DATE
-----	-----	-----	-----
DIXIE1	428 430 432 434 436 438 440 442 444 446 472 478	ADDITION	01/01/96
DIXIE2	438 448 470 472 476 477 478 480 482 468 484 490	ADDITION	01/01/96
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Figure 222. Report: AOS Label List, LATA Type

SMS - 800		CREATED: 03/10/93 12:45P/C	
AREA OF SERVICE LABEL LIST			
LABEL TYPE: NPA			
LABELS THAT ARE ACTIVE:			
LABEL	NPA		
NEWENG1	207 603 802		
NEWENG2	413 617 401 203		
SOUEAST	205 305 404 813 904 912		
LABELS PENDING ADDITION OR DELETION:			
LABEL	NPA	ACTION	EFF DATE
DIXIE1	404 912 803	ADDITION	01/01/96
DIXIE2	205 601	ADDITION	01/01/96

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Figure 223. Report: AOS Label List, NPA Type

SMS - 800		CREATED: 03/10/93 12:45P/C	
AREA OF SERVICE LABEL LIST			
LABEL TYPE: STATE			
LABELS THAT ARE ACTIVE:			
LABEL	STATE		
NEWENG1	ME NH VT		
NEWENG2	MA RI CT		
SOUEAST	AL FL GA		
LABELS PENDING ADDITION OR DELETION:			
LABEL	STATE	ACTION	EFF DATE
DIXIE1	GA SC	ADDITION	01/01/96
DIXIE2	AL MS	ADDITION	01/01/96

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Figure 224. Report: AOS Label List, STATE Type

SMS - 800		CREATED: 03/10/93 12:45P/C							
AREA OF SERVICE LABEL LIST									
LABEL TYPE: NPA-NXX									
LABELS THAT ARE ACTIVE:									
LABEL	NPA-NXX								
NEWENG1	201-699	201-829							
NEWENG2	609-334	201-545	201-665						
SOUEAST	408-442	408-446	408-455	415-454	415-458	408-476	415-478	408-952	916-955
LABELS PENDING ADDITION OR DELETION:									
LABEL	NPA-NXX			ACTION	EFF DATE				
DIXIE1	408-430	408-434	408-438	408-442	408-446	408-478	ADDITION	01/01/96	

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Figure 225. Report: AOS Label List, NPA-NXX Type

SMS - 800		CREATED: 03/10/93 12:45P/C	
<b>AREA OF SERVICE LABEL LIST</b>			
LABEL: NEWENG1			
LABELS THAT ARE ACTIVE:			
STATE	= ME NH VT		
LATA	= 120 122 124		
NPA	= 207 603 802		
NPA-NXX	= 518-344 518-434 518-677		
LABELS PENDING ADDITION OR DELETION:			
STATE		ACTION	EFF DATE
-----		-----	-----
ME NH VT		DELETION	01/01/97
ME NH VT CT		ADDITION	01/01/97
LATA		ACTION	EFF DATE
-----		-----	-----
NPA		ACTION	EFF DATE
-----		-----	-----
207 603 802		DELETION	01/01/97
207 603 802 203		ADDITION	01/01/97
NPA-NXX		ACTION	EFF DATE
-----		-----	-----
518-344 518-434 518-677		DELETION	01/01/97
518-344 518-434 518-677 518-556		ADDITION	01/01/97
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Figure 226. Report: AOS Label List, Specific Label Requested



## 38. CUSTOMER RECORD TABLES EXCEPTION REPORT

The following exception report is described in Section 9.1

- *Resp Org Change Notification*

### 38.1 RESP ORG CHANGE NOTIFICATION

When the control Resp Org of a customer record is changed on-line via the NUS screen or CAD screen, or if it is changed via the mechanized generic interface (MGI), a *Resp Org Change Notification* exception report is sent to the *new* control Resp Org. The old Resp Org will receive a Resp Org change notification, if the User Class of the user making the change is equal to "SAC". If a non-SAC user makes a change to Resp Org on-line and the old Control Resp is an MGI user that has requested Resp Org Change notification via the UNS-RCH, a notice is sent to the old Resp Org.

(NOTE: When the control Resp Org change is the result of a Mass Change activity, no notification is sent to the old or new Resp Org. Mass change processes are coordinated through the SMS/800 Help Desk and both the old and new Resp Org should be thoroughly aware of these changes.)

This change notification is sent at the time the NUS screen or CAD screen is saved or updated, or after the MGI change is processed. The notification is sent even if the record status becomes INVALID after being updated, although, in such a case, no entry is made in the activity log for the *Daily Log* report. Note that if the PENDING, INVALID, or SAVED record is deleted prior to reaching its effective date and time, the Resp Org change still remains in effect.

This exception report is sent either to a printer or to the generic mailbox of the new or old control Resp Org, as follows:

- If the Resp Org has designated (via the ORC screen) a printer or printers to receive the *Resp Org Change Notification* exception report, notification is sent to the specified printer or printers and no mail message is sent.
- If the Resp Org has not designated a printer via the ORC screen, a mail message is sent to the generic mailbox of the control RESP ORG.
- If the Resp Org has not designated a printer via the ORC screen and does not have a generic mailbox, no notification or mail message will be sent.

If a *Resp Org Change Notification* exception report is printed, as shown in Figure 227, there will be one report per DIAL#.

Table 100 lists the items in this report:

**Table 100.** Exception Report Items: Resp Org Change Notification

Item	Description
CREATED	The date and time the report was created, in MM/DD/YY HH:MMX/C. The created date/time should be within 5 minutes of the date/time that the number or record was updated.
DIAL#	The 10-digit number that had the control RESP ORG change.
CHANGE NOTICE	The description of the RESP ORG change stating the old control RESP ORG and the new control RESP ORG.
STATUS	The status of the DIAL#. Valid statuses are ASSIGNED, TRANSITIONAL, WORKING, DISCONNECT, RESERVED, UNAVAILABLE and SUSPEND.

SMS - 800			CREATED: 04/02/93 02:30P/C
RESP ORG CHANGE NOTIFICATION REPORT			
DIAL#	CHANGE NOTICE	STATUS	
800-581-7689	RESP ORG CHANGED FROM FGT0 TO ABJN2	ASSIGNED	

**Figure 227.** Exception Report: Resp Org Change Notification

If a mail message is sent, the List Mail Message will indicate:

- that the message came from the SYSTEM
- whether or not the RMA for the message has been accessed (Y or N)
- the DIAL# that had the RESP ORG changed and
- the date and time the message arrived in the mailbox.

The Read Mail Message should contain all the information from LMA, as well as the old and new RESP ORGs.

For example:

800-5817689 RESP ORG CHANGED FROM FGT01 TO ABJN2



## 39. OVERVIEW

The Carrier Notification and Approval feature enhances the ability of interexchange carriers (ICs) and exchange carriers (ECs) to manage 800 Data Base traffic over their networks.

The *Carrier Notification* feature notifies carriers of customer record changes that will affect 800 traffic over their networks. The feature also notifies carriers when a record's Control Resp Org has changed.

The *Carrier Approval* feature allows carriers to approve or deny the addition of customer records to their network, and to approve or deny routing changes made to customer records that use their network. To help manage the Carrier Approval process, SMS/800 provides monitoring mechanisms to track the status of pending approvals.

The following general rules apply to the Carrier Notification and Approval feature:

- The notification and approval process includes customer records processed in any of three ways: on-line, via MGI (mechanized generic interface) or via batch update.

This document deals primarily with on-line processing. For more on batch processing, see GR-1514-CORE, *SMS/800 Databases Update and Response Tape Specifications*. For more on MGI, see GR-1247-CORE, *SMS/800 Mechanized Generic Interface Specification*.

- Customer record changes resulting from Mass Changes such as NPA Split, Mass Carrier Change, etc., bypass the entire notification and approval process.
- CIC-0110: The *Carrier Approval* feature is not available to CIC-0110. CIC-0110 does not have the option to approve or deny changes to customer records. The *Carrier Notification* feature is available to CIC-0110.

### 39.1 PRELIMINARY NOTE

The following two screens must be completed for each CIC in order for any customer records associated with the CIC to be successfully processed by SMS/800 and in order to proceed with the Carrier Notification and Approval feature:

- CSE - Carrier Security screen; filled in by the NASC.
- CAG - Carrier Agreements with Entities; filled in by each CIC.

Detailed CSE information is under the SEM Security Menu in BR 780-004-225, *SMS Security Administration*. Detailed CAG information is in Section 49.

## 39.2 INVOLVED ROUTING CARRIERS

The notification and approval process is designed specifically for *involved routing carriers* of a customer record. These carriers can be notified of customer record changes and, with the exception of CIC-0110, can approve or deny certain changes. An involved routing carrier is defined as follows:

- An involved routing carrier is listed on the customer record and is responsible for routing portions of a customer record. (A carrier that is listed on the customer record but is not responsible for any actual routing will not be included in the notification and approval process.)
- An involved routing carrier is *not* the Control Resp Org of the customer record.
- For records with CPRs, the involved routing carriers are the carriers listed in the CPR screen's CARRIER column and PRIM CARRS fields.
- For records without CPRs, the involved routing carriers are the intra-LATA and inter-LATA carriers listed in the CAD.
- For CIC-0110, the system reads the destination TEL# to determine which LEC is the involved routing carrier. If the destination TEL# maps to more than one network, each involved LEC will be an involved routing carrier.

### 39.3 ROLE OF THE CONTROL RESP ORG, CONTROL ENTITY (& SUBSCRIBER)

When a Control Resp Org or subscriber creates, changes or deletes its own customer record, it does not need to be notified about its own change, nor does it need to give approval for its own change. Therefore, it will not receive a notification message or an approval request. Furthermore, no one from the record's control *entity* will receive a notification message or an approval request. For example, if BANJ1 makes a change to a record, no one from entity BA (such as BAPA1) will receive notification or an approval request.

If the Control Resp Org's customer record requires approval from any involved routing carriers, the Control Resp Org user will receive the following warning message:

WARNING: APPROVALS ARE REQUIRED BEFORE RECORD GOES ACTIVE.

The Control Resp Org monitors any records that require carrier approval, and ensures that all necessary approvals are received so that the record can become active.

## 39.4 COMPARISON TARGET

The *comparison target* is an existing customer record which the system compares to a newly updated customer record to see if any notification- or approval-related changes have been made. The comparison rules are as follows:

1. If the newly updated record will replace an existing PENDING record (i.e., it has the same DIAL# and EFF DATE<TIME> as an existing PENDING record), the comparison target is the existing PENDING record.
2. If the newly updated record will replace an existing MUST CHECK record, and the MUST CHECK record had the status of PENDING before it became MUST CHECK, the comparison target is the existing MUST CHECK record.
3. If the newly updated record will not replace an existing PENDING or MUST CHECK record, then the comparison target is the *closest previous valid record*, defined as follows:

*Same DIAL#:* It has the same DIAL# as the newly updated record.

*Closest:* Its EFF DATE<TIME> is closest to the newly updated record in terms of time.

*Previous:* Its EFF DATE<TIME> is earlier than that of the newly updated record.

*Valid:* Its status is either PENDING, SENDING, ACTIVE or DISCONNECT.

## 39.5 TRIGGER CONDITIONS

The notification and approval process can be triggered by specific customer record change conditions. Table 101 lists these conditions and indicates if the condition can trigger the notification process, the approval process, or both.

**NOTE:** The first condition, Control Resp Org change, is different from the other trigger conditions in that it *always* triggers notification. No action is required on the part of the carriers to specify that they want to be notified of this change. The rest of the conditions will trigger the notification and approval process only if the carriers request it via the GNA, ENO and/or EAP screens (see Section 41).

**Table 101. Trigger Conditions**

Condition	Description	Can trigger:	
		Notif.	Appr.
CONTROL RESP ORG FOR (DIAL#) CHANGED FROM ... TO ...	The Control Resp Org of a customer record has changed.	x	
ADDED TO ROUTING	The CIC was added to a customer record for routing.	x	x
CANCEL PREV ADD RTE	The CIC was notified that it was to be added to a customer record's routing, but the addition was cancelled and/or the record status became non-PENDING.	x	
POSSIBLE ROUTING CHG	A possible routing change is planned for the customer record (i.e., a routing-related field on the customer record has been changed or touched; see Section 39.6).	x	x
	TEL# change will trigger notification only.	x	
CANCEL PREV RTE CHG	The CIC was notified of a possible routing change, but the change was cancelled because the record status became non-PENDING.	x	
DELETED FROM ROUTING	The CIC was deleted from a customer record's routing logic.	x	
RECORD DELETED	A customer record was deleted (triggers notification only if the CIC had previously received notification or an approval request regarding this record).	x	
LIKE UNGRANTED REC	A <i>like</i> (i.e., similar) record has been created and needs approval. That is: A previous customer record that needed carrier approval was not granted approval. A new PENDING record now exists, which is like the previous record in every way except for its EFF DATE<TIME>, and except for some non-triggering-sensitive changes that may have been made to the record (see Section 39.6). This new record needs carrier approval.		x
CANCEL LIKE REC	The CIC was notified that a <i>like</i> record needed approval, but this was cancelled because the record's status changed to non-PENDING.	x	

**NOTE FOR CIC-0110:** The last two conditions, LIKE UNGRANTED REC and CANCEL LIKE REC, are never relevant to CIC-0110 since they deal only with records that need approval (the approval process never applies to CIC-0110).

## 39.6 RELEVANT CHANGES IN THE CUSTOMER RECORD

The trigger conditions for notification and approval, listed in Table 101, occur only when relevant changes are made to the CAD, CPR and/or LAD of the customer record. The relevant changes are discussed below.

### 39.6.1 Changes to Content Sensitive Fields (On-line Processing)

Changes to *content sensitive* fields will trigger the notification and approval process. Content sensitive means that the system detects when the contents of the field have changed. This applies to on-line processing only.

The content sensitive fields are listed in Table 102. Changes made to any other fields in the customer record will not trigger the notification and approval process.

**NOTE** — For records updated via on-line, TEL# will be a NOTIFICATION trigger and not an APPROVAL trigger only when a record has been GRANTED approval. (See Table 104 for valid approval statuses.)

**Table 102.** Content Sensitive Fields

Screen	Content Sensitive Fields
KEY	DIAL# EFF DATE<TIME> RESP ORG
CAD BASIC	REFERRAL END INTERCEPT INTRALATA CARRIERS (Only for records without CPRs. For records with CPRs, the system checks the contents of the CPR's CARRIER column entries or PRIM CARRS entries.) INTERLATA CARRIERS (Only for records without CPRs. For records with CPRs, the system checks the contents of the CPR's CARRIER column entries or PRIM CARRS entries.) Any AREAS field. (For the AOS LBL field, the system checks for changes in the <i>label names</i> only, not in their related contents.) TEL# (Only for records without CPRs. For records with CPRs, the system checks the CPR screen's TEL#s.)
CAD AREAS	Any field. (For the AOS LBL field, the system checks for changes in the <i>label names</i> only, not in their related contents.)
CPR	Any field.



Table 102. Content Sensitive Fields

Screen	Content Sensitive Fields
LAD	Any field.

### 39.6.2 Existence Sensitive Changes (MGI or Batch Processing Only)

Existence sensitive means that if the system detects the existence of certain portions of the customer record, it will assume that the record has changed. This applies only to changes processed via MGI or batch update.

- For MGI, if the system detects CPR or LAD in the REQ-CRC message, it will assume the CPR or LAD has changed.

**IMPORTANT NOTE ABOUT MGI:** With some OSs, the REQ-CRC message always contains the entire record -- including CAD, CPR and LAD -- even if the CPR and LAD have not changed. This can cause many "false alarms", since the system will always assume that the CPR or LAD has changed and, therefore, will always trigger a POSSIBLE ROUTING CHANGE notification. We strongly recommend including CPR and LAD *only if they have actually changed.*

- For batch update, if the system detects source CPR in the tape, it will assume the CPR or LAD has changed.

**IMPORTANT NOTE ABOUT BATCH UPDATE:** For all records with CPRs, there will always be source CPR in the tape. Therefore, for records with CPRs, the system will always assume that the CPR or LAD has changed, even if it has not. Note that this will trigger some "false alarm" POSSIBLE ROUTING CHANGE notifications.

- For MGI and batch update, if a CPR is sent, it will be considered an approval-sensitive change even if only the TEL# was changed.



## 40. CUSTOMER RECORD APPROVAL STATUS

Sections 40.1 through 40.5 discuss issues related to the customer record's approval status.

## 40.1 OK FIELD: CARRIER'S RESPONSE TO APPROVAL REQUESTS

The OK field is found on screens related to the Carrier Approval feature. The OK field indicates an individual carrier's response to an approval request. Possible values for the OK field are listed in Table 103:

**Table 103.** OK Field: Possible Values for Carrier Approval Response

<b>Value</b>	<b>Description</b>
TBD	No response yet. The carrier has not determined whether to approve or deny the record.
Y	The carrier has approved the record.
N	The carrier has denied the record.

## 40.2 APPROVAL FIELD: CR'S OVERALL APPROVAL STATUS

The APPROVAL field appears on the CAD, CPR, LAD and REC screens as well as on several screens related to Carrier Approval. It indicates the overall approval status of the customer record, resulting from the responses of all of the involved routing carriers who received an approval request. Possible approval statuses are shown in Table 104:

**Table 104.** APPROVAL Field: Possible Values for CR Approval Status

Value	Description
NOT REQ	Approval is not required; none of the involved routing carriers has asked for the ability to approve or deny the record if added to the routing or if there is a possible routing change.
AWAIT	At least one carrier has not responded to the approval request. No carriers have denied approval.
DENIED	At least one carrier has denied approval.
GRANTED	All carriers have responded and have granted approval.
NOW REJ	A user tried to update a customer record via the "NOW" (i.e., immediate) update option. However, the record needed approval, so the system rejected the update.
N/A	The entire approval process is not relevant to this record. The approval status will be N/A if the customer record status is SAVED, INVALID, HOLD or MUST CHECK (unless the MUST CHECK record's prior status was PENDING; see Section 39.4).

### 40.3 APPROVAL STATUS FOR CR'S EXISTING BEFORE REL. 6.0

The approval status of customer records existing prior to Release 6.0 will be as follows:

- OLD, ACTIVE, SENDING, PENDING and DISCONNECT records stored prior to Release 6.0 will have an approval status of NOT REQ.
- All other records stored prior to Release 6.0 will have an approval status of N/A.

## 40.4 CR FAILURE DUE TO UNGRANTED APPROVAL

If a customer record with an approval status of AWAIT or DENIED reaches its EFF DATE <TIME>, the record status will become FAILED. In this case, a customer record activation failure message will be sent to every involved routing carrier who had received a notification message or an approval request for this record.

### 40.4.1 On-Line Notice to Involved CICs

For involved CICs that receive on-line notification: One of the following customer record activation failure messages will be sent to the generic mailbox of each of the CIC's associated Resp Orgs (associated Resp Orgs are those Resp Orgs whose first two characters match the first two characters of the authorized Resp Org on the CIC's CSE (Carrier Security) screen; see Section 41.1.) The message can be read via the RMA (Read Mail) screen:

RECORD IS STILL WAITING FOR APPROVALS FROM SOME INVOLVED CARRIERS.

or

SOME CARRIERS DENIED APPROVAL TO THIS RECORD.

### 40.4.2 MGI Notice to Involved CICs and to Control Resp Org

For involved CICs that receive notification via MGI, a UNS-APP customer record activation failure notice will be sent.

For control Resp Orgs that receive notification via MGI, a UNS-CRA customer record activation failure notice will be sent.

Please refer to GR-1247-CORE, *SMS/800 Mechanized Generic Interface Specification* for a complete description of the UNS-APP and UNS-CRA notices.

## **40.5 APPROVAL STATUS INFO FOR CONTROL RESP ORG**

### **40.5.1 SAP & DAP Screens to Monitor Approval Status**

The control Resp Org monitors the approval status of customer records via the Summary of Approval Status (SAP) and Detail of Approval Status (DAP) screens. These screens are introduced in Section 41.10, and are described in detail in this user guide in Part 2, *800 Service Customer Records*, under the Customer Record Menu (CRM).

### **40.5.2 DAP Inquiry via MGI (REQ-DAP & RSP-DAP)**

A control Resp Org may request Detail of Approval Status (DAP) information for a customer record via MGI by sending a REQ-DAP message. The response will come in a RSP-DAP message, containing the approval status information for the record (the equivalent of the on-line DAP screen).

Please refer to GR-1247-CORE, *SMS/800 Mechanized Generic Interface Specification* for a complete description of the REQ-DAP and RSP-DAP messages.

### **40.5.3 Unsolicited Approval-Status Notices via MGI (UNS-ACT)**

A control Resp Org can be set up via the GI Unsolicit Notice Control (GUN) screen to receive unsolicited UNS-ACT approval-status notices via MGI. Note that the NASC administers the GUN screen (see Section 41.11 for more on this screen).

A control Resp Org may receive a UNS-ACT notice under the following conditions: if all carriers have approved a customer record and/or if a carrier has denied approval for a customer record.

Please refer to GR-1247-CORE, *SMS/800 Mechanized Generic Interface Specification* for a complete description of the UNS-ACT notices.

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## 40.6 EXPIRATION OF APPROVAL RESPONSE

The carrier approval response will expire if:

- the system sends out another approval request to the same carrier regarding the same customer record, or
- the customer record status changes from PENDING to SAVED, INVALID, HOLD or MUST CHECK.



## 41. OVERVIEW OF SCREENS

There are 13 screens associated with the Carrier Notification and Approval feature. Seven of the screens are found on the Carrier Menu (CAM), a menu designed specifically for this feature. Five of the screens are found on other menus.

Table 105 lists the screens in the order that they would typically be used, and shows the menu on which each screen is found.

Sections 41.1 through 41.10 provide a brief description of each screen.

**Table 105.** Summary of CNA-Related Screens (Listed in Typical Order of Use)

Menu	Screen
SEM - Security Menu	CSE - Carrier Security
CAM - Carrier Menu	CAG - Carrier Agreements with Entities
CTM - Customer Record Tables Menu	EAG - Entity Agreements with Carriers
CAM - Carrier Menu	GNA - General Notification and Approval Setup
	ENO - Exception Notification Setup by DIAL#
	EAP - Exception Approval Setup by DIAL#
	NOF - Carrier Notification Information
	APR - Carrier Approval Information
	CIR - CAG Change Impact Report Request
MMM - Main Menu	RRR - Report Request (for Allowable CICs for CR Input & Approval report)
CRM - Customer Record Menu	SAP - Summary of Carrier Approval
	DAP - Detail of Carrier Approval
GAM - GI Administration Menu	GUN - GI Unsolicit Notice Control

## 41.1 CSE: ASSIGNING AN AUTHORIZED RESP ORG FOR EACH CIC

On the CSE screen for each CIC, the NASC enters one authorized Resp Org (selected by the CIC) within the CIC who will be responsible for creating and updating information in the following screens:

- CAG - Carrier Agreements with Entities
- GNA - General Notification and Approval Setup
- ENO - Exception Notification Setup by DIAL#
- EAP - Exception Approval Setup by DIAL#
- CIR - CAG Change Information Request

Detailed CSE information is under the SEM Security Menu in document BR 780-004-225, *User Guide: SMS Security Administration*.

**NOTE:** The Carrier Security screen (CSE) must be completed by NASC before any other related screen can be used.

## 41.2 CAG: SETTING UP THE CAG TABLE

The Carrier Agreements with Entities screen (CAG) is filled in by the CIC's authorized Resp Org listed on the CSE screen.

On the CAG screen, a CIC lists all of the service provider entities that have permission to use the CIC in their (the service provider's) customer records. Any entity not listed on the CIC's CAG screen may not use that CIC in their customer records.

Detailed CAG information is found in Section 49.

**NOTE:** For each CIC, the CAG screen must be completed in order for any customer records involving the CIC to be successfully processed by SMS/800.

### **41.3 EAG: SERVICE PROVIDER'S VIEW OF CAG INFORMATION**

The Entity Agreements with Carriers screen (EAG) is view only. It is a "flip" view of the CAG screen.

A service provider entity uses the EAG screen to view the list of CICs that it may use in its customer records. Any CIC not listed on the entity's EAG screen may not be used in the entity's customer records.

Detailed EAG information is under the Customer Record Tables Menu in the *Customer Record Tables* portion of this User Guide.

#### 41.4 GNA: SETTING UP NOTIFICATION AND APPROVAL

The General Notification & Approval Setup screen (GNA) is filled in by the CIC's authorized Resp Org listed on the CSE screen.

The GNA screen allows each CIC to set up the Carrier Notification and Approval process according to the needs of their organization. There are two-levels of the GNA screen: global and entity-specific:

- Global GNA screen: Three main categories of customer record changes are listed. For each category, the CIC specifies whether it would like to receive a notification message, an approval request (if applicable) or neither. The CIC also specifies the delivery method for receiving notification messages and/or approval requests: via on-line or via MGI.
- Entity-specific GNA screen(s): A CIC might decide that their global GNA setup should *not* apply to customer record changes made by a *specific entity*. The entity-specific GNA screen allows the CIC to specify a notification and approval setup that applies only to changes made by a particular entity. This setup will override the global GNA setup.

The conditions specified on the entity-specific GNA screen always override the conditions specified on the global GNA screen. The system does not perform any cross checking between these screens; it is up to the user to be aware of the conditions specified on each screen and to ensure the correctness of each screen.

A description of these two levels and detailed information on using the GNA screen is found in Section 51.

**NOTE: The GNA screen must be completed before the ENO or EAP screens can be used.**

## 41.5 ENO & EAP: SETTING UP EXCEPTIONS BY DIAL#

The Exception Notification Setup By DIAL# (ENO) and Exception Approval Setup By DIAL# (EAP) screens are filled in by the CIC's authorized Resp Org listed on the CSE screen.

The ENO screen allows a CIC to set up *notification* conditions for a specific DIAL#. These conditions will override the conditions specified on the GNA screen. For example, on the GNA screen the CIC can indicate that it does not want notification if added to a customer record's routing. On the ENO screen the CIC can list specific DIAL#s for which it *does* want notification if added to routing.

The EAP screen allows the CIC to set up *approval* conditions for a specific DIAL#. These conditions will override the conditions specified on the GNA screen. For example, on the GNA screen the CIC can indicate that it wants an approval request if added to a customer record's routing. On the EAP screen the CIC can list DIAL#s for which it does *not* want to receive an approval request if it is added to routing.

CIC-0110 cannot access the EAP screen.

The specific conditions for specified DIAL#s on the ENO and EAP screens always override the conditions specified on the GNA screens. The system does not perform any cross checking between the ENO/EAP screens and the GNA screens; it is up to the user to be aware of the conditions specified on each screen and to ensure the correctness of each screen.

Detailed ENO and EAP information is found in Sections 52 and 53.



## 41.6 NOF: VIEWING NOTIFICATION MESSAGES

The Carrier Notification screen (NOF) is used by a CIC to view notification messages sent via on-line. Notification messages sent via MGI will not appear on the NOF screen.

Detailed NOF information is found in Section 48.

## **41.7 APR: VIEWING AND RESPONDING TO APPROVAL REQUESTS**

The Carrier Approval screen (APR) is used by a CIC to view approval requests and to respond to approval requests. The APR screen includes approval requests sent via on-line as well as those sent via MGI.

Detailed APR information is found in Section 47.

## 41.8 CIR: GENERATING A CAG-CHANGE IMPACT REPORT

The *CAG Change Impact Report Request (CIR)* screen is used by the CIC's authorized Resp Org listed on the CSE screen.

The CIR screen allows a CIC to generate a *CAG Change Impact* report. This report lists all of the customer records that would be affected if a specific entity were deleted from the CIC's CAG table.

Detailed CIR information is found in Section 50. Details on the *CAG Change Impact Report* are in Section 54.1.

## 41.9 RRR: ALLOWABLE CICs FOR CR INPUT & APPROVAL REPORT

The *Allowable CICs for CR Input & Approval* report lists the CICs that a Resp Org user is allowed to use in their customer records. (All Resp Orgs within the same entity can use the same CICs in their records.) For all CICs other than CIC-0110, the report indicates whether or not approval is required for addition-to-routing or routing-changes. This report is requested via the RRR screen.

Details on the *Allowable CICs for CR Input & Approval* report are in Section 54.2.

#### **41.10 SAP & DAP: MONITORING APPROVAL STATUSES**

Control Resp Orgs use the Summary of Carrier Approval (SAP) and Detail of Carrier Approval (DAP) screens to monitor the approval status of their customer records.

The SAP screen lists customer records and their approval statuses. The DAP screen shows approval details for one specific customer record.

Detailed SAP and DAP information is found in this user guide in Part 2, *800 Service Customer Records*, under the Customer Record Menu (CRM).

## 41.11 GUN: VIEWING SETTINGS FOR UNSOLICITED MGI NOTICES

The GI Unsolicit Notice Control (GUN) screen may be viewed by a Resp Org user to see whether or not the Resp Org is set up to receive unsolicited UNS-ACT approval-status notices via MGI. UNS-ACT notices are sent under the following conditions: when all carriers have approved a customer record and/or when a carrier has denied approval for a customer record. By default, if no GUN screen exists for a Resp Org, that Resp Org will *not* receive the UNS-ACT notices.

Resp Org users may view the GUN screen for any Resp Org within their entity. To view the GUN screen, type GUN in the CMD field, type the Resp Org in the KEY field, and press [ENTER].

Only the NASC may update this screen.

Detailed GUN information is provided in BR 780-004-224, *SMS Administration*, Part 1, *Administration Functions*, under the GAM generic interface administration menu.

Please refer to GR-1247-CORE, *SMS/800 Mechanized Generic Interface Specification* for a complete description of the UNS-ACT notices.

## **42. DELIVERY OF NOTIFICATION MESSAGES & APPROVAL REQUESTS**

On the GNA screen, the carrier selects either "on-line" or "MGI" as the delivery method for notification messages and approval requests. This user guide primarily discusses on-line delivery; for convenience, however, this section also includes a table of MGI messages sent for each trigger condition.

## 42.1 SCREENS USED FOR ON-LINE DELIVERY

Notification messages are listed on the carrier's NOF (Carrier Notification Information) screen. The exception to this rule is the notification sent for a Control Resp Org change, as discussed below in Section 42.2.

Approval requests are listed on the carrier's APR (Carrier Approval Information) screen.

**IMPORTANT NOTE:** If approval requests are received via MGI, the CIC can respond via MGI or via the on-line APR screen. However, if approval requests are received on-line on the APR screen, the CIC can respond *only* via the APR screen, and *not* via MGI.



## 42.2 NOTIFICATION MESSAGE FOR CONTROL RESP ORG CHANGE

When a customer record's Control Resp Org is changed, a message in the following format is sent to the new Control Resp Org and to all involved routing CICs:

CONTROL RESP ORG FOR NPA-NXX-XXXX CHANGED FROM \$\$\$\$\$\$ TO \$\$\$\$\$\$.

This message is sent to the new Control Resp Org upon record save or update. The new Control Resp Org always receives this notification on-line.

This message is sent to the involved routing CICs only upon successful update, and only if the record status is PENDING. The message is sent either via an on-line mailbox message or via MGI, depending on the delivery method chosen by the involved routing CICs on the GNA screen. Notification is sent to each of the involved routing CIC's associated Resp Orgs (i.e., those Resp Orgs whose first two characters match the first two characters of the authorized Resp Org on the CIC's CSE (Carrier Security) screen -- see Section 41.1).

**NOTE:** If the CIC has chosen to be notified on-line: If the CIC's CSE screen specifies an authorized Resp Org of BRSAC (which is the NASC), *no mailbox message will be sent.* The CIC's CSE screen must specify an authorized Resp Org different than BRSAC in order to receive this mailbox message.

The on-line delivery destination for the Control Resp Org and for each of the CIC's associated Resp Orgs is determined as follows:

- The system checks the Resp Org's ORC (Resp Org Report Control) screen. If any printer IDs are specified for RESP ORG CHANGE NOTIFICATION MESSAGE, the message is sent to the specified printer(s).
- If no printer IDs are specified, the message is sent to the Resp Org's generic mailbox, and can be viewed via the RMA (Read Mail) screen.

### 42.3 NOTIFICATION MESSAGE FOR TEL# CHANGE

The EAP, ENO, GNA and GNA-global setups determine whether the carrier wishes to get notification or approval of a DIAL# when a Possible Routing Change condition occurs, with notification, approval and delivery of messages as follows:

- If the changes are to the TEL# field only and the carrier wants to receive notification on this DIAL# for routing change, a notification message will be sent
- If the carrier wants approval on this DIAL# for routing change, a notification message will be sent since a TEL# change does not trigger approval.
- Notification messages will appear on the NOF screen for carriers who want to receive notification via on-line.
- Carriers who receive a notification message via MGI, will get a UNS-SNA message with CHG=02 (possible routing change) and AP=N (no approval required) delivered to the designated CLLI.

## **42.4 DELIVERY TIMEFRAME**

Notification messages and approval requests are usually delivered to the involved routing carriers upon successful update of a PENDING record. In some cases, however, they are delivered upon record save or upon record download.

For each condition that can trigger the notification or approval process, Table 106 shows when the message or approval request will be delivered to the involved routing carriers. (In this table, download means that the record has been successfully accepted by all affected SCPs).

**Table 106.** Delivery Timeframe for Notification Messages & Approval Requests

Trigger Condition	Notification message and/or approval request delivered to CICs upon:		
	Save or Update	Update	Download
1. Control Resp Org change	(see note +)	x	
2. ADDED TO ROUTING		x	
3. CANCEL PREV ADD RTE	x	x	
4. POSSIBLE ROUTING CHG		x	
5. CANCEL PREV RTE CHG	x		
6. DELETED FROM ROUTING			x
7. RECORD DELETED	(see note ++)		
8. LIKE UNGRANTED REC		x	
9. CANCEL LIKE REC	x		
+ For the new Control Resp Org, notification is delivered upon save or update. ++ Notification is delivered after the user deletes the record via the "D" command.			

## 42.5 CR STATUS WHEN NOTIFICATION OR APPROVAL REQUEST IS DELIVERED

Most notification messages and approval requests are sent for records whose status is PENDING.

The exceptions to this rule are:

- CANCEL PREV ADD RTE, CANCEL PREVIOUS RTE CHG and CANCEL LIKE REC: As defined in Table 101, these notification messages are sent because the customer record status became *non*-PENDING.
- DELETED FROM ROUTING: Since this notification is sent upon download, the record status is ACTIVE.
- RECORD DELETED: Since the record is deleted, it no longer has a CR status.

## 42.6 RELEVANT MESSAGES ARE DELIVERED

While processing a newly updated customer record, the system might detect several changes to the record which could trigger the notification and approval process. However, each involved routing carrier will be notified only of the changes that are relevant to their organization.

For example, the following conditions could be present in one record:

- Possible routing changes
- Control Resp Org change
- CIC additions
- CIC deletions

In such a case, different conditions would be relevant to different CICs, as follows:

A CIC that has just been added to the customer record would simply need to receive an **ADDED TO ROUTING** message; it would be irrelevant to this CIC that the routing might have changed or that the Control Resp Org has just changed. Similarly, a CIC that has just been deleted would only need to receive a **DELETED FROM ROUTING** message.

On the other hand, existing CICs on the customer record would need to be informed of the Control Resp Org change and of the **POSSIBLE ROUTING CHANGE**.

## 42.7 DELIVERY VIA MGI

For carriers who choose MGI as the delivery method for notification messages and approval requests, a UNS-SNA message will be sent when a trigger condition occurs.

Please refer to GR-1247-CORE, *SMS/800 Mechanized Generic Interface Specification* for a complete description of the UNS-SNA messages for each trigger condition.





### 43. DEFINITION OF ROUTING RELATED CHANGE

This section defines the types of customer record changes that are considered *routing related changes*. These changes will trigger a POSSIBLE ROUTING CHG message.

If the newly updated customer record has *different CR components* than the comparison target, the system always detects a routing related change. For example, the newly updated record might contain CAD, CPR and LAD, while the comparison target might contain only CAD.

If the updated record and the comparison target have the *same* components, the system detects routing related changes in different ways, based on the components of the record.

Table 107 lists each routing related change and, for each type of customer record, indicates if the change will trigger a POSSIBLE ROUTING CHANGE message.

**Table 107. Routing Related Changes**

Routing Related Change	Triggers POSSIBLE ROUTING CHG for a record containing:			
	CAD	CAD LAD	CAD CPR	CAD CPR LAD
<b>For on-line:</b>				
New record has <i>different components</i> than comparison target.	x	x	x	x
CAD BASIC screen: Change contents of any AREAS field (see NOTE).	x	x	x	x
CAD BASIC screen: Change contents of TEL# field.	x	x		
CAD AREAS screen: Change contents of any field (see NOTE).	x	x	x	x
CPR screen: Change contents of any field.			x	x
LAD screen: Change contents of any field.		x		x
<b>For MGI:</b>				
REQ-CRC message contains CPR.			x	x
REQ-CRC message contains CPR and LAD.				x
<b>For batch update:</b>				
Record contains source CPR template name.			x	x
Record contains source CPR template name, & source CPR template contains LAD.				x

**NOTE:** For AOS LBL field: SMS checks only label *names*, not their related contents.

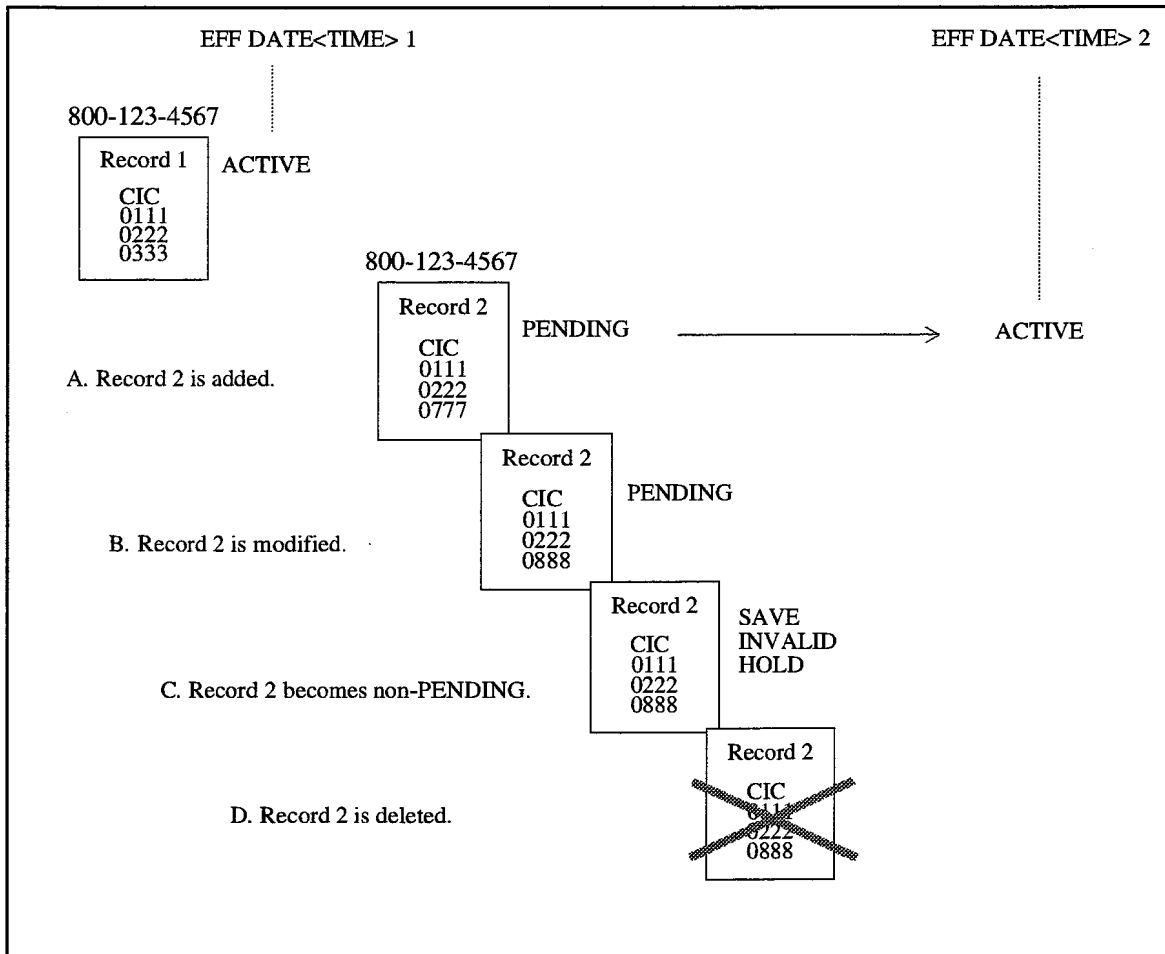


## 44. SAMPLE SCENARIOS

This section provides sample scenarios to illustrate the Carrier Notification and Approval feature. The scenarios show the notification and approval messages that could be triggered when a customer record is added or changed.

### 44.1 SCENARIO 1: NEW RECORD ADDED, MODIFIED, DELETED

In Figure 228, Record 1 is the ACTIVE customer record for the number 800-123-4567. The involved routing carriers are CICs 0111, 0222 and 0333.



**Figure 228.** Sample Scenario 1: New Record Added, Modified, Deleted

- **A.** Record 2 is added and is PENDING, with a later EFF DATE<TIME> than Record 1. The involved routing carriers on Record 2 are CICs 0111, 0222 and 0777. The following messages are sent to the CICs upon update:

Sent to CIC 0111:	POSSIBLE ROUTING CHG
Sent to CIC 0222:	POSSIBLE ROUTING CHG
Sent to CIC 0777:	ADDED TO ROUTING

If Record 2 is successfully downloaded on EFF DATE<TIME> 2, the following message will be sent:

Will be sent to CIC 0333:        DELETED FROM ROUTING

- **B.** While Record 2 is still PENDING, it gets modified. An involved routing carrier is changed: CIC 0777 has been replaced with CIC 0888. Upon update, the following messages are sent:

Sent to CIC 0111:                POSSIBLE ROUTING CHG  
Sent to CIC 0222:                POSSIBLE ROUTING CHG  
Sent to CIC 0777:                CANCEL PREV ADD RTE  
Sent to CIC 0888:                ADDED TO ROUTING

- **C.** Record 2 has now become non-PENDING (it's CR STATUS has changed to SAVE, INVALID or HOLD). Upon update, the following messages are sent:

Sent to CIC 0111:                CANCEL PREV RTE CHG  
Sent to CIC 0222:                CANCEL PREV RTE CHG  
Sent to CIC 0888:                CANCEL PREV ADD RTE

- **D.** Record 2 is deleted. The following messages are sent:

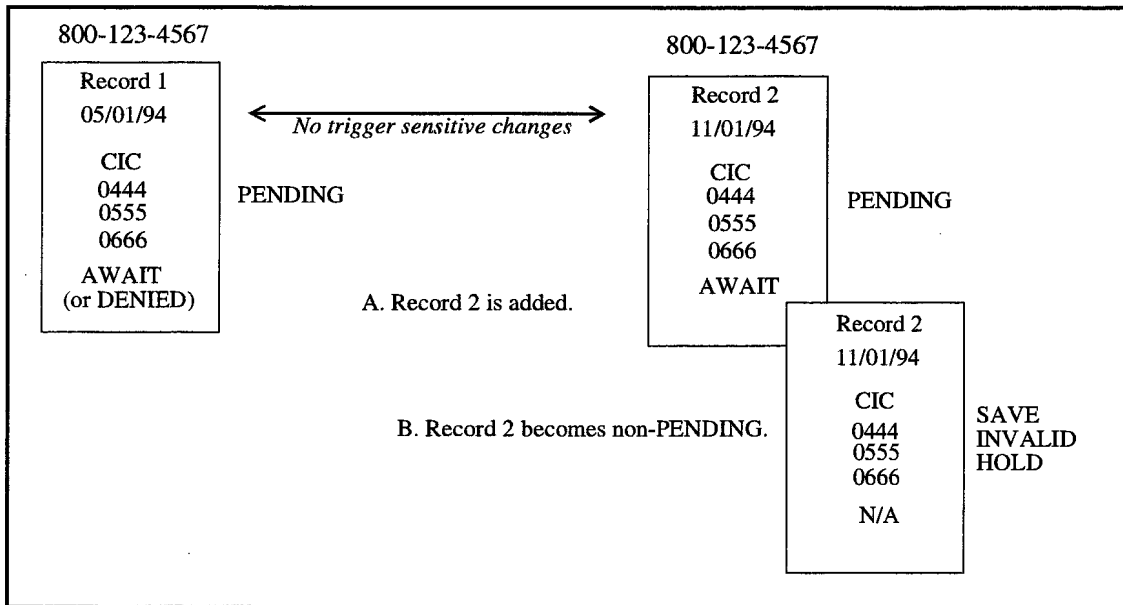
Sent to CIC 0111:                RECORD DELETED  
Sent to CIC 0222:                RECORD DELETED  
Sent to CIC 0888:                RECORD DELETED

**NOTE:** Since Record 2 was not downloaded, CIC 0333 does *not* receive the DELETED FROM ROUTING message. Record 1 remains the ACTIVE record for 800-123-4567.

## 44.2 SCENARIO 2: "LIKE" RECORD ADDED, GOES NON-PENDING

In Figure 229, Record 1 is a PENDING customer record for 800-123-4567. The involved routing carriers on Record 1 are CICs 0444, 0555 and 0666.

Record 1 is an *ungranted* record; that is, it requires carrier approvals but it has not yet received all approvals (or it has been denied approval). Its APPROVAL STATUS is AWAIT (or DENIED).



**Figure 229.** Sample Scenario 2: "Like" Record

- **A.** Record 2 is added and is PENDING. Record 2 has a later EFF DATE<TIME> than Record 1. Record 2 is a *like* record; that is, Record 2 contains no trigger-sensitive changes when compared with Record 1, other than the fact that it has a different EFF DATE<TIME>. However, since Record 1 did not receive its required approvals, Record 2 will require approval (this prevents anyone from inserting a similar record that is not approved and bypassing the approval process). Its APPROVAL STATUS is AWAIT.

CICs 0444, 0555 and 0666 will each receive the following message upon update of Record 2:

LIKE UNGRANTED REC

- **B.** Record 2 has not yet received all approvals, and it becomes non-PENDING. CICs 0444, 0555 and 0666 each receive the following message:

CANCEL LIKE REC

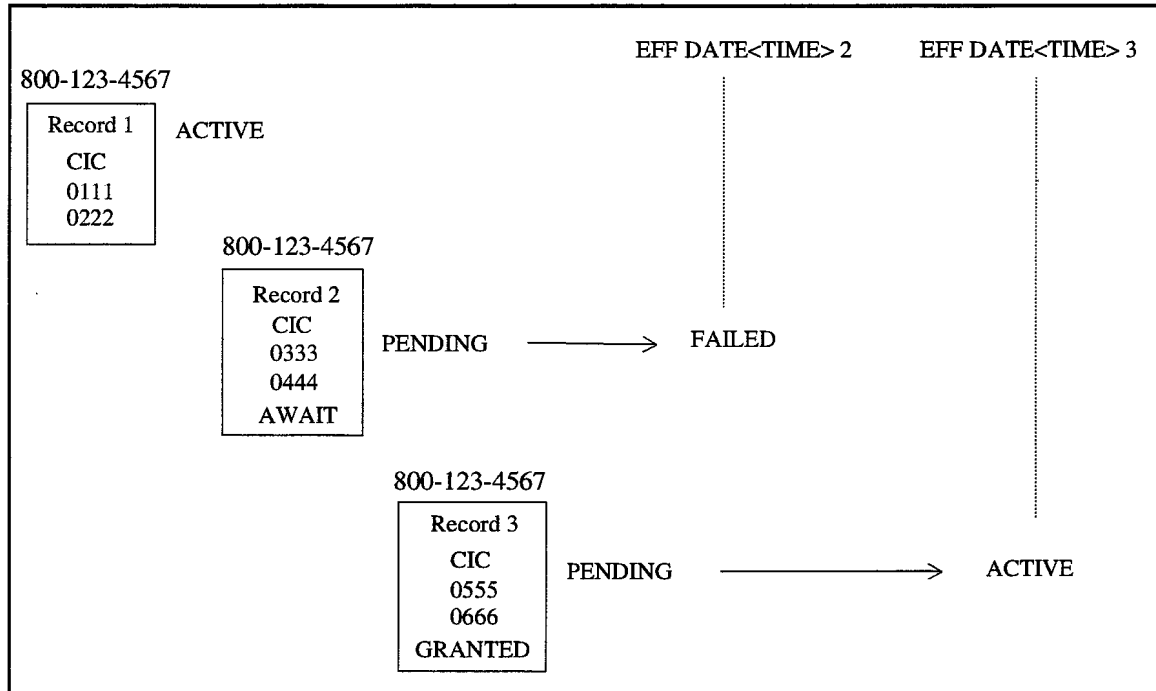
## 45. SPECIAL ISSUES

This section provides sample scenarios to illustrate special issues when related to:

- DELETED FROM ROUTING message is not delivered
- ADDED-TO-ROUTING cancels DELETED-FROM-ROUTING
- Approval Requests via MGI
- CANCEL Messages
- DISCONNECT Records
- 'NOW' updates for records needing approval
- Batch Updates
- Clean-up Issues

## 45.1 CASE WHERE DELETED FROM ROUTING MESSAGE IS NOT DELIVERED

Users should be aware of the following unusual circumstances when a DELETED FROM ROUTING message does not get delivered. This scenario involves three customer records for the same DIAL#, as illustrated in Figure 230.



**Figure 230.** Special Issue: DELETED FROM ROUTING Msg Not Delivered

At the beginning of this scenario, Record 1 is the ACTIVE record for 800-123-4567. On Record 1, the involved routing carriers are CICs 0111 and 0222.

- Record 2 is added, with a later EFF DATE<TIME> than Record 1. Record 2 is awaiting approval, and is PENDING. The involved routing carriers on this new record are CICs 0333 and 0444.

Note that Record 2's *comparison target* is Record 1. If Record 2 goes ACTIVE, CICs 0111 and 0222 should receive a DELETED FROM ROUTING message.

- Record 3 is added and updated while Record 2 is still PENDING. Record 3 receives all necessary approvals, and is PENDING. The involved routing carriers on this record are CICs 0555 and 0666.

Note that when Record 3 was updated, its *comparison target* was Record 2 (because Record 2 was the closest previous PENDING record). If Record 3 takes over from



Record 2, CICs 0333 and 0444 should get a DELETED FROM ROUTING message. However...

- Record 2 reaches its EFF DATE<TIME> and fails, because it did not receive all necessary approvals. Record 1 remains ACTIVE, and CICs 0111 and 0222 are still the routing carriers.
- Record 3 reaches its EFF DATE<TIME>, it goes ACTIVE, taking over *from Record 1*. There are now two new routing carriers: CICs 0555 and 0666.

CICs 0111 and 0222 should now receive a DELETED FROM ROUTING message.

But, the system does not know to send a message to CICs 0111 and 0222, because these were not the CICs on Record 3's comparison target -- remember, Record 3's comparison target was Record 2.

Therefore, this change in carriers does *not* trigger a DELETED FROM ROUTING message for CICs 0111 and 0222.

## 45.2 WHEN ADDED-TO-ROUTING CANCELS DELETED-FROM-ROUTING

The following scenario will trigger a POSSIBLE ROUTING CHANGE message:

- A CIC is *deleted* from a customer record's routing. The record has not yet been downloaded, so no DELETED FROM ROUTING message has been sent to the CIC.
- Before the record is downloaded, the CIC is *added back* to the customer record's routing and the record is updated. The CR routing logic is now back to where it started.
- In this case, the system knows *not* to send an ADDED TO ROUTING message to the CIC.

However, since routing related changes were made to the record, the system sends a POSSIBLE ROUTING CHANGE message to the CIC upon update.

### 45.3 SPECIAL CASE RELATED TO APPROVAL REQUEST VIA MGI

The following scenario will trigger an ADDED TO ROUTING approval request via MGI:

- On the GNA screen, a CIC specifies that (1) it wants to receive an approval request *via MGI* if it is added to routing, and (2) it does not want to receive notification or an approval request for possible routing changes.
- The CIC is added to routing on a PENDING record. It receives an ADDED TO ROUTING approval request via MGI (note that this approval request will also show up on-line on the APR screen).
- The CIC does not yet respond to this ADDED TO ROUTING approval request.
- Next, a routing change is made to the PENDING customer record. In accordance with the GNA screen, the CIC does *not* receive a POSSIBLE ROUTING CHG notification or approval request.

However, since the CIC still has not responded to the initial approval request, and the routing on the customer record awaiting approval has now changed, the CIC will receive a *new* ADDED TO ROUTING approval request *via MGI*. The new approval request will reflect the most current carrier view of the customer record; thus, the CIC will have the most updated information at hand while deciding whether or not to approve the record.

#### 45.4 ISSUES RELATED TO THE "CANCEL" MESSAGES

For each CIC, the system will store only one on-line notification or approval message per customer record at a time. Therefore, CIC users should be aware of the following on-line issues related to the CANCEL messages (i.e., CANCEL PREV ADD RTE, CANCEL PREV RTE CHG and CANCEL LIKE REC):

When a CANCEL message is sent for a particular customer record, the system will always remove the previous notification or approval message (for the same customer record) from the NOF or APR screen. Specifically:

- When CANCEL PREV ADD RTE is sent, the system deletes the previous ADDED TO ROUTING message.
- When CANCEL PREV RTE CHG is sent, the system deletes the previous POSSIBLE ROUTING CHG message.
- When CANCEL LIKE REC is sent, the system deletes the previous LIKE UNGRANTED REC message.

In each of these cases, the CANCEL message will be viewable on-line, while the previous message will no longer be viewable.

If the user did not have a chance to view the previous message on the NOF or APR screen before the CANCEL message arrived, then the previous message will simply be missed, and only the CANCEL message will be seen on-line.

NOTE: MGI messages cannot get "missed", because each MGI message appears automatically on the user's screen. On-line messages, on the other hand, are seen only if the user invokes the NOF or APR screen.

## 45.5 DISCONNECT RECORDS

If a customer record's CAD ACTION field contains D or R, it is a DISCONNECT record type. For this type of record, the system checks the contents of two fields, REFERRAL and END INTERCEPT, in order to determine which notification or approval message to send, and when to send it, as follows:

### 45.5.1 Referral = N

If the value of the REFERRAL field is N, no routing is done. Upon the EFF DATE<TIME>, the system will send a DELETED FROM ROUTING message to the CICs.

**NOTE:** All RCC DISCONNECT records fall into this category (RCC records cannot have referrals).

### 45.5.2 Referral = Y

If the value of the REFERRAL field is Y, routing continues until the END INTERCEPT date. Upon reaching the END INTERCEPT date, the system will send a DELETED FROM ROUTING message to the CICs.

If the END INTERCEPT date gets changed, the system will send the message on the new END INTERCEPT date.

**Special case:** The DISCONNECT record with REFERRAL=Y could be followed by a new PENDING record for the same DIAL#. The PENDING record's EFF DATE<TIME> could be *earlier* than the DISCONNECT record's END INTERCEPT date. In this case, the PENDING record will go active, and the END INTERCEPT date will no longer be relevant; the system will not send any message on the END INTERCEPT date.

### 45.5.3 Referral Changed from N to Y

If the value of the REFERRAL field is changed from N to Y, then, upon record update, the system will send an ADDED TO ROUTING message or approval request to the CICs.

## 45.6 "NOW" UPDATES FOR RECORDS NEEDING APPROVAL

If a user tries to use the NOW immediate update option to update a customer record that needs carrier approval, the customer record status will become FAILED, and the record's approval status will become NOW REJ. The user will get the following message:

CARRIER APPROVAL REQUIRED, THEREFORE "NOW" (IMMEDIATE UPDATE) IS  
REJECTED

## 45.7 BATCH UPDATE: EXTRA TIME ALLOWED FOR CRs NEEDING APPROVAL

When a batch update is performed, there might be customer records on the batch tape that fall into one of these categories:

- They have already reached their EFF DATE<TIME>, but they require approval. If they were to go active immediately, they would fail.

OR

- Their EFF DATE<TIME> is less than a couple of days away, and they require approval. These types of records require approval in a hurry; if they reach their EFF DATE<TIME> before receiving the necessary approvals, they will fail.

To avoid mass failures of records in either of these categories, the system will automatically re-set their EFF DATE<TIME> to at least  $N$  hours into the future after the batch update is performed (where  $N$  is a number of hours agreed upon by the industry). This guarantees a minimum "grace period" of  $N$  hours for these records to receive approval before going active.

## 45.8 CLEANUP ISSUES

- On the NOF screen, a user can delete a notification message, so that the notice will not appear again the next time the user accesses the NOF screen.
- As long as a customer record remains in the data base, all approval information for that customer record will remain, as well.



## 46. CARRIER MENU (CAM)

If a customer record is deleted, all approval related information for that record will be deleted as well. For the deleted customer record, users will no longer be able to view APR, SAP or DAP information, or any APPROVAL status information.

The CAM Menu, shown in Figure 231, provides access to screens related to the Carrier Notification and Approval feature. Carriers can access any of the screens listed on the CAM menu.

SMS - 800		NOW: 10/07/97 08:40A/C
CAM - CARRIER MENU		
TO ACCESS	ENTER CMD	ENTER KEY
CARRIER APPROVAL	APR	CARRIER, (OK, RANGE, DIAL#, NPA)
CARRIER NOTIFICATION	NOF	CARRIER, EFF DATES, (NPA)
CARRIER AGREEMENTS WITH ENTITIES	CAG	CARRIER
CAG CHANGE IMPACT REPORT REQUEST	CIR	CARRIER
GENERAL NOTIFICATION & APPROVAL SETUP	GNA	CARRIER, (ENTITY)
EXCEPTION NOTIFICATION SETUP BY DIAL#	ENO	CARRIER
EXCEPTION APPROVAL SETUP BY DIAL#	EAP	CARRIER
LIST OF KEYS	LOK	SCREEN NAME, (START AT)

CMD: \_\_\_\_\_ KEY: \_\_\_\_\_

Figure 231. Screen: Carrier Menu (CAM)

To access CAM, type **CAM** in the CMD field of any SMS screen, and press [ENTER].

Or, type **M** in the CMD field of any screen listed on the CAM menu, and press [ENTER].

You can go directly to any of the screens listed on CAM without accessing the CAM menu if you know the screen's three-letter name and the necessary screen key information.

To access the Main Menu (MMM) from the CAM screen, type **M** in the CMD field and press [ENTER].



## 47. CARRIER APPROVAL (APR)

The APR screen is used by a CIC to view approval requests, and to respond to approval requests. A CIC user can query APR for:

- approval requests that are awaiting the CIC's response,
- approval requests that the CIC has denied,
- approval requests that the CIC has granted, or
- approval requests for a specific DIAL#.

The APR screen includes approval requests sent via MGI as well as those sent on-line. This is to ensure that, in case you receive approval requests via MGI but cannot respond via MGI, you can respond via the APR screen.

The system determines if the user can access a CIC's APR screen as follows: The system checks the authorized Resp Org on the CIC's CSE screen. If the first two characters of the authorized Resp Org match the first two characters of the user's Resp Org, the user may access this APR screen.

**NOTE:** CIC-0110 cannot access the APR screen; the Carrier Approval feature does not apply to this CIC.

## 47.1 ACCESS APR

1. Type APR in the CMD field of any SMS screen.
2. Type the following keys in the KEY field:

- CIC
- NPA. This entry is optional when used with OK and EFF DATE RANGE. If DIAL# is entered, the NPA must be left blank; DIAL# and NPA are mutually exclusive.

The NPA field, if used, must contain a valid DIAL# NPA. If it is left blank and the DIAL# field is blank, the NPA field will show 800 as the default NPA.

- OK key. This key is used to query for a specific category of carrier responses.

Enter **TBD** to view approval requests that are awaiting the CIC's response.

Enter **N** to view approval requests that the CIC has denied.

Enter **Y** to view approval requests that the CIC has approved.

**NOTE:** The OK key is not required if you enter an DIAL# key.

- DIAL#. This key is used to query for approval requests for a specific DIAL#.

**NOTE:** The DIAL# key is not required if you enter an OK key.

- An effective date range.

**NOTE:** The EFF DATE RANGE key is not required if you enter an DIAL# key.

3. Press [ENTER]. The system returns an APR data screen (Figures 232, 233, 234) with data sorted by EFF DATE <TIME>, and then by DIAL#. Pressing [PF-7] will continue to search for a match in the next NPA when the NPA field contains an entry and the DIAL# field is blank.

If no match is found and no NPA was entered in the Key field and DIAL# was blank, the APR key screen will be displayed with 800 in the NPA field. Press [ENTER] to continue searching or enter different search keys.

CARRIER (CIC): nnnn		SMS - 800		NOW: 04/05/97 10:30A/C	
NPA: nnn		APR - CARRIER APPROVAL			
OK: TBD (TBD, Y, N)		DIAL#: _____		EFF DATE RANGE: mm/dd/yy - mm/dd/yy	
DIAL#	EFF DATE	<TIME>	REQUEST REASON	OK WHY	RECEIVED AT
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	-	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX-ST	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX-ST	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	-	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	-	-
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	-	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	-	mm/dd/yy hh:mmP/C
CMD: _____		KEY: _____		MORE	

Figure 232. Screen: Carrier Approval (APR) - "TBD" Version

CARRIER (CIC): nnnn		SMS - 800		NOW: 08/05/97 10:30A/C	
NPA: nnn		APR - CARRIER APPROVAL			
OK: N (TBD, Y, N)		DIAL#: _____		EFF DATE RANGE: mm/dd/yy - mm/dd/yy	
DIAL#	EFF DATE	<TIME>	REQUEST REASON	OK WHY	RECEIVED AT
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX-ST	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX-ST	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmP/C
CMD: _____		KEY: _____		MORE	

Figure 233. Screen: Carrier Approval (APR) - "No" Version

CARRIER (CIC): nnnn		SMS - 800		NOW: 08/05/97 10:30A/C	
NPA: nnn		APR - CARRIER APPROVAL			
OK: Y (TBD, Y, N) DIAL#:		EFF DATE RANGE: mm/dd/yy - mm/dd/yy			
DIAL#	EFF DATE	<TIME>	REQUEST REASON	OK WHY	RECEIVED AT
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX-ST	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX-ST	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmP/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	ADDED TO ROUTING	N nn	mm/dd/yy hh:mmA/C
- NPA-NXX-XXXX	mm/dd/yy	hh:mmA/C	POSSIBLE ROUTING CHG	N nn	mm/dd/yy hh:mmP/C
CMD:	KEY:				MORE

Figure 234. Screen: Carrier Approval (APR) - "Yes" Version

## 47.2 PAGE THROUGH THE APR SCREEN

1. Press [PF-1] to page forward.
2. Page backward is not supported.

## 47.3 SEARCH

### 47.3.1 From the Key Screen

If DIAL# field is left blank and no matching data is found, continue searching for customer records within the next NPA by pressing [ENTER] or enter different search keys. If the NPA you specified is the last NPA (i.e. 888) you will be prompted to enter a different search key to continue the search. The Key screen does not support PF keys.

For subsequent searches from the KEY screen, where NPA value was entered or automatically selected, the software will check for the following:

- Upon completion of searching the selected or specified NPA and if no matching data is found, the KEY screen will be returned and you will be prompted to continue your search and/or enter a different search key depending on the value of the NPA that was automatically selected by the software.
- Each time you press <ENTER>, the software will check to see if any of the search key fields were touched. If they were touched, it will validate the new entries and search for matching data. If the NPA key field was blanked out, it will default to NPA 800. If none of the search keys were touched, it will check if the NPA value is followed by any more NPAs. If yes, the next NPA in ascending order will automatically be selected. If no, you will be prompted to continue the search by entering a different search key.
- If matching data is found, the DATA screen will be returned with a prompt to continue searching in the next NPA by using the PF7 key or you will get no message depending on the value of the NPA that was automatically selected by the software. The NPA field on the DATA field will reflect the NPA that was searched.

**NOTE** — The KEY screen does not support any PF keys.  
If you press PF7 while on the KEY screen, you will be alerted with an appropriate message.

### 47.3.2 From the Data Screen

When matching data has been found based on the search keys, the Data screen is displayed. Use [PF-7] to search in the next NPA if NPA is displayed (DIAL# is blank). Else, update the data and then, press [PF-7] to continue searching the next NPA. If the search was done on a specific DIAL#, you must enter new search criteria on the Key screen to search for more data.

For subsequent searches from the DATA screen, when the DIAL# is left blank, the software will check for the following:



- When you press PF7, the software will check to see if there are any 'X's preceding any numbers on the APR screen. If one or more 'X's are entered, you will be prompted to enter a CMD or hit PF (CAD=PF4, CPR=PF5, LAD=PF6) with your selection.
- If the OK/WHY fields on the APR screen contain one or more valid entries, you will be prompted to update changes in OK/WHY fields before continuing search with PF7.
- The software will check the NPA value to determine if there are more NPAs to be searched. If there are more NPAs to be searched, it will search the next NPA in sequence for matching data. If not, it will return an appropriate message that it cannot continue the search and will prompt you to enter APR (the screen mnemonic) and any search key.
- If no matching data is found, the KEY screen will be returned with an appropriate message to continue searching or it will alert you that no data exists that matches the search key.

**NOTE** — Only PF1, PF4, PF6 and PF7 are supported on the DATA screen. Any other PF key is invalid.

## 47.4 RESPOND TO AN APPROVAL REQUEST

To respond to an approval request that is awaiting a response:

1. Access the TBD version of the APR screen.
2. For one or more customer records, type a response in the OK column: Type **N** to deny approval, or type **Y** to grant approval.

**IMPORTANT NOTE:** Once updated, a Y response cannot be changed. An N response can be changed, if necessary.

3. (Optional:) In the WHY column, enter a 2-character response code to indicate the reason for the approval or denial.

**NOTE:** Each organization can have its own set of response codes. The SMS/800 system does not currently enforce any common coding scheme. However, an industry-wide coding scheme may be implemented in the future.

4. Type **U** (update) in the CMD field and press [ENTER].

The customer records that received a response to will no longer appear on the TBD version of the APR screen; they will now appear on either the N or Y version of the screen.

**NOTE:** Once a record's EFF DATE<TIME> has passed, the record's OK and WHY columns are protected, and no approval response can be entered.

## 47.5 CHANGE AN "N" RESPONSE

To change a response from N to Y :

1. Access the N version of the APR screen.
2. Find the desired customer record. In the OK column, change the N to one of the following:

Change the N to Y to approve the record.

Blank out the N with the space bar to indicate that the record's status is undecided.

3. (Optional:) In the WHY column, enter a 2-character response code to indicate the reason for the changed response.
4. Type **u** (update) in the CMD field and press [ENTER]. The record will no longer appear on the N screen; it will now appear on either the Y or TBD screen.

**NOTE:** Once a record's EFF DATE<TIME> has passed, the response in the OK column is protected and *cannot* be changed.

## 47.6 CHANGE A "WHY" CODE

To change a WHY code in the WHY column of the APR screen:

1. Access any version of the APR screen.
2. Find the desired customer record and change the code in the WHY column.
3. Type **u** in the CMD field and press [ENTER].

**NOTE:** Once a record's EFF DATE<TIME> has passed, the code in the WHY column is protected and *cannot* be changed.

## 47.7 QUICK ACCESS FROM APR TO CAD, CPR, LAD

To quickly access the CAD, CPR or LAD screen related to one of the customer records listed on APR, use one of the following two methods:

### METHOD 1

1. Type **x** in the selection column to the left of the desired record.
2. In the CMD field, type the name of the desired screen (CAD, CPR or LAD).
3. Press [ENTER].

### METHOD 2

1. Type **x** in the selection column to the left of the desired record.
2. Press [PF-4] to access the related CAD screen.  
Press [PF-5] to access the related CPR screen.  
Press [PF-6] to access the related LAD screen.

## 47.8 QUICK RETURN TO APR FROM CAD, CPR, LAD

If you used quick access to go from APR to CAD, CPR or LAD, you can quickly return to APR as follows:

1. Type **APR** in the CMD field.
2. Press [ENTER].

## 47.9 APR FIELDS

Table 108. APR Fields

Field	Description	Valid Values
CARRIER (CIC)	Key field. Enter a valid 4-digit CIC known to SMS/800.	Valid 4-digit CIC
NPA	Key field. Numbering Plan Area code for 800-type service.	nnn (must be a valid NPA) or 800 is the default
OK field	Key field. Not required if an DIAL# key is entered. Enter one of the following to query for a specific category of approval requests: TBD : requests awaiting a response N : requests that the CIC has denied Y : requests that the CIC has approved	TBD N Y
DIAL#	Key field. Not required if an OK key is entered. Enter a DIAL# to query for approval requests for that number.	NPA-NXX-XXXX NPA-NXX-XXXX-ST NPA-NXX-XXXX ST NPA-NXX-XXXXST
EFF DATE RANGE	Key field. Enter a start date and an end date for the APR query. At least one date is required. If only one date is entered, the system queries APR for that date only.	mm/dd/yy - mm/dd/yy mm/dd/yy
REQUEST REASON	Protected. Populated by the system. The type of change made to the customer record that triggered the approval request. Possible values are: ADDED TO ROUTING POSSIBLE ROUTING CHG LIKE UNGRANTED REC	No user entry.
OK column	Populated by the system. Protected on "Yes" version of APR screen. Not protected on "TBD" or "No" version. This column is used to respond to an approval request. Possible responses are: Enter "Y" to grant approval. Enter "N" to deny approval. Change "N" to "Y" to grant approval. Change "N" to blank if status is now undecided. A "Y" response, once updated, cannot be changed.	Y N Blank
WHY	Optional column. Enter a two-character code to indicate the reason for the approval response. NOTE: Each organization can have its own codes; SMS/800 does not enforce a common coding scheme.	2-alphanumeric code or Blank

**Table 108. APR Fields**

Field	Description	Valid Values
RECEIVED AT	Time stamp. Protected. Populated by the system. Indicates the date and time the CIC's response was received by the system.	No user entry.



## 48. CARRIER NOTIFICATION (NOF)

The NOF screen, shown in Figure 235, is used by a CIC to view notification messages sent via on-line. Notification messages sent via MGI will not appear on the NOF screen.

The system determines if the user can access a CIC's NOF screen as follows: The system checks the authorized Resp Org on the CIC's CSE screen. If the first two characters of the authorized Resp Org match the first two characters of the user's Resp Org, the user may access the CIC's NOF screen.

## 48.1 ACCESS NOF

To access NOF from any SMS screen:

1. Type **NOF** in the CMD field.
2. Enter a CIC and an effective date range in the KEY field.
3. NPA is optional. The NPA field, if used, must contain a valid DIAL# NPA. If it is not used, the NPA field will show 800 as the default NPA.
4. Press [ENTER]. The system returns the NOF data screen, with notification messages sorted by EFF DATE<TIME>, and then by DIAL#. Pressing [PF-7] will continue to search for a match in the next NPA.

If no match is found and no NPA was entered in the Key field, the NOF key screen will be returned with 800 in the NPA field. Press [ENTER] to continue searching or enter different search keys.

CARRIER (CIC): 0123		SMS - 800		NOW: 08/05/97 10:30A/C	
NPA: NPA		NOF - CARRIER NOTIFICATION			
EFF DATE RANGE: mm/dd/yy - mm/dd/yy					
DIAL#	EFF DATE <TIME>	NOTIFY REASON	APPROVAL		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	ADDED TO ROUTING	AWAIT		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	DELETED FROM ROUTING	GRANTED		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	POSSIBLE ROUTING CHG	NOT REQ		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	RECORD DELETED	N/A		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	CANCEL PREV ADD RTE	N/A		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	CANCEL PREV RTE CHG	N/A		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	POSSIBLE ROUTING CHG	AWAIT		
- NPA-NXX-XXXX-ST	mm/dd/yy hh:mmA/C	POSSIBLE ROUTING CHG	AWAIT		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	ADDED TO ROUTING	NOT REQ		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	POSSIBLE ROUTING CHG	GRANTED		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	ADDED TO ROUTING	AWAIT		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	POSSIBLE ROUTING CHG	DENIED		
- NPA-NXX-XXXX	mm/dd/yy hh:mmA/C	RECORD DELETED	N/A		
CMD: _____	KEY: _____		MORE		

Figure 235. Screen: Carrier Notification (NOF)

## 48.2 PAGE THROUGH THE NOF SCREEN

1. Press [PF-1] to page forward.
2. Page backward is not supported.

## 48.3 SEARCH

### 48.3.1 From the Key Screen

If no matching data is found, continue searching for customer records in the next NPA by pressing [ENTER] or enter different search keys. If the NPA you specified is the last NPA (i.e. 888) you will be prompted to enter a different search key to continue the search.

For subsequent searches from the KEY screen, the following checks will occur:

- Each time you press <ENTER>, the software will check to see if any of the search key fields were touched. If none of the search keys were touched, it will check if the NPA value in the NPA key is followed by any more NPAs. If yes, the next NPA in ascending order will automatically be selected. If no, you will be prompted to continue search by entering a different search key. If they were touched, it will search on the new entries in the NPA specified in the NPA key field. If the NPA key field was blanked out, it will default to NPA 800.
- Upon completion of searching the selected or specified NPA, if no matching data is found, the KEY screen will be returned and you will be prompted to continue your search and/or enter a different search key depending on the value of the NPA.
- If matching data is found, the DATA screen will be returned with a prompt to continue searching in the next NPA by using the PF-7 key or you will get no message depending on the value of the NPA. The NPA field on the DATA field will reflect the NPA that was searched.

**NOTE** — The KEY screen does not support any PF keys. If you press PF-7 while on the KEY screen, you will be alerted with an appropriate message.

### 48.3.2 From the Data Screen

When matching data has been found based on the search keys, the Data screen is displayed with the NPA that was entered or automatically selected. Use [PF-7] to search in the next NPA or update the data. Following the update, press [PF-7] to continue searching the next NPA. If no NPA was entered, the default will be 800.

For subsequent searches from the DATA screen, the following checks will occur:

- When you press PF-7, the software will check to see if there are any 'X's preceding any numbers on the NOF screen. If one or more 'X's are entered, you will be prompted to enter a CMD (D,CAD,CPR,LAD) or hit PF(PF-4, -5, -6) with your selection.

- The software will check the NPA value to determine if there are more NPAs to be searched. If there are more NPAs to be searched, it will search the next NPA in sequence for matching data. If not, it will return with an appropriate message that it cannot continue search and will prompt you to enter NOF (the screen mnemonic) and any search key.
- If no matching data is found, the KEY screen will be returned with an appropriate message to continue search or enter different search keys or it will alert you that no data exists that matches the search key. At this point you will be prompted to enter a different search key depending on the value of the "next" NPA that was selected automatically by the software.

**NOTE** — Only PF-1, PF-4, PF-6 and PF-7 are supported on the DATA screen. Any other PF key is invalid.

## 48.4 DELETE NOTIFICATION MESSAGES

**NOTE:** Some user groups may be allowed to view NOF, but may not be allowed to delete NOF information.

To delete one or more individual notification messages:

1. To select the message(s) for deletion, type **x** in the selection column to the left of the DIAL#(s).
2. Type **D** in the CMD column and press [ENTER].

To delete the entire page of notification messages (one page at a time):

1. Type **D** in the CMD field.
2. Type **ALL** in the KEY field, and press [ENTER]. The system will delete all notification messages on the current page of the NOF data screen.

## 48.5 QUICK ACCESS FROM NOF TO CAD, CPR, LAD

To quickly access the CAD, CPR or LAD screen related to one of the customer records listed on NOF, use one of the following two methods:

### METHOD 1

1. Type **x** in the selection column to the left of the desired record.
2. In the CMD field, type the name of the desired screen (CAD, CPR or LAD).
3. Press [ENTER].

### METHOD 2

1. Type **x** in the selection column to the left of the desired record.
2. Press [PF-4] to access the related CAD screen.  
Press [PF-5] to access the related CPR screen.  
Press [PF-6] to access the related LAD screen.

## 48.6 QUICK RETURN TO NOF FROM CAD, CPR, LAD

If you used quick access to go from NOF to CAD, CPR or LAD, you can quickly return to NOF as follows:

1. Type **NOF** in the CMD field.
2. Press [ENTER].



## 48.7 NOF FIELDS

**Table 109. NOF Fields**

Field	Description	Valid Values
CARRIER (CIC)	Key field. Enter a valid 4-digit CIC known to SMS/800. For CIC-0110, include a 2-character network ID, such as 0110-BA. (Do <i>not</i> include a network ID for non CIC-0110.)	Valid 4-digit CIC or 0110-ID
NPA	Key field. Numbering Plan Area code for 800-type service.	nnn (must be a valid NPA) or 800 is default
EFF DATE RANGE	Key field. Enter a start date and an end date for the NOF query. At least one date is required. If only one date is entered, the system queries NOF for that date only.	mm/dd/yy - mm/dd/yy mm/dd/yy
NOTIFY REASON	Protected. Populated by the system. The type of change made to the customer record that triggered the notification message. Possible values are:  ADDED TO ROUTING CANCEL PREV ADD RTE POSSIBLE ROUTING CHG CANCEL PREV RTE CHG DELETED FROM ROUTING RECORD DELETED CANCEL LIKED REC	No user entry.
APPROVAL STATUS	Protected. Populated by the system. The APPROVAL status of the customer record. Possible values are:  AWAIT GRANTED DENIED NOT REQ	No user entry.



## 49. CARRIER AGREEMENTS WITH ENTITIES FOR CR INPUT (CAG)

The CAG screen, shown in Figure 236, is used by a CIC to define which entities may use the CIC in their customer records (an entity is defined by the first two characters of a Resp Org). Users from any entity listed on the CIC's CAG screen may use the CIC in their customer records.

**NOTE:** The only users authorized to update a CIC's CAG screen are users from the AUTHORIZED RESP ORG specified on the CIC's CSE screen. Therefore, the NASC must complete the CIC's CSE screen before the CAG screen can be used.

SMS - 800				NOW: mm/dd/yy hh:mmA/C			
CAG - CARRIER AGREEMENTS WITH ENTITIES FOR CR INPUT							
CARRIER (CIC): _____							
* THE ENTITIES THAT ARE ALLOWED TO INPUT THIS CARRIER IN THE CUSTOMER RECORDS *							
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—
CMD: _____	KEY: _____					PG 01 OF 02	

Figure 236. Screen: Carrier Agreements With Entities for CR Input (CAG)

## 49.1 ACCESS CAG

To access the CAG screen from any SMS screen:

1. Type **CAG** in the CMD field.
2. Type a CIC in the KEY field. For CIC-0110, include a 2-character network ID, such as 0110-BA.
3. Press [ENTER]. The system will return the CAG screen for the specified CIC.

## 49.2 ENTER CAG DATA

Enter CAG data as follows:

1. In the spaces provided, type the 2-character entity IDs for all entities that may use this CIC in their customer records. Or, to give permission to *all* entities to use this CIC in their customer records, type two asterisks \*\* in the first space provided, and do not type any other entity IDs.

If \*\* is used, any new entity added to the system in the future will automatically be included in the CAG entity list.

2. Type **U** (update) in the CMD field and press [ENTER]. Upon update, the list will be sorted alphabetically.

### 49.3 PAGE THROUGH THE CAG LIST

1. Press [PF-1] to page forward.
2. Press [PF-2] to page backward.

## 49.4 MODIFY THE CAG LIST

To change any CAG entry:

1. Access the CAG screen.
2. Type over the entity, or blank it out to delete it.
3. Type **u** (update) in the CMD field and press [ENTER].

## 49.5 DELETE AN INDIVIDUAL ENTITY FROM THE CAG LIST

To delete one or more individual entities from the CAG list:

1. Blank out the entity with the space bar.
2. Type `u` in the CMD field and press [ENTER].



## 49.6 DELETE ALL ENTITIES ON THE ENTIRE CAG LIST

To delete all entities on the entire CAG list:

1. Access the CAG screen.
2. Type **D** in the CMD field and press [ENTER].

## 49.7 CAG ENTITY DELETION ISSUES

Users should be aware of the following issues related to deleting entities from the CAG list:

1. If an entity has been deleted from the CAG screen (or if an entire CAG list has been deleted) a message in the following format is sent to the generic mailbox of each Resp Org that is within the deleted entity(s):

CARRIER-\$\$\$\$ REMOVED YOUR ENTITY FROM THE CAG (AGREEMENT) TABLE.

2. If an entity has been removed from the valid list of SMS/800 entities (in the ORG screen), it will not be automatically deleted from the CAG screen. It is up to each CIC to delete the entity from their own CAG screen.

## 49.8 CAG FIELDS

Table 110. CAG Fields

Field	Description	Valid Values
CARRIER (CIC)	Key field. A valid 4-digit CIC known to SMS/800. For CIC-0110, must include a 2-character network ID, such as 0110-BA. (Do <i>not</i> include a network ID for non CIC-0110.)	Valid 4-digit CIC or 0110-ID
ENTITIES	The 2-character entities that may use the CIC in their customer records (an entity is defined by the first two characters of a Resp Org code.) Any valid entities known to SMS/800 via the ORG screen may be entered, including entities whose effective date is later than the current date. Type ** to indicate ALL entities.	Valid 2-alpha entities or **



## 50. CAG CHANGE IMPACT REPORT REQUEST (CIR)

The CIR screen (Figure 237) allows a carrier to generate a CAG Change Impact report. This report lists the customer records that would be affected if a specific entity were deleted from the carrier's CAG table.

**NOTE:** Customer records with a CR status of OLD are not included in the report.

The CIR report is not viewable on-line. The system processes information for this report once a week. Each CIC may request this report only one time per week.

The CIR screen is used only by the authorized Resp Org listed on the CIC's CSE screen.

```

                                SMS - 800                                NOW: mm/dd/yy hh:mmA/C
                                CIR - CAG CHANGE IMPACT REPORT REQUEST
                                CARRIER (CIC): _____
                                MAILING ADDRESS: _____
                                                                _____
                                                                _____
                                                                _____
                                DELETE ENTITY:  _
                                IMPACT TYPE:  _ WHAT-IF  _ AFTER-THE-FACT
                                OUTPUT OPTION:  _ PAPER   _ TAPE
                                SORT BY:      _ DIAL#    _ CR STATUS

                                CMD: _____ KEY: _____
```

Figure 237. Screen: CAG Change Impact Report Request (CIR)

## 50.1 ACCESS CIR

To access CIR from any SMS screen:

1. Type **CIR** in the CMD field.
2. Press [ENTER]. The system returns the CIR screen.

## 50.2 ENTER CIR INFORMATION

1. In the lines provided for MAILING ADDRESS, fill in the mailing address for the report.

If you want to save only the mailing address information *without* generating a report, leave all other fields blank, and go to step 6 (update the CIR screen).

If you want to generate a report, you must complete *all* fields of the CIR screen; continue with step 2.

2. In the DELETE ENTITY field, type the 2-character service provider entity to be deleted from the CAG screen.

3. For the IMPACT TYPE, type **x** next to WHAT-IF or AFTER-THE-FACT.

The selected IMPACT TYPE is included in the report heading. This is for information purposes only.

AFTER-THE-FACT is meant to indicate to the reader that the entity has actually been deleted from CAG, while WHAT-IF is meant to indicate that this report reflects a "what-if" situation, and the entity has not actually been deleted.

However, when generating this report, the system does not check to see if the entity has or has not actually been deleted from CAG.

4. For the OUTPUT OPTION, type **x** next to PAPER or TAPE.

**NOTE:** The output format for the TAPE option is 9-track and 6250 BPI.

5. For the sort order, type **x** next to DIAL# or CR STATUS.

6. Type **u** (update) in the CMD field and press [ENTER]. The information on the screen will be saved and the report request, if any, will be sent to the system.

### 50.3 MODIFY CIR INFORMATION

The information in the CIR screen can be changed any time before the report is printed. To modify CIR information:

1. Access the CIR screen.
2. Change any information as necessary.
3. Type **u** (update) in the CMD field and press [ENTER].



## 50.4 CIR FIELDS

Table 111. CIR Fields

Field	Description	Valid Values
CARRIER (CIC)	Key field. A valid 4-digit CIC known to SMS/800.	Valid 4-digit CIC
MAILING ADDRESS	Required. Free form fields. Enter the mailing address for the <i>CAG Change Impact</i> report.	Any printable characters.
DELETE ENTITY	Required in order to generate a report. Enter the 2-character service provider entity to be deleted from the CAG screen.	Valid 2-alpha entity.
IMPACT TYPE	Required in order to generate a report. Type <b>X</b> next to the desired report heading: WHAT-IF or AFTER-THE-FACT.	X
OUTPUT OPTION	Required in order to generate a report. Type <b>X</b> next to the desired output option: PAPER or TAPE.	X
SORT BY	Required in order to generate a report. Type <b>X</b> next to the desired sort order: DIAL# or CR STATUS.	X

**NOTE:** In order to generate a report, you must complete *all* fields on the CIR screen.

If you want to save the mailing address information *without* generating a report, enter a mailing address, leave all other fields blank, and update the CIR screen.



## 51. GENERAL NOTIFICATION & APPROVAL SETUP (GNA)

The GNA screen is used by a carrier to set up the Carrier Notification and Approval process according to the needs of their organization. For three categories of customer record change conditions -- ADDED TO ROUTING, POSSIBLE ROUTING CHANGE and DELETED FROM ROUTING -- the carrier specifies whether it would like to receive a notification message, an approval request, or neither. The carrier also specifies the delivery method for receiving notification messages and approval requests: via on-line or via MGI (Mechanized Generic Interface).

**NOTE:** The GNA screen must be completed before the ENO or EAP screens can be used.

## 51.1 GLOBAL AND ENTITY-SPECIFIC GNA SCREENS

The GNA screen has two levels, *global* and *entity-specific*, as explained below.

The *global* GNA screen must be completed prior to using the entity-specific screen.

### 51.1.1 Purpose of Each Level

The *global* GNA screen defines the CIC's general notification and approval setup.

The *entity-specific* GNA screen allows the CIC to define a different notification and approval setup for changes to customer records that belong to a specific entity. These conditions will override the conditions set up on the general GNA screen.

For example, on the *global* GNA screen, the CIC can indicate that it wants to receive an approval request if it is added to a customer record's routing. On the *entity-specific* GNA screen, the CIC can specify that if it is added to routing on a record belonging to entity BA, it does *not* want to receive an approval request.

### 51.1.2 Authorized Users for Each Level

The *global* GNA screen may be viewed/updated only by the authorized Resp Org listed on the CIC's CSE screen, or by the SMS/800 Help Desk.

The *entity specific* GNA screen may be viewed/updated by the authorized Resp Org listed on the CIC's CSE screen, or by the SMS/800 Help Desk.

In addition, control Resp Org users can view an entity-specific GNA screen that pertains to their own entity. For example, let us assume that Resp Org ABC01 wants to add CIC 0555 to its customer record, and wishes to know if this will require approval from CIC 0555. In this case Resp Org ABC01 can take a look at CIC 0555's *entity-specific* GNA screen for *entity AB* to see if CIC 0555 has specified that it wants an approval request when added to routing on one of AB's customer records.

## 51.2 ACCESS GLOBAL GNA

To access the global GNA screen from any SMS screen:

1. Type **GNA** in the CMD field.
2. Type a CIC in the KEY field. For CIC-0110, include a 2-character network ID, such as 0110-BA.
3. Press [ENTER]. The system will return the global GNA screen for the specified CIC.

Figure 238 shows the global GNA screen for non CIC-0110. Figure 239 shows the global GNA screen for CIC-0110.

```

                SMS - 800                NOW: mm/dd/yy hh:mmA/C

          GNA - GENERAL NOTIFICATION & APPROVAL SETUP

    CARRIER (CIC): _____ ENTITY CODE: ____

    IMPACT ON CARRIER                DESIRED ACTION FROM SMS/800
    -----                -----
    ADDED TO ROUTING:                _ NONE _ NOTIFY _ REQUEST APPROVAL
    POSSIBLE ROUTING CHANGE:        _ NONE _ NOTIFY _ REQUEST APPROVAL
    DELETED FROM ROUTING:           _ NONE _ NOTIFY

    SMS/800 -> CARRIER                DELIVERY METHOD
    -----                -----
    NOTIFY                _ ON-LINE: NOF _ MGI-CLLI: _____
                                     _____
    REQUEST APPROVAL        _ ON-LINE: APR _ MGI-CLLI: _____
                                     _____
    
```

Figure 238. Screen: Global GNA for non CIC-0110 (GNA)

```

                SMS - 800                NOW: mm/dd/yy hh:mmA/C

          GNA - GENERAL NOTIFICATION & APPROVAL SETUP

    CARRIER (CIC): _____ ENTITY CODE: ____

    IMPACT ON CARRIER                DESIRED ACTION FROM SMS/800
    -----                -----
    ADDED TO ROUTING:                _ NONE _ NOTIFY
    POSSIBLE ROUTING CHANGE:        _ NONE _ NOTIFY
    DELETED FROM ROUTING:           _ NONE _ NOTIFY

    SMS/800 -> CARRIER                DELIVERY METHOD
    -----                -----
    NOTIFY                _ ON-LINE: NOF _ MGI-CLLI: _____
                                     _____

    CMD: _____ KEY: _____
    
```

Figure 239. Screen: Global GNA for CIC-0110 (GNA)

### 51.3 ENTER GLOBAL GNA INFORMATION

1. For each type of customer record change -- ADDED TO ROUTING, POSSIBLE ROUTING CHANGE and DELETED FROM ROUTING -- type an "X" to the left of the desired option:

NONE : Do not send notification of the change. Do not send request for approval.

NOTIFY : Send notification only.

REQUEST APPROVAL: (Non-CIC-0110 only:) Send a request for approval.

**NOTE:** Each approval request includes a notification message stating the reason for the approval request. Therefore, selecting the REQUEST APPROVAL option is essentially the same as selecting NOTIFY *and* REQUEST APPROVAL.

2. Select delivery method for notification messages: To select the delivery method(s) for notification messages, type **x** next to MGI or ON-LINE NOF in the NOTIFY line. If you have selected MGI, enter the destination CLLI code for the MGI. You may enter up to 4 MGI CLLI codes. When a UNS-SNA message is generated for a CIC, the system will send the same UNS-SNA message to every CLLI code entered in the NOTIFY section of the GNA screen.

**IMPORTANT NOTE TO MGI USERS:** In order to receive UNS-APP messages, you *must* select MGI as your delivery method for notification messages.

3. Select delivery method for approval requests (non CIC-0110 only): The delivery method for approval requests is set to ON-LINE APR by default. Approval requests will *always* show up on-line on the APR screen. To request delivery via-MGI as well, type **x** next to MGI, and enter the destination CLLI code for the MGI. You may enter up to 4 MGI CLLI codes. When a UNS-SNA message is generated for a CIC, the system will send the same UNS-SNA message to every CLLI code entered in the REQUEST APPROVAL section of the GNA screen.
4. Type **u** (update) in the CMD field and press [ENTER].

## 51.4 DELETE A GLOBAL GNA RECORD

To delete the global GNA record for a given CIC:

1. Access the CIC's global GNA screen.
2. Type **D** (delete) in the CMD field, and press [ENTER].



## 51.5 ACCESS ENTITY-SPECIFIC GNA

To access the entity specific GNA screen from any SMS screen:

1. Type **GNA** in the CMD field.
2. Type a CIC and a 2-character ENTITY in the KEY field. For CIC-0110, include a 2-character network ID, such as 0110-BA.

(Entity users do not have to enter an ENTITY key; the system will automatically use their entity.)

3. Press [ENTER]. The system will return the entity-specific GNA screen for the specified CIC and entity.

Figure 240 shows the entity-specific GNA screen for non CIC-0110. Figure 241 shows the entity-specific GNA screen for CIC-0110.

## 51.6 ENTER ENTITY-SPECIFIC GNA INFORMATION

Follow the same instructions as for the global GNA screen (except that no delivery method is specified on the entity-specific screen).

```

                                SMS - 800                                NOW: mm/dd/yy hh:mmA/C
                                GNA - GENERAL NOTIFICATION & APPROVAL SETUP
                                CARRIER (CIC): _____ ENTITY CODE: ____

                                IMPACT ON CARRIER                    DESIRED ACTION FROM SMS/800
                                -----
ADDED TO ROUTING:                - NONE      - NOTIFY      - REQUEST APPROVAL
POSSIBLE ROUTING CHANGE:         - NONE      - NOTIFY      - REQUEST APPROVAL
DELETED FROM ROUTING:            - NONE      - NOTIFY

CMD: _____ KEY: _____

```

Figure 240. Screen: Entity Specific GNA for non CIC-0110 (GNA)

```

                                SMS - 800                                NOW: mm/dd/yy hh:mmA/C
                                GNA - GENERAL NOTIFICATION & APPROVAL SETUP
                                CARRIER (CIC): _____ ENTITY CODE: ____

                                IMPACT ON CARRIER                    DESIRED ACTION FROM SMS/800
                                -----
ADDED TO ROUTING:                - NONE      - NOTIFY
POSSIBLE ROUTING CHANGE:         - NONE      - NOTIFY
DELETED FROM ROUTING:            - NONE      - NOTIFY

CMD: _____ KEY: _____

```

Figure 241. Screen: Entity Specific GNA for CIC-0110 (GNA)

## 51.7 GNA FIELDS

Table 112. GNA Fields

Field	Description	Valid Values
CARRIER (CIC)	Key field for global and entity specific GNA screens. A valid 4-digit CIC known to SMS/800. For CIC-0110, must include a 2-character network ID, such as 0110-BA. (Do <i>not</i> include a network ID for non CIC-0110.)	Valid 4-digit CIC or 0110-ID
ENTITY CODE	Key field for entity-specific GNA screen. A 2-character service provider entity, such as BA, for which the CIC is setting up special notification and approval conditions.	Valid 2-alpha entity
CLLI	IF MGI was selected as the delivery method for notification messages and approval requests, specify the destination CLLI code for the MGI. The user is allowed to enter up to 4 MGI CLLI codes. This an 11 character source node name; for each entity, valid source node names are listed on the entity's GAN screen.	Valid 11-character source node name (must be listed on entity's GAN screen).



## 52.1 ACCESS ENO

To access ENO from any SMS screen:

1. Type **ENO** in the CMD field.
2. Type a 4-digit CIC in the KEY field. For CIC-0110, include a two-character network ID, such as 0110-BA.
3. Press [ENTER]. The system returns the ENO screen for the specified CIC.

## 52.2 ENTER ENO INFORMATION

1. In the DIAL# column, type a DIAL#.
2. Type **Y** or **N** in the three ROUTING column(s) to indicate which category of customer record change the CIC wants notification of and which category of change the CIC does not want notification of:  
  
    ADD: ADDED TO ROUTING.  
  
    CHG: POSSIBLE ROUTING CHG.  
  
    DEL: DELETED FROM ROUTING.
3. Fill in as many DIAL#s and notification conditions as needed.
4. Type **U** (update) in the CMD field and press [ENTER]. Upon update, the DIAL#s will be sorted in ascending numeric order. Within one DIAL#, the numbers will be sorted in ascending alphabetical order by state code.

### 52.3 ADD ENO PAGES

To continue listing DIAL#s on an additional ENO page:

1. Type **A** in the CMD field.
2. Press [ENTER].



## 52.4 PAGE THROUGH ENO/ QUICK ACCESS TO SPECIFIC PAGE

1. Press [PF-1] to page forward.
2. Press [PF-2] to page backward.
3. To quickly access a specific page, type the page number over the XXX of the PAGE XXX of NNN indicator, and press [ENTER].

## 52.5 MODIFY ENO INFORMATION

To modify ENO information:

1. Type over the existing information, or blank it out with the space bar to delete it.
2. Type **u** (update) in the CMD field, and press [ENTER].

## 52.6 DELETE AN ENO RECORD

To delete an entire ENO record for a given CIC:

1. Access the CIC's ENO screen.
2. Type **D** (delete) in the CMD field and press [ENTER].

## 52.7 ENO FIELDS

**Table 113. ENO Fields**

Field	Description	Valid Values
CARRIER (CIC)	Key field. A valid 4-digit CIC known to SMS/800. For CIC-0110, must include a 2-character network ID, such as 0110-BA. (Do <i>not</i> include a network ID for non CIC-0110.)	Valid 4-digit CIC or 0110-ID
DIAL#	Required. The number for which the CIC wants to set up special notification conditions. May include a 2-alpha state code known to SMS/800. May not include Q or Z or any special characters other than "-" or blank.	NPA-NXX-XXXX NPA-NXX-XXXX-ST NPA-NXX-XXXX ST NPA-NXX-XXXXST
ADD, CHG, DEL	Y or N next to these fields indicates if the CIC does or does not want to receive notification for the following types of changes to this DIAL#: ADD: The CIC was added to routing. CHG: Possible routing change. DEL: The CIC was deleted from routing.	Y or N



## 53.1 ACCESS EAP

To access EAP from any SMS screen:

1. Type **EAP** in the CMD field.
2. Type a 4-digit CIC in the KEY field.
3. Press [ENTER]. The system returns the EAP screen for the specified CIC.

## 53.2 ENTER EAP INFORMATION

1. In the DIAL# column, type an DIAL#.
2. Type **Y** or **N** in the two ROUTING column(s) to indicate which category of customer record change the CIC wants an approval request for and which category of change the CIC does not want an approval request for:

ADD: ADDED TO ROUTING.

CHG: POSSIBLE ROUTING CHG.

3. Fill in as many DIAL#s and approval conditions as needed.
4. Type **U** (update) in the CMD field and press [ENTER]. Upon update, the DIAL#s will be sorted in ascending numeric order. Within one DIAL#, the numbers will be sorted in ascending alphabetical order by state code.

### 53.3 ADD EAP PAGES

To continue listing DIAL#s on an additional EAP page, type **A** in the CMD field and press [ENTER].



#### 53.4 PAGE THROUGH EAP/ QUICK ACCESS TO SPECIFIC PAGE

1. Press [PF-1] to page forward.
2. Press [PF-2] to page backward.
3. To quickly access a specific page, type the page number over the *XXX* of the PAGE *XXX* of *MMW* indicator, and press [ENTER].

## 53.5 MODIFY EAP INFORMATION

To modify EAP information:

1. Type over the existing information, or blank it out with the space bar to delete it.
2. Type **u** (update) in the CMD field, and press [ENTER].

## 53.6 DELETE AN EAP RECORD

To delete an entire EAP record for a given CIC:

1. Access the CIC's EAP screen.
2. Type **D** (delete) in the CMD field and press [ENTER].

## 53.7 EAP FIELDS

Table 114. EAP Fields

Field	Description	Valid Values
CARRIER (CIC)	Key field. A valid 4-digit CIC known to SMS/800.	Valid 4-digit CIC
DIAL#	Required. The number for which the CIC wants to set up special notification conditions. May include a 2-alpha state code known to SMS/800. May not include Q or Z or any special characters other than "-" or blank.	NPA-NXX-XXXX NPA-NXX-XXXX-ST NPA-NXX-XXXX ST NPA-NXX-XXXXST
ADD, CHG	Y or N next to these fields indicates if the CIC does or does not want to receive an approval request for the following types of changes to this DIAL#: ADD: The CIC was added to routing. CHG: Possible routing change.	Y or N

## 54. CARRIER NOTIFICATION AND APPROVAL REPORTS

This section describes the following report requested via the CIR (CAG Change Impact Report Request) screen.:

- *CAG Change Impact*

and the following report requested via the RRR screen:

- *Allowable CICs for CR Input & Approval*

## 54.1 CAG CHANGE IMPACT REPORT

The CAG Change Impact report, shown in Figure 244, lists all of the customer records that would be impacted if a specific entity were deleted from a CIC's CAG (Carrier Agreements with Entities) table. The last page of the report is a summary page, as shown in Figure 245. This page provides summary data about the impacted records.

This report is requested via the CIR (CAG Change Impact Report Request) screen. Only the authorized Resp Org on the CIC's CSE screen may request this report.

The sort order of the report is specified by the user on the CIR screen. The report can be sorted in two ways:

- by DIAL#, with secondary sort by EFF DATE<TIME>, or
- by CR STATUS, with secondary sort by DIAL# and tertiary sort by EFF DATE<TIME>.

Table 115 lists the items in this report:

**Table 115. Report Items: CAG Change Impact**

Item	Description
<i>CAG Change Impact report:</i>	
CARRIER (CIC)	The carrier for whom the report was requested.
CREATED	The date and time the report was created.
DELETE ENTITY	The service provider entity that, for the purposes of this report, was deleted from the CIC's CAG table. (It might not actually have been deleted.)
IMPACT TYPE	The IMPACT TYPE is a report heading chosen by the user via the CIR screen. It can be either WHAT-IF, to indicate that the entity was <i>not</i> actually deleted from the CAG screen, or AFTER-THE-FACT, to indicate that the entity <i>was</i> deleted.
DIAL#	The number of the impacted customer record.
EFF DATE <TIME>	The effective date and time of the customer record.
CR STATUS	The status of the customer record. Records with a status of OLD are not included in this report.
<i>CAG Change Impact report summary page:</i>	
CR STATUS	The customer record status category.
TOTAL # RECORDS IMPACTED	Number of impacted records in each status category.
GRAND TOTAL	Total number of records impacted.

CARRIER: nnnn-aa		SMS - 800	CREATED: 07/01/94 02:00P/C
DELETE ENTITY: xx		IMPACT TYPE: AFTER-THE-FACT	
CAG (AGREEMENT) CHANGE IMPACT REPORT			
DIAL#	EFF DATE <TIME>	CR STATUS	
800-nxx-xxxx-st	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx-st	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmA/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	
800-nxx-xxxx	mm/dd/yy hh:mmP/C	XXXXXXXXXX	

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Figure 244. Report: CAG (Agreement) Change Impact

CARRIER: nnnn-aa	SMS - 800	CREATED: 07/01/94 02:00P/C
DELETE ENTITY: **		IMPACT TYPE: AFTER-THE-FACT
CAG (AGREEMENT) CHANGE IMPACT REPORT		
CR STATUS	TOTAL #RECORDS IMPACTED	
-----	-----	
ACTIVE	nn, nnn, nnn, nnn	
DISCONNEC	nn, nnn, nnn, nnn	
FAIL	nn, nnn, nnn, nnn	
HOLD	nn, nnn, nnn, nnn	
INVALID	nn, nnn, nnn, nnn	
MUST CK	nn, nnn, nnn, nnn	
PENDING	nn, nnn, nnn, nnn	
SAVE	nn, nnn, nnn, nnn	
-----	-----	
Grand Total:	nnn, nnn, nnn, nnn	
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Figure 245. Report: CAG Change Impact - Summary Page



## 54.2 ALLOWABLE CICS FOR CR INPUT & APPROVAL REPORT

The *Allowable CICS for CR Input & Approval* report, shown in Figure 246, lists the CICS that a Resp Org user is allowed to use in customer records. (All Resp Orgs within the same entity can use the same CICS in their records.) For all CICS other than CIC-0110, the report indicates whether or not approval is required for addition-to- routing or routing-changes.

This is an on-demand report requested via the RRR screen. It can be viewed or printed.

Table 115 lists the items in this report:

**Table 116.** Report Items: Allowable CICS for CR Input & Approval

Item	Description
CREATED	The date and time the report was created.
ENTITY	The first two characters of the user's Resp Org.
ALLOWED CICS	The CICS that can be used in the customer records belonging to any Resp Org in this entity. The CICS are listed in numerical order, reading from left to right.
APPROVAL ADD CHANGE	Indicates whether or not approval is required for addition-to-routing (ADD) or routing-changes (CHANGE). For CIC-0110 these fields will have a "-". For all other CICS, this field will have either an N or Y.

ALLOWED CICS		APPROVAL		ALLOWED CICS		APPROVAL		ALLOWED CICS		APPROVAL	
CICS	ADD CHANGE	CICS	ADD CHANGE	CICS	ADD CHANGE	CICS	ADD CHANGE	CICS	ADD CHANGE	CICS	ADD CHANGE
0110	-	-	0288	Y	Y	0345	N	Y	0867	N	N
0956	N	N									

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Figure 246. Report: Allowable CICs for CR Input & Approval

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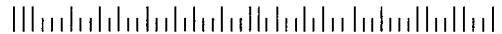
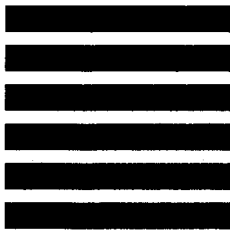
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