Chapter 3:
Toll Free Application

Overview

Introduction

The **Toll Free Product** application in Control Center allows you to view the inventory of Toll Free services associated to your Control Center Enterprise ID. In addition, you have the ability to run utilization, configuration & summary reports, view & modify existing call plan routes and access repair tickets for your Toll Free services.

Note: In Control Center, the system will only display products that apply specifically to your customer account ID. If you do not have a Toll Free product this application will not display in the system.

In this Chapter

This chapter contains the following topics:

Continued on next page

Overview, continued

In this Chapter (continued)

Continued on next page

Overview, continued

In this Chapter (continued)

Continued on next page

Overview, continued

In this Chapter (continued)

Toll Free Inventory

Introduction

- The **Toll Free Inventory** screen provides you a listing of the Toll Free numbers associated to your Control Center Enterprise ID.

Note: Some Control Center Enterprise IDs use Account Level Access to limit the Toll Free numbers a user can view. If Account Level Access is in use by your organization, you will only see Toll Free numbers associated with those accounts to which you have been assigned. Organizations must request Account Level Access, it is not automatically assigned. If you are interested in this feature, please contact the Control Center Help Desk.

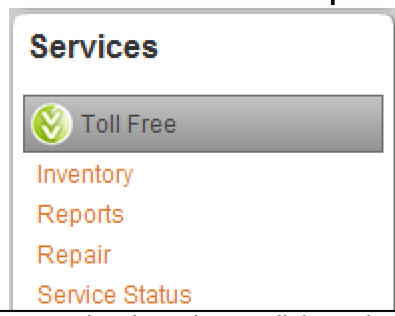
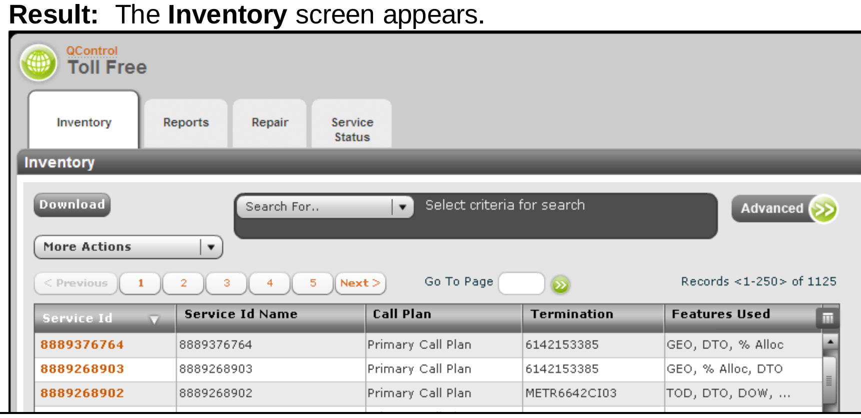
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Toll Free Inventory** screen.

Field Name	Description
Filters Section	
Download	Allows download of the toll free inventory in .CSV format
Search For..	Allows simple filtering by Service ID, Service ID Name, or Call Plan
Advanced	Allows advancing filtering functionality, with multiple search criteria allows, separating services by comma, no space.
More Actions	Provides access to Number Reservation, Reservation Status, and Call Plan Template
Toll Free Numbers Section	
Service Id	This column displays the Toll Free numbers associated to your Control Center Enterprise ID.
Service Id Name	This column displays a brief description for each Toll Free number listed.
Call Plan	This column identifies the call plan type (Primary or Alternate) for each Toll Free number listed.
Termination	This column provides the termination route for each Toll Free
Features Used	This column provides the features associated with each Toll Free, up to a total of 10 features. Hovering the mouse over each acronym will display the description.

Viewing the Toll Free Inventory

Procedure Follow the steps in the procedure below to **view** the **Toll Free Inventory** screen.

Step	Action
1	From the **Landing** page, click on the **Toll Free** service. **Result:** The **Toll Free drop down appears**. 
2	From the drop down, click on the **Inventory**. **Result:** The **Inventory** screen appears. 

Sorting the Toll Free Inventory

Procedure Follow the steps in the procedure below to **sort** the **Toll Free Number** list.

Step	Action
1	From the **Toll Free Inventory** screen, click on the **Service ID** column label to sort the list by the Toll Free number.
2	From the **Toll Free Inventory** screen, click on the **Service ID Name** column label to sort the list by the description associated with the component.
3	From the **Toll Free Inventory** screen, click on the **Call Plan** column label to sort the list by call plan type.

Filtering the Toll Free Inventory

Procedure Follow the steps in the procedure below to **filter** your list of Toll Free numbers; only those Toll Free numbers matching your criteria will be displayed.

Simple Filter

Step	Action
1	From the **Toll Free Inventory** screen, click  and choose your search criteria from the drop down menu. A new box will appear.
2	In the field, enter the search criteria, and click the . NOTE: Use (*) as wildcards. 
3	If needed, click  to view all the Toll Free numbers without a filter.

Advanced Filter

Step	Action
1	From the **Toll Free Inventory** screen, click 
2	Advanced Filtering Options box will display. You may filter on any of the fields, or a combination of the fields. Separate multiple requests in the same field by comma, no space. NOTE: Use (*) as wildcards.
3	Click  in the lower left of the box to retrieve the filtered data.
4	If needed, click  to view all the Toll Free numbers without a filter.

Downloading the Toll Free Inventory

Procedure

Follow the steps in the procedure below to **download** your **Toll Free** inventory to a **CSV** (Comma Separated Value) file.

Step	Action
1	From the **Toll Free Inventory** screen, click on the Download .
2	Result: The inventory will download into CSV format. **Result:** The data file opens in a new window.

	A	B	C	D	E	F
1	Service Id	Service Id Name	Call Plan	Terminations	Features Used	
2	8002077951	8002077951	Primary Call Plan	3036722720	% Alloc,DTO,DOY	
3	8002077972	8002077972	Primary Call Plan	METR2262CI02	% Alloc,DTO,DOY,TOD	
4	8002152204	8002152204	Primary Call Plan	METR2262CI02	DOY,TOD,% Alloc,DTO	
5	8002211032	8002211032	Primary Call Plan	METR2262CI02	DTO,DOY,TOD,% Alloc	
6	8002226730	8002226730	Primary Call Plan	METR2262CI02	DOY,DTO,% Alloc,TOD	
7	8002231114	8002231114	Primary Call Plan	METR2262CI02	TOD,DOY,DTO,% Alloc	
8	8002250796	8002250796	Primary Call Plan	METR2242CI03		
9	8002276533	8002276533	Primary Call Plan	METR2242CI03		

Call Routing Tree

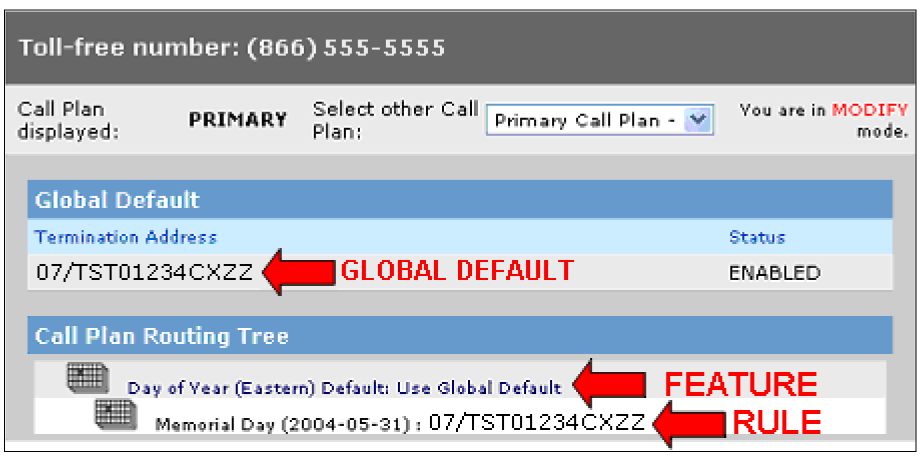
Introduction

The **Call Routing Tree** displays the selected toll free number's associated call plan. Control Center displays the call routing tree as a tree-like structure with branches. The call routing tree contains three levels or branches that identify the routing plan for a toll free number. The three levels or branches are:

- **Global Default Level** is the first level and the root of the tree. The Global Default displays the routing instructions to which the toll free number will ring unless otherwise specified.
- **Feature Detail Level** is the second level of the tree. This level displays any features associated with the toll free number. For example, if you have the toll free number set up to ring to a number other than the default on certain days of the year, this level will display Day of Year. Clicking the feature in the tree displays the **Feature Details** link, which provides an overview of the selected feature for the toll free number.
- **Routing Instructions Level** is the third and lowest level of the tree. This level displays specific routing instructions related to a particular feature. For example, if you have the Day of Year feature enabled, this level will display the specific dates on which calls to the toll free number will be rerouted, and the terminating address to which they will be routed. Clicking the "rule" in the tree displays the **Routing Instruction Details** link that provides an overview of the toll free number's selected routing instructions.

Example

An example of the **Call Routing Tree** screen appears below.



Understanding the Call Routing Tree

Description

Control Center allows you to look at details about any facet of the call plan you are currently viewing. The linked features and rules are here:

Linked Features

When a call comes in over the 8XX number, the Call Plan Routing Tree will route the call based on the following rules:

- Day of Year is the first feature in the call plan, the system will check for a sys date of 12/25/04,
  - If Yes, the call will route to QWT1234CXZZ
  - If No, the call will route to the 2nd feature in the call plan
- Day of Week is the second feature in the call plan, the system will check for Mon – Friday,
  - If Yes, the call will route to QWT1234CIZZ
  - If No, the call will route to the 3rd feature in the call plan
- Time of Day is the third feature in the call plan, the system will check for 08:00 – 17:00,
  - If Yes, the call will route to QWT1234PXZZ
  - If No, the call will route to the 4th feature
- GEO is the fourth feature in the call plan, the system will check for the 4 NPAs defined,
  - If Yes, the call will route to QWT1234PIZZ
  - If No, the call will route to the Global Default (QWT1234CXZZ / QWT1234CIZZ)

Linked Rules

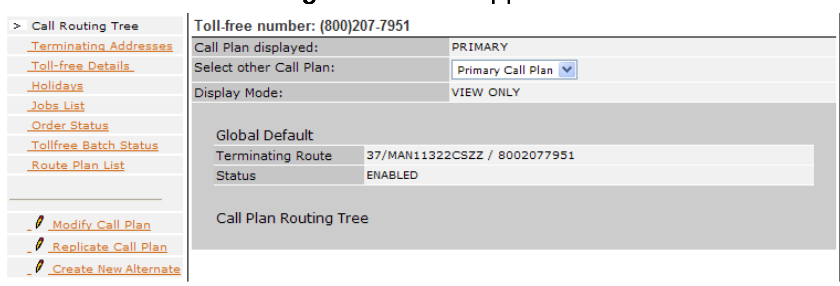
When a call comes in over the 8XX number, the Call Plan Routing Tree will route the call based on the following rules:

- Day of Year is the first feature in the call plan, the system will check for a sys date of 12/25/04,
  - If Yes, the call will route to the TOD feature from 08:00 to 17:00 across trunk QWT1234CXZZ
  - If Yes and the call comes in before or after 08:00 to 17:00 it will route to the Global Default
  - If No, the call will route to the 2nd feature in the call plan
- Day of Week is the second feature in the call plan, the system will check for Mon – Friday,
  - If Yes, the call will route to the TOD feature from 08:00 to 17:00 across trunk QWT1234PXZZ
  - If Yes and the call comes in before or after 08:00 to 17:00 it will route to the Global Default
  - If No, the will route to the 3rd feature in the call plan
- GEO is the third feature in the call plan, the system will check for the 3 NPAs defined,
  - If Yes, the call will route to the DOW feature from MON – FRI across trunk QWT1234PIZZ
  - If Yes and the originating NPA is not one of the three defined it will route to the Global Default
  - If No, the call will route to the Global Default (QWT1234CIZZ / QWT1234PXZZ)

Accessing the Call Routing Tree

Procedure

Follow the steps in the procedure below to **access** the **Call Routing Tree** screen.

Step	Action
1	From the **Home** page, click on the **Products** module. **Result:** The **Products** module appears.
2	From the **Products** module, click on the **Toll Free** application. **Result:** The **View-Modify Call Plans** screen appears.
3	From the **View-Modify Call Plans** screen, enter your filtering criteria to view your inventory list.(see **Filtering the Toll Free Inventory** on **page 55** for additional details) **Result**: The **Toll Free Inventory List** appears.
4	From the **Toll Free Inventory** screen, click on the desired Toll Free number to view the **Call Routing Tree**. **Result**: The **Call Routing Tree** screen appears. 

Call Plans

Introduction

A call plan is a group of routing instructions that determines where a toll free number terminates.

- A simple SWI call plan is comprised of one toll-free number and at least one terminating address.
- A simple DED call plan is comprised of one toll-free number and at least one DED terminating address.
- An enhanced SWI call plan is comprised of one toll-free number with SWI terminating addresses in both the global default and enhanced feature routes.
- An enhanced DED call plan is comprised of one toll-free number with at least one DED terminating address in either the global default or enhanced feature route.
- Enhanced call plans include options such as Day of Year, Day of Week, Time of Day, Geographic Routing, and Percentage Allocation features.

You can modify a dedicated or switched call plan by adding, inserting, deleting, and changing features to it, or by changing its terminating address information. Modifying a call plan locks that call plan. Locking a call plan guarantees that no other user can modify the plan until the changes to the call plan have been saved and propagated, or until you release (cancel changes) the locked call plan.

When working with call plans, you must retrieve and view a specific call plan to obtain information. Any time you retrieve a call plan, the currently loaded call plan will be replaced with the call plan you are retrieving.

Understanding a Call Plan

Description

Control Center allows you to look at details about any facet of the call plan you are currently viewing. You can view:

Details associated with an existing terminating address.

A **Feature Details** page for any feature you have associated with the call plan. (If you have locked the call plan, you can edit the details of the feature.)

A **Routing Instruction Details** page for the call plan's routing instructions.

Note: The **Feature Details** and **Routing Instruction Details** pages appear for all features and routing instructions, but fields in these windows vary according to the type of feature or routing instruction.

Looking at a Call Plan

Description

Once an 8XX number has been retrieved, there are several pages to a call plan, knowing what each of these are for and what information can be provided to you from each one is the key to understanding Control Center.

The Terminating Address Pages

The Terminating Address pages of Control Center list terminating addresses that can be used in the current call routing plan. The terminations do not have to be used. Every call plan of the 8XX number can have a different list of terminations in the **Terminating Address** list. This list can contain dedicated and/or switched terminations.

The details of each terminating address can be seen by clicking on the terminating address(es) link. The list of **Terminating Addresses** page appears. There are tool icon buttons on this page that indicate if the termination is switched or dedicated.

A dedicated terminating address (Example: 007QWTT1234PXZZ861111111) contains an:

- Switch ID value field (007)
  - The Switch ID is set to the CenturyLink™ switch that the terminating trunk is built in.
- Trunk Group Name field (QWTT1234PXZZ)
  - The trunk group name is the terminating address name in the CenturyLink systems, which represents the terminating trunk group.
- DNIS Digits field (861111111)
  - The DNIS digits that are being out pulsed to the customer.
- Description field
  - The Description field can have a description of the termination. This is not a mandatory field.

The Call Routing Tree page: The **Call Routing Tree** page is the routing information of the current call plan that is being displayed for the 8XX number. Every 8XX call plan has a **Call Routing Tree** page. This page displays the global default and certain enhancements that are on the call plan and the associated terminations.

The Toll Free Details page: The **Toll Free Details** page allows you to see if the call plan is enabled or disabled, if the 8XX has payphone blocking, NPAC or VPAC, when the call plan was last modified, and the user ID that made the modification. The **Toll Free Details** page shows the first enhanced feature, if one exists. Every call plan has a **Toll Free Details** page.

The Call Plan field: The **Call Plan** field is located at the top of the Control Center screen. Every 8XX has a Primary Call Plan selection. If a call plan has alternate call plans, it may be accessed via the Call Plan drop-down menu. The **Call Plan** field provides the description of the alternate call plans (if the call plan has one) and a description of the primary call plan. There can be as many as 20 alternate call plan selections.

Call Routing Tree Features

Introduction

Features determine how the Toll Free call traffic is routed across the network. Control Center offers five features available to facilitate timeframe or least cost routing:

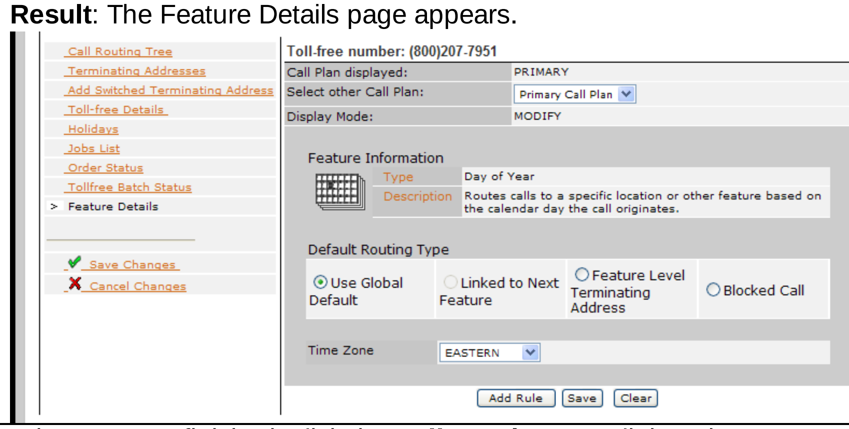
- **Day of Year feature** – routes call traffic to different terminating locations during the days for which this feature is provisioned
- **Day of Week feature** – routes call traffic to different terminating addresses based on the day of the week (weeks start on Sunday and end on Saturday)
- **Time of Day feature** – routes call traffic to different terminating addresses at different times of day
- **Geographic Routing feature** – sets up associations between terminating addresses and originating NPA NXX XXXX combinations., The call is routed to the corresponding terminating address based on the 3-, 6-, or 10-digit originating ANI
- **Percent Allocation feature** – allocates a percentage of calls (1 to 100%) to one or more terminating addresses

View Feature Level Details

Procedure

Follow the steps in the procedure below to **view feature** level details.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Call Routing Tree, click the feature branch to view the feature details.

Result: The Feature Details page appears.

</td></tr>
<tr><td>2</td><td>When you are finished, click the Call Routing Tree link and repeat Step 1 to view details of other feature branches of the call routing tree.

Note: If you are in Modify Mode, be sure to click Save when you have finished reviewing the Feature Details.</td></tr>
</table>

Call Routing Tree Rules

Introduction

Rules provide additional functionality and definition to the features:

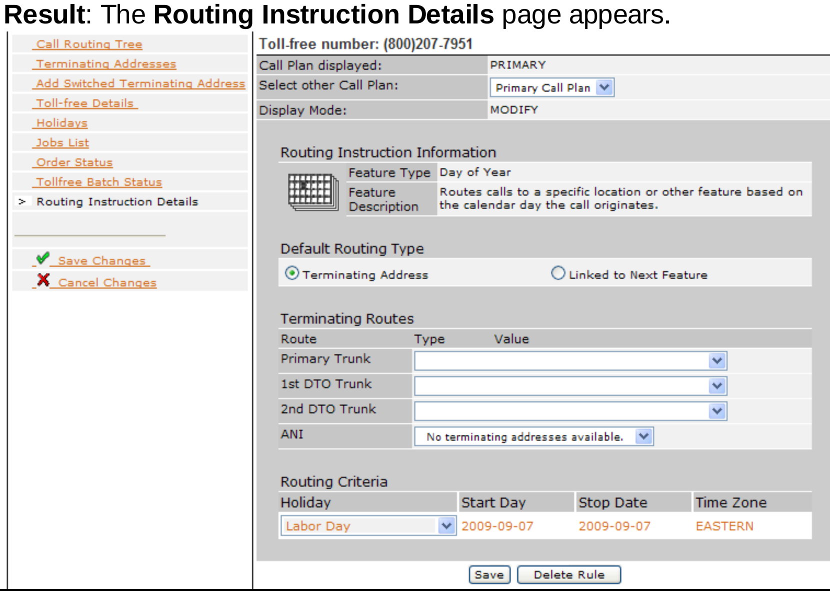
- **Day of Year rules** = Standard holidays, Memorial Day, Labor Day, etc.
- **Day of Week rules** = Sunday, Monday, Tuesday, etc.
- **Time of Day rules** = Military time e.g. 1100, 1200, 1300, etc.
- **Geographic Routing rules** = specific NPAs, NPA NXXs, or NPA NXX XXXXs
- **Percent Allocation rules** = percent amounts

View Routing Instruction Details

Procedure

Follow the steps in the procedure below to **view routing instruction** details.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Call Routing Tree, click on the routing instruction to display the feature rule details.

Result: The Routing Instruction Details page appears.

</td></tr>
<tr><td>2</td><td>When you are finished, click Call Routing Tree link and repeat Step 1 to view details of other routing instruction branches of the call plan tree.

Note: If you are in Modify Mode, be sure to click Save when you have finished reviewing the Feature Details.</td></tr>
</table>

Terminating Addresses

Introduction

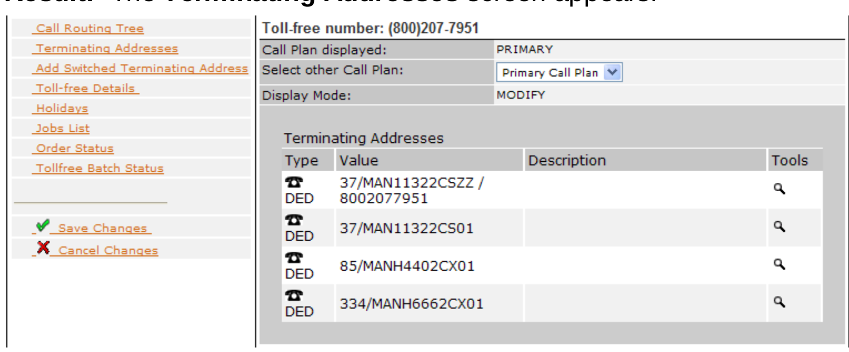
There are two types of terminating addresses: switched and dedicated.

- A switched terminating address is the number that actually rings when a toll free number is dialed. This is also known as a ring-to number. Adding a switched terminating address allows you to incorporate a ring-to number into your call plan by adding it to a list of existing ring-to numbers. Control Center allows you to add switched terminating addresses.
- A dedicated terminating address is a trunk or a facility leased from a common carrier for the exclusive use of the end user. It is a common addition to a call plan. All dedicated terminating addresses require additional work outside of Control Center and therefore must be ordered through your Wholesale Account Manager. Control Center allows you to add DNIS to your dedicated addresses.

View/Modify Detailed Terminating Address Information

Procedure

Follow the steps in the procedure below to **view/modify** detailed **terminating addresses.**

Step	Action
1	From the **Call Routing Tree**, click on the **terminating address(es)** link provided. **Result:** The **Terminating Addresses** screen appears: 
2	From the **Call Routing Tree**, click on the **Modify Call Plan** if you desire to modify the terminating address details; this step is not required to only view the detailed terminating address. **Result:** The call plan is in modify mode.

Continued on next page

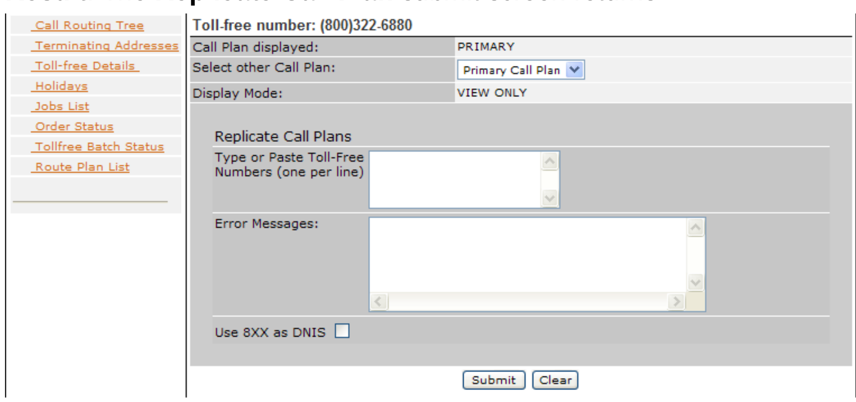
View/Modify Detailed Terminating Address Information,
continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>From the Call Routing Tree, click on the tools icon next to the terminating address to view the details.

Result: The Terminating Address Maintenance page appears. This page has different functionality depending on whether the terminating address is switched or dedicated.

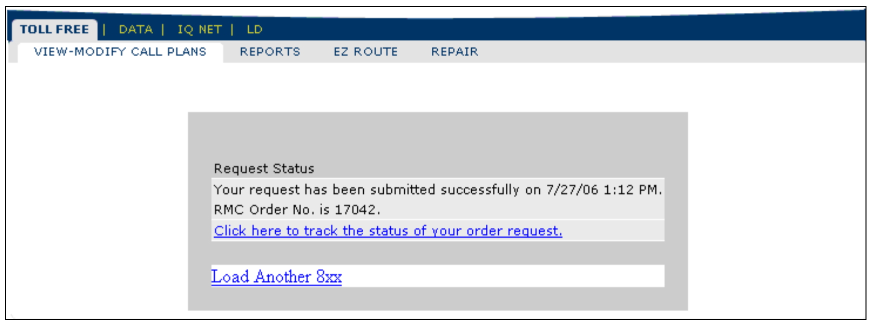
<table>
<tr><th>Dedicated</th><th>Switched</th></tr>
<tr><td>DNIS can be added, modified or deleted
Descriptions can be added, modified or deleted</td><td>Ring-to can be modified
Description can be added, modified or deleted</td></tr>
</table></td></tr>
<tr><td>4</td><td>When you are finished viewing or modifying this page, click Save.</td></tr>
<tr><td>5</td><td>Click Save Changes.

Result: The Replicate Call Plan submit screen returns.

</td></tr>
<tr><td>6</td><td>Enter or paste additional toll free numbers (if replication to another call plan is needed).</td></tr>
</table>

Continued on next page

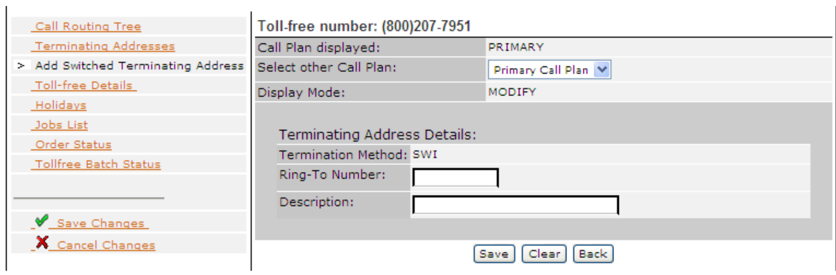
View/Modify Detailed Terminating Address Information,
continued

Procedure (continued)

Step	Action
7	Click **Submit**. **Result:** The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning. 

Add a Switched Terminating Address (Ring to Number)

Procedure Follow the steps in the procedure below to **add** a **terminating address**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Add Switched Terminating Address**. **Result:** The **Terminating Address Details** screen appears. 
3	Add the appropriate ring to number and description(optional field) and then click **Save**.
4	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
5	Enter or paste additional toll free numbers (if replication to another call plan is needed).
6	Click **Submit**. **Result:** The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Modify a Terminating Address

Procedure

Control Center enables you to modify an existing terminating address.

- On a switched terminating address, you can change the ring-to number or description.
- On a dedicated terminating address change, you can change the DNIS or description.

Modifying a terminating address in the **Terminating Address(es)** page automatically updates each occurrence of that terminating address in the **Call Routing Tree**. If you wish to modify a single occurrence of a terminating address in the call plan, see **Changing the Terminating Address on a Routing Instruction**.

Follow the steps in the procedure below to **modify** a **terminating address**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Call Routing Tree, click Modify Call Plan.

Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Depending on the route you select to modify, follow the steps in the table below:

<table>
<tr><th>To modify a dedicated route:</th><th>To modify a switched route:</th></tr>
<tr><td>Click Terminating Addresses.
Click on the tools icon of the dedicated terminating address to be changed.
Add, modify, or delete DNIS.
Add, modify, or delete description. (Optional)</td><td>Click Terminating Addresses.
Click on the tools icon of the switched terminating address to be changed.
Change the ring-to number.
Add, modify, or delete description. (Optional)</td></tr>
<tr><td>Click Save</td><td>Click Save</td></tr>
</table></td></tr>
<tr><td>3</td><td>Click Save Changes.

Result: The Replicate Call Plan submit screen returns.</td></tr>
<tr><td>4</td><td>Enter or paste additional toll free numbers (if replication to another call plan is needed).</td></tr>
<tr><td>5</td><td>Click Submit.

Result: The Request Status screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.</td></tr>
</table>

Change the Terminating Address on a Routing Instruction

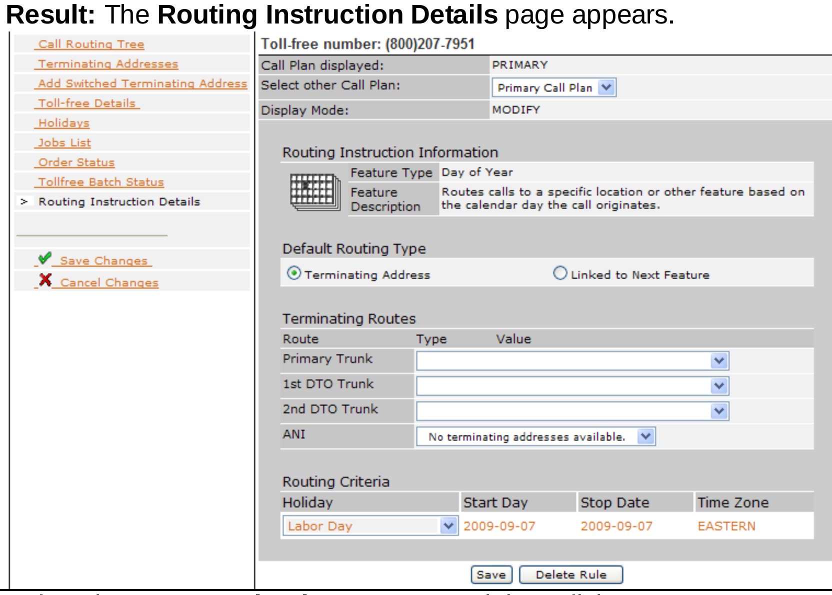
Procedure

Terminating addresses listed on individual routing instruction can be changed easily in Control Center. This change does not change the global default terminating address, only the terminating address for the specific feature you have selected.

Follow the steps in the procedure below to **change** the **terminating address** on a routing instruction.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Call Routing Tree, click Modify Call Plan.

Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Click on the Routing Instruction link.

Result: The Routing Instruction Details page appears.

</td></tr>
<tr><td>3</td><td>Select the new Terminating Routes and then click Save.

Result: The new terminating address(es) is added to the routing instructions.</td></tr>
<tr><td>4</td><td>Click Save.</td></tr>
</table>

Continued on next page

Change the Terminating Address on a Routing Instruction, continued

Procedure (continued)

Step	Action
5	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
6	Enter or paste additional toll free numbers (if replication to another call plan is needed).
7	Click **Submit**. **Result:** The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

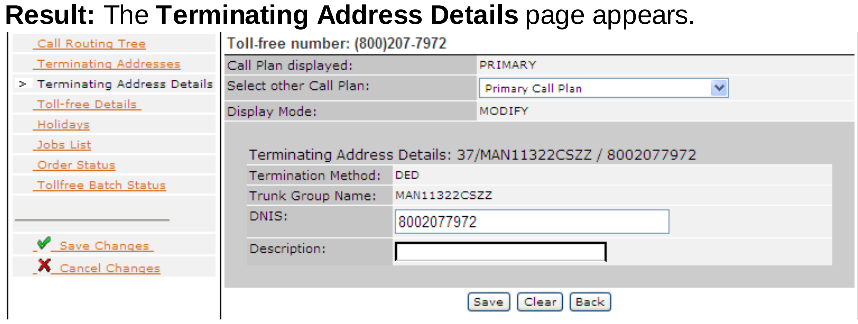
Change Information DNIS

Procedure

Only the DNIS and/or Description information can be changed via Control Center.

If you need to have other components of your dedicated terminating address changed, please contact the Wholesale National Delivery Center.

Follow the steps in the procedure below to **change informational DNIS**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click on the **Terminating Addresses** link.
3	Click the tools icon on the terminating address to be changed. **Result:** The **Terminating Address Details** page appears. 
4	Both the **DNIS** and/or **Description** information can be changed.
5	Click **Save.**
6	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
7	Enter or paste additional toll free numbers (if replication to another call plan is needed).
8	Click **Submit**. **Result:** The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Call Plan Terminations

Introduction

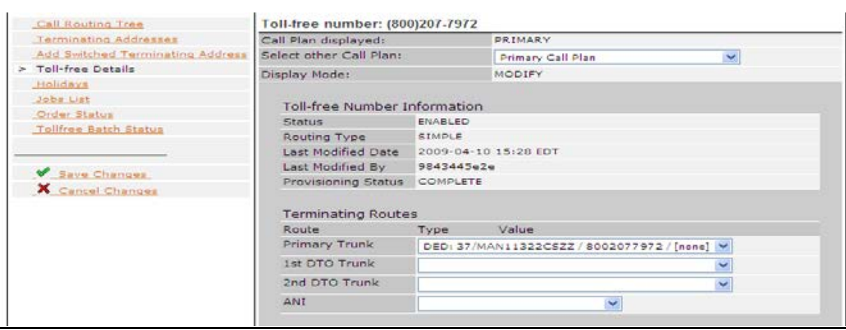
The Termination Method of a call plan determines if the call plan is classified as Dedicated or Switched. You can modify a call plan to be classified as DED or SWI by changing its global default or enhanced feature to a DED or SWI terminating method.

- A DED terminating call plan is a call plan consisting of one toll free number with a least one DED terminating address in either the global default or an enhanced feature route.
- A SWI terminating call plan is a call plan consisting of one toll free number with all SWI terminating addresses in either the global default or an enhanced feature route.

Changing a Call Plan Termination (Global Default)

Procedure

Follow the steps in the procedure below to **change** the termination of the **Global Default** from DED to SWI or SWI to DED.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll-free Details**. **Result:** The **Toll-free Details** information page appears. 

Continued on next page

Changing a Call Plan Termination (Global Default), continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the Terminating Route(s).
<table><tr><th>Dedicated Options</th><th>Switched Options</th></tr><tr><td>Primary Trunk
1st DTO
2nd DTO
ANI, if accompanied by a Trunk or DTO</td><td>ANI</td></tr></table></td></tr>
<tr><td>4</td><td>Click Save.

Result: The system returns you to the Call Routing Tree.</td></tr>
<tr><td>5</td><td>Click Save Changes.

Result: The Replicate Call Plan submit screen returns.</td></tr>
<tr><td>6</td><td>Enter or paste additional toll free numbers (if replication to another call plan is needed).</td></tr>
<tr><td>7</td><td>Click Submit.

Result: The Request Status screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.</td></tr>
</table>

Changing a Call Plan Termination (Enhanced Feature)

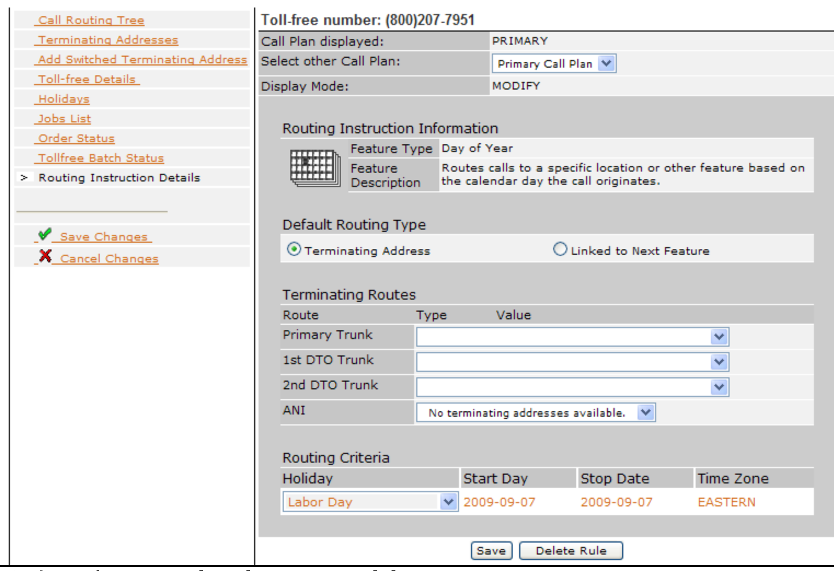
Procedure

Follow the steps in the procedure below to **change** the termination of an **Enhanced Feature** route from DED to SWI or SWI to DED.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Call Routing Tree, click Modify Call Plan.

Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Click the Routing Instruction (i.e. Rule level).

Result: The Routing Instruction Details page appears.


</td></tr>
<tr><td>3</td><td>Select the Terminating Route(s).

<table>
<tr><th>Dedicated Options</th><th>Switched Options</th></tr>
<tr><td>Primary Trunk
1st DTO
2nd DTO
ANI, if accompanied by a Trunk or DTO</td><td>ANI</td></tr>
</table></td></tr>
</table>

Continued on next page

Changing a Call Plan Termination (Enhanced Feature), continued

Procedure (continued)

Step	Action
4	Select the routing criteria for the rule, then click **Save**. **Result:** The system returns you to the **Call Routing Tree**.
5	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
6	Enter or paste additional toll free numbers (if replication to another call plan is needed).
7	Click **Submit**. **Result:** The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Toll Free Details

Introduction

The **Toll Free Details** page allows you to see if the call plan is enabled or disabled, when the call plan was last modified, and the user ID that made the modification. Every call plan has a **Toll Free Details** page.

The **Toll Free Details** page contains the base of the current call plan being displayed for the toll free number. This page provides the terminating address information including:

- Primary trunk
- 1st DTO trunk
- 2nd DTO trunk
- ANI

It also provides certain feature details:

- First enhanced feature
- PAC/VPAC
- Payphone Blocking

Day of Year Routing

Introduction

The Day of Year feature routes calls placed on a toll free number to different terminating locations during any of the days for which it is provisioned. This is typically done for holidays. Control Center includes a list of standard holidays for selection. Standard holidays update every year automatically.

The system automatically validates some aspects of the Day of Year feature. The following conditions must apply for the feature to pass validation:

- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level.
- The same date is not being used more than once within the same Day of Year feature level.
- The system will automatically reset standard holidays for the next year once the date has passed.

IMPORTANT: When linking time-based features, ALWAYS start with the LEAST frequently occurring feature first. The order should always be Day of Year, Day of Week and then Time of Day.

Note: If the validation process catches an error, the Day of Year feature will not be processed and a message will indicate the error.

Adding Day of Year

Procedure Follow the steps in the procedure below to **add day of year** routing.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information page appears.
3	From the **Feature Type** field, select **Day of Year** and then click **Save**.
4	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address(es).
6	Select the holiday from the drop-down list, and then click **Save**. **Result**: You are automatically returned to the **Call Routing Tree.**
7	To add another Day of Year routing instruction, click on the **Feature Details** page on the call routing tree where you want to add it, click **Add Rule**, and repeat **Steps 5-6** until you have completed all routing instructions for that feature.
8	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
9	Enter or paste additional toll free numbers (if replication to another call plan is needed).
10	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Day of Week Routing

Introduction

The Day of Week feature routes calls to different terminating addresses based on the day of the week.

Weeks always start on Sunday and end on Saturday. To provision a weekend, you must provision twice with two routing instructions:

- First from Saturday to Saturday
- Second from Sunday to Sunday

Note: Control Center will not set up properly if you attempt to provision from Saturday to Sunday.

The system automatically validates some aspects of the Day of Week feature. The following conditions must apply for the feature to pass validation:

- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level.
- The same date is not being used more than once in the same Day of Week feature, including day ranges.
- The system will verify that the Start Day is before the Stop Day.

Note: If the validation process catches an error, the Day of Week feature will not be processed and a message will indicate the error.

IMPORTANT: When linking time-based features, ALWAYS start with the LEAST frequently occurring feature first. The order should always be Day of Year, Day of Week and then Time of Day.

Adding Day of Week

Procedure Follow the steps in the procedure below to **add day of week** routing.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information appears.
3	From the **Feature Type** field, select **Day of Week** and then click **Save**.
4	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address(es).
6	Select the Start Day and then the Stop Day, and then click **Save**. **Result**: You are automatically returned to the **Call Routing Tree.**
7	To add another Day of Week routing instruction, click on the **Feature Details** page on the call routing tree where you want to add it, click **Add Rule**, and repeat **Steps 5-6** until you have completed all routing instructions for that feature.
8	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
9	Enter or paste additional toll free numbers (if replication to another call plan is needed).
10	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Time of Day Routing

Introduction

The Time of Day feature sends calls to different terminating addresses at different times of day. The data entered is a range of time in hours and minutes of a 24-hour clock (military time). A 24 hour period in Control Center is measured from 00:00 to 23:59 or midnight to 11:59 p.m.

The system automatically validates some aspects of the time of day feature. The following conditions must apply for the feature to pass validation:

- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level.
- The same time is not being used more than once in the same Time of Day feature, including time ranges.
- The system will verify that the Start Time is less than the Stop Time.

IMPORTANT: When linking time-based features, ALWAYS start with the LEAST frequently occurring feature first. The order should always be Day of Year, Day of Week and then Time of Day.

Note: If the validation process catches an error, the Time of Day feature will not be processed and a message will indicate the error.

Adding Time of Day

Procedure Follow the steps in the procedure below to **add time of day** routing.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information appears.
3	From the **Feature Type** field, select **Time of Day** and then click **Save**.
4	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address(es).
6	Select the Start Time and then the Stop Time, and then click **Save.** **Result**: You are automatically returned to the **Call Routing Tree.**
7	To add another Time of Day routing instruction, click on the **Feature Details** page on the call routing tree where you want to add it, click **Add Rule**, and repeat **Steps 5-6** until you have completed all routing instructions for that feature.
8	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
9	Enter or paste additional toll free numbers (if replication to another call plan is needed).
10	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Geographic Routing

Introduction

The Geographic Routing (GEO) feature sets up associations between terminating addresses and originating NPA/NXX/XXXX combinations. Based on the 3-, 6-, or 10-digit originating ANI, the call is routed to the corresponding terminating address.

The system automatically validates some aspects of the geographic routing feature. The following conditions must apply for the feature to pass validation:

- The same NPA/NXX/XXXX is not provisioned more than once in the same geographic routing feature level.
- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level.
- Every routing instruction has at least one valid NPA/NXX/XXXX combination.
- The same terminating address is not being used in more than one routing instruction within the same geographic routing feature level.

Note: If the validation process catches an error, the GEO feature will not be processed and a message will indicate the error.

Adding Geographic Routing

Procedure Follow the steps in the procedure below to **add geographic routing**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information appears.
3	From the **Feature Type** field, select **Geographic Routing** and then click **Save**.
4	Click **Add Rule**.
5	Select the terminating address(es).
6	Select one of the radio buttons NPA/NXX, State or LATA **Note:** You can enter the 3-digit (area code), 6-digit (area code and first three digits) or 10-digit (area code plus 7-digit phone number) numbers in the NPA/NXX field, or a combination of all three options. The database will route from most specific (i.e., the 10-digit number) to least specific (i.e., area code only). You can retrieve all of a states NPA by clicking on the 'retrieve NPA' button. Multiple states and LATAs can be added with using the Ctrl and/or Shift while clicking on the state or LATA.
7	Click **Save**. **Result**: You are automatically returned to the **Call Routing Tree**.
8	To add another Geographic routing instruction, click on the **Feature Details** page on the call routing tree where you want to add it, click **Add Rule**, and repeat **Steps 5-7** until you have completed all routing instructions for that feature.
9	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
10	Enter or paste additional toll free numbers (if replication to another call plan is needed).
11	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Percentage Allocation

Introduction

This feature allows you to allocate a percentage of calls (1 to 100%) to two or more terminating addresses. Incoming toll free calls are then distributed by that percentage. Control Center can route percentages in increments of 1/10 of a percent, but percentages must always add up to 100%.

Note: The percent allocation will be more accurate with a higher volume of calls over time. Percentage allocation routing also maintains a higher accuracy when you use a maximum of eight terminating locations.

Adding Percentage Allocation

Procedure

Follow the steps in the procedure below to **add percentage allocation**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information appears.
3	From the **Feature Type** field, select **Percentage Allocation** and then click **Save**.
4	Click **Uniform Distribution** (if applicable).
5	Click **Add Rule**.
6	Select the terminating address(es).
7	Enter the percent to be allocated, and then click **Save**. **Result**: You are automatically returned to the **Call Routing Tree**.
8	To add another Percentage Allocation routing instruction, click on the **Feature Details** page on the call routing tree where you want to add it, click **Add Rule**, and repeat **Steps 6-7** until you have completed all routing instructions for that feature.
9	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
10	Enter or paste additional toll free numbers (if replication to another call plan is needed).
11	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Time Zones

Introduction

Although it is not mandatory, you should set time zones according to the location of the terminating address. Time zone changes are made within the **Features Detail** page. The default time zone is Eastern.

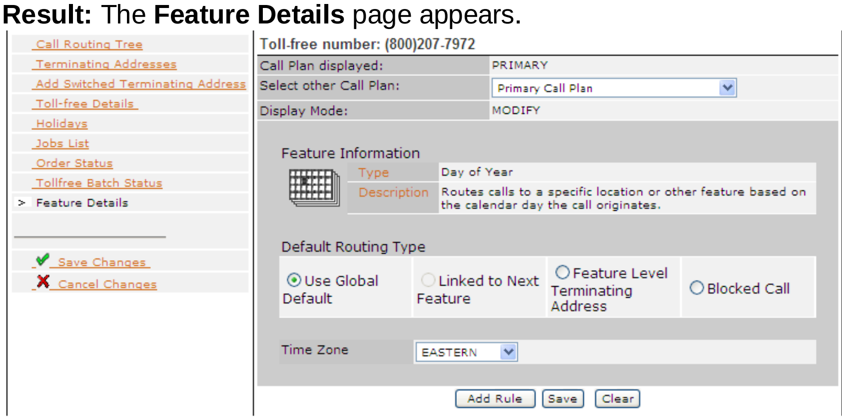
CAUTION: Please be aware that time zones for each call plan are set independently.

Note: The time zone can be changed on Day of Year, Day of Week and Time of Day. This functionality is not available for GEO or for Percentage Allocation.

Changing Time Zones

Procedure

Follow the steps in the procedure below to **change time zones** on a feature.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click the **Feature** link from the call routing tree for each feature to be changed. **Result:** The **Feature Details** page appears. 
3	Select the appropriate **time zone** from the drop-down list.
4	Click **Save**.
5	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
6	Enter or paste additional toll free numbers (if replication to another call plan is needed).

7	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Features

Introduction

Control Center allows you to add a number of routing features to a toll free number. The **Feature Details** page describes the characteristics that apply to a specific feature.

The **Time Zone** field displays the time zone that has been selected for the specified feature. When selected, this time zone applies to all routing instructions attached to this feature. A **Time Zone** field is found on time features only (Day of Week, Day of Year, and Time of Day).
The Default Type identifies where the 8XX number is routed when no criterion for the feature is met. Options for the Default Types are:

- Next Feature - Link a feature to another feature and route to it when no criterion is met
- Blocked Call - Blocked the call when no criterion is met
- Feature Level Terminating Address - Route to a terminating address that is different from the Global Default Terminating Address when no criterion is met
- Use Global Default - Route to Global Default when no criterion is met

When linking time-based features, ALWAYS start with the LEAST frequently occurring feature first. The order should always be Day of Year, Day of Week and then Time of Day.

Non-Supported Toll Free Features

Introduction

Non-supported features are features that are prohibited from modification using the Toll Free View/Modify Call Plan menu. The following table illustrates how Control Center functionality affects each non-supported feature.

Unsupported Feature	Is Feature visible in Control Center?	Can Feature be modified in Control Center?	Can Feature be replicated in Control Center?	Can call plan be replicated without carrying over the unsupported feature?
PAC/VPAC	Yes	No	No	Yes
TnR	No	No	No	No
BRNA	No	No	No	No
Menu Routing	No	No	No	No
Super Trunks	Yes	No	No	No
In Switch Overflow	Yes	No	No	No
SuperRoutes	Yes	No	No	No
EZRoute	No	No	No	No
QWCC Routing	No	No	No	No

Linking Features

Procedure

When linking features you must consider how the call flow is going to work. Generally, features are linked from least specific to most specific. The hierarchy for Control Center is:

- Day of Year
- Day of Week
- Time of Day
- Geographic Routing
- Percentage Allocation

Follow the steps in the procedure below to **link** day of year, day of week and time of day **features**..

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information page appears.
3	From the **Feature Type** field, select **Day of Year** and then click **Save**.
4	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address(es).
6	Select the holiday from the drop-down list, and then click **Save**.
7	Click on the **Day of Year** feature details. **Result**: The **Day of Year** feature information page appears.
8	Click **Linked to Next Feature**.
9	From the **Linked Feature** field, select the appropriate feature (example Day Of Week) and then click **Save**.
10	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
11	Select the terminating address(es).
12	Select the Start Day and then the Stop Day, and then click **Save.**
13	Click on the feature (Day Of Week) details. **Result**: The **Day of Week** feature information page appears.
14	Click **Linked to Next Feature.**

Continued on next page

Linking Features, continued

Procedure (continued)

Step	Action
15	From the **Linked Feature** field, select the appropriate feature (example Time Of Day) and then click **Save**.
16	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
17	Select the terminating address(es).
18	Select the Start Time and then the Stop Time, and then click **Save**.
19	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
20	Enter or paste additional toll free numbers (if replication to another call plan is needed).
21	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Insert a Feature Between Two Features

Procedure Follow the steps in the procedure below to **insert** a **feature** between two features.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click on the feature detail. **Result**: The **Feature Details** page appears.
3	Click **Insert Linked Feature**.
4	From the **Linked Feature** field, select the feature type and then click **Save**.
5	Click **Add Rule**. **Result**: The **Routing Instruction Details** page appears.
6	Select the terminating address(es).
7	Select the routing criteria for the feature, and then click **Save**. **Result**: The feature is inserted.
8	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
9	Enter or paste additional toll free numbers (if replication to another call plan is needed).
10	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Insert Feature at the Top of a Call Plan

Procedure Follow the steps in the procedure below to **insert** a **feature** at the top of the call plan.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information page appears.
3	Click **Insert Feature**.
4	From the **Feature Type** field, select the feature and then click **Save**.
5	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable
6	Select the terminating address(es).
7	Select the routing criteria for the feature, and then click **Save**. **Result:** The feature is inserted.
8	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
9	Enter or paste additional toll free numbers (if replication to another call plan is needed).
10	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Delete a Linked Feature

Procedure Follow the steps in the procedure below to **delete** a **linked feature**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click on the feature detail level of the feature **above** the feature that you wish to delete. **Note**: You must select the feature **above** the one that is to be deleted. **Result:** The **Feature Details** page appears. **Note:** The feature that is being deleted is displayed in the **Linked Feature** field.
3	Click **Delete Linked Feature** and then click **Save**. **Result:** The feature, its rules, and any linked features below the feature being deleted are removed from the call plan routing tree.
4	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
5	Enter or paste additional toll free numbers (if replication to another call plan is needed).
6	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Delete All Features

Procedure Follow the steps in the procedure below to **delete all features**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The **Toll Free Details** page appears.
3	Click **Delete Feature** and then click **Save**. **Result:** The features are removed from the call routing tree.
4	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
5	Enter or paste additional toll free numbers (if replication to another call plan is needed).
6	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Routing Instruction or Rule

Introduction

The **Routing Instruction** page displays the details of the routing instruction or rule.

The **Terminating Address** fields display the appropriate terminating location. For routing purposes the terminating location can be either a:

- Terminating Address
- Linked Feature

The Terminating Address/Linked Feature displays the specific Terminating Address or feature where the call will route when the routing instruction criterion are met.

Add a Rule

Procedure

Follow the steps in the procedure below to **add a rule** to an existing feature.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click the feature level. **Result:** The **Feature Level Details** page appears.
3	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
4	Select the terminating address(es).
5	When you are finished viewing or modifying this page, click **Save**.
6	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
7	Enter or paste additional toll free numbers (if replication to another call plan is needed).
8	Click **Submit**. **Result:** The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Delete a Rule

Procedure Follow the steps in the procedure below to **delete a rule**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click on the rule that you wish to delete. **Result:** The **Routing Instruction Details** page appears.
3	Click **Delete Rule**. **Result:** The rule is removed from the call routing tree.
4	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
5	Enter or paste additional toll free numbers (if replication to another call plan is needed).
6	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Linking Rules

Procedure

When linking rules you must consider how the call flow is going to work. Generally, rules are linked from least specific to most specific. The hierarchy for Control Center is:

- Day of Year
- Day of Week
- Time of Day
- Geographic Routing
- Percentage Allocation

Follow the steps in the procedure below to **link** day of year, day of week and time of day **features**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click **Toll Free Details.** **Result:** The Toll Free Details information page appears.
3	From the **Feature Type** field, select **Day of Year** and then click **Save**.
4	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address(es).
6	Select the holiday from the drop-down list, and then click **Save**.
7	Click on routing instruction details for Day of Year.
8	Click **Linked to Next Feature**.
9	From the **Linked Feature** field, select the appropriate feature (example - Day Of Week) and then click **Save**.
10	Click **Add Rule**. **Note:** The time zone can be changed at this time, if applicable.
11	Select the terminating address(es).
12	Select the Start Day and then the Stop Day, and then click **Save**.
13	Click on routing instructions for Day of Week.
14	Click **Linked to Next Feature.**
15	From the **Linked Feature** field, select the appropriate feature (example - Time Of Day) and then click **Save**.
16	Click **Add Rule**.
17	Select the terminating address(es).
18	Select the Start Time and then the Stop Time, and then click **Save**.

Continued on next page

Linking Rules, continued

Procedure (continued)

Step	Action
19	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
20	Enter or paste additional toll free numbers (if replication to another call plan is needed).
21	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Delete a Linked Rule

Procedure Follow the steps in the procedure below to **delete** a **linked rule**.

Step	Action
1	From the **Call Routing Tree**, click **Modify Call Plan**. **Result**: The call plan is in modify mode.
2	Click on the routing instruction detail. **Note**: You must select the rule **above** the one that is to be deleted. **Result:** The **Rule Details** page appears. **Note:** The feature that is being deleted is displayed in the **Linked Feature** field.
3	Click **Delete Linked Rule** and then click **Save**. **Result:** The rule and any linked features below the rule being deleted are removed from the call plan routing tree.
4	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
5	Enter or paste additional toll free numbers (if replication to another call plan is needed).
6	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Save Call Plan

Procedure

As part of the modifying the Toll Free call plan, it is very important that you save at the feature level, toll free details and call plan level of the toll free number. This will ensure that all of the information is saved and the call plan is scheduled for propagation to the CenturyLink network.

Changes to the call plan are not effective in the CenturyLink network until propagation is complete. The average propagation time can vary based on downloads to CenturyLink's SCPs.

Follow the steps in the procedure below to **save** a **call plan**.

Step	Action
1	Click **Save** on each screen within the call plan. • Terminating Address • Add Terminating Address • Toll Free Details • Features • Rules (i.e. Routing Instructions) **Result:** The call plan is ready for submission.
2	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns. **Note:** When replicating toll free call plans, DNIS (Dialed Numbered Identification System) may be changed on the **Replicate Call Plans** screen. One option is to select the "Use 8XX as DNIS" checkbox; this will assign the Toll Free number as the DNIS digits for each Toll Free number in the order request. Second option is to enter the Toll Free number - comma - and then the DNIS digits in the Toll Free Number text box.
3	Enter or paste additional toll free numbers if replication of the call plan is needed and click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Submit Order Details

Introduction

The Submit Toll Free Number screen allows you to enter or paste additional toll free numbers to replicate the call plan you just modified.

Toll free numbers can be entered one line at a time + DNIS of 1-10 digits; using a comma, tab or space to separate the 8XX from the DNIS.

OR

You can use the **Use 8XX as DNIS** check box to use the full 10 characters of the toll free as DNIS.

The system automatically validates some aspects of the toll free and DNIS entry:

- 8XX must be 10 digits
- 8XX must be numeric
- DNIS must be 1-10 digits
- DNIS must be numeric

Request Status Details

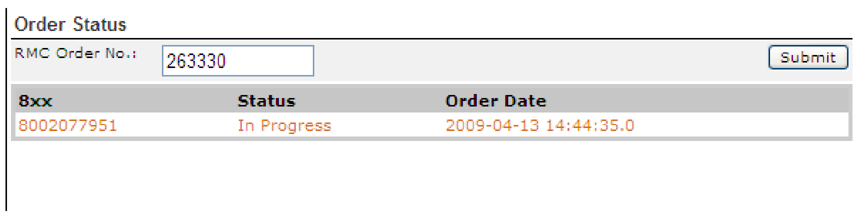
Introduction

The Request Status screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Track Status of an Order Request

Procedure

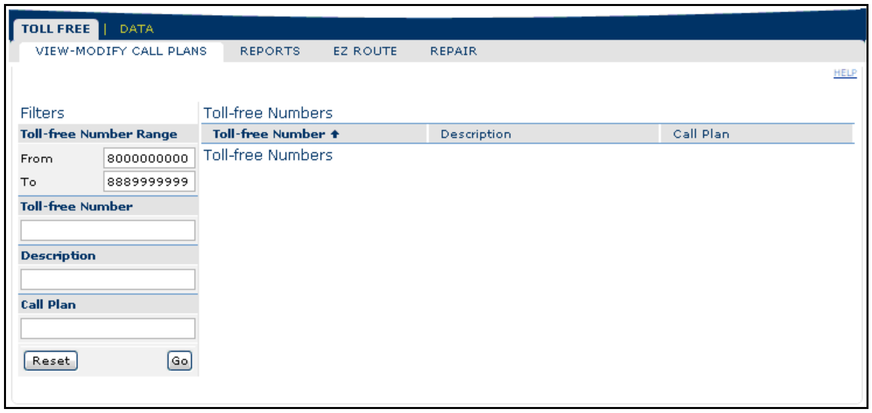
Follow the steps in the procedure below to **track** the status of your order request.

Step	Action
1	From the **Request Status** screen, click on the “Click here to track the status of your order request” link. Put in the RMC Order No. and click Submit **Result**: The **Order Status** screen appears.  **Note**: The **Order Status** screen can also be accessed from the 8XX call plan screen.

Load Another 8XX

Procedure Follow the steps in the procedure below to **Load Another 8XX**.

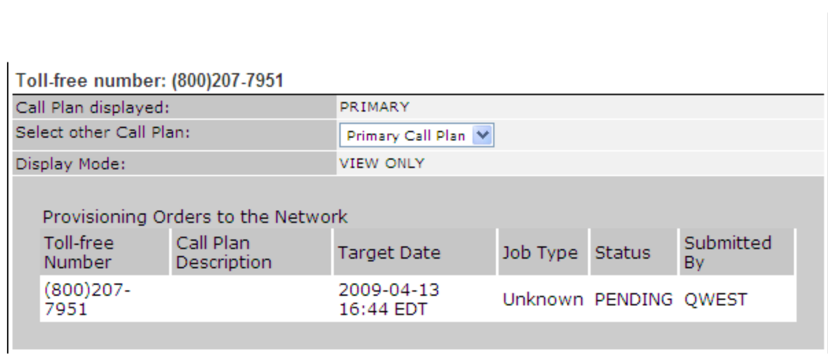
Step	Action
1	From the **Request Status** screen, click on the “Load Another 8XX” link. **Result**: The **Toll Free Inventory** screen appears.



Job List

Procedure Follow the steps in the procedure below to access the **Job List** screen.

Step	Action
1	From the **Call Routing Tree** screen, click on the “Job List” link. **Result**: The **Job List** screen appears.



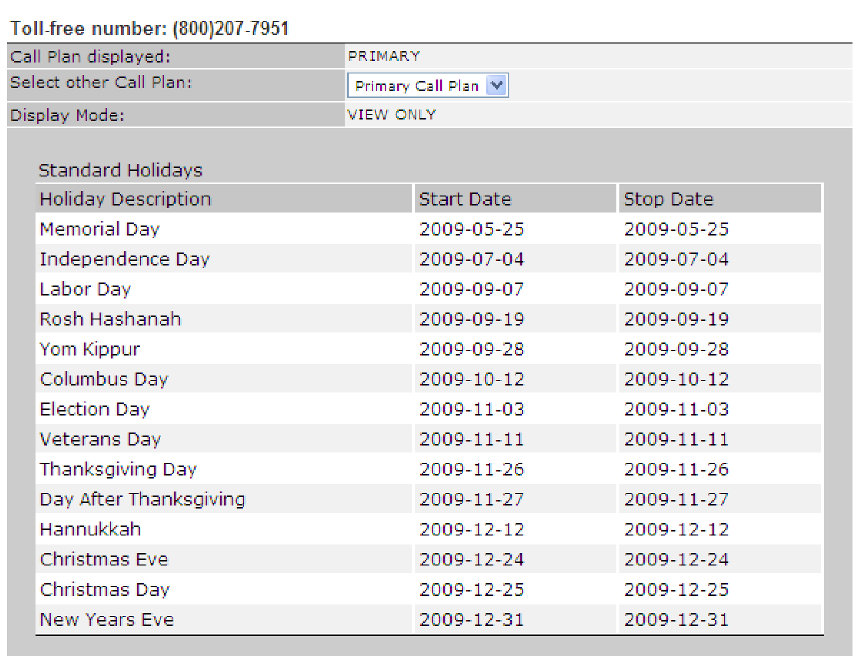
Holidays

Procedure

The Holidays page provides a list of holidays that are available for the Day of Year feature.

Follow the steps in the procedure below to view a **list of holidays** that are available for the Day of Year feature.

Step	Action
1	From the **Call Routing Tree** screen, click on the **Holidays** link. **Result:** The **Standard Holidays** page appears.



Toll-free number: (800)207-7951

Call Plan displayed:	PRIMARY
Select other Call Plan:	Primary Call Plan
Display Mode:	VIEW ONLY

Standard Holidays

Holiday Description	Start Date	Stop Date
Memorial Day	2009-05-25	2009-05-25
Independence Day	2009-07-04	2009-07-04
Labor Day	2009-09-07	2009-09-07
Rosh Hashanah	2009-09-19	2009-09-19
Yom Kippur	2009-09-28	2009-09-28
Columbus Day	2009-10-12	2009-10-12
Election Day	2009-11-03	2009-11-03
Veterans Day	2009-11-11	2009-11-11
Thanksgiving Day	2009-11-26	2009-11-26
Day After Thanksgiving	2009-11-27	2009-11-27
Hannukkah	2009-12-12	2009-12-12
Christmas Eve	2009-12-24	2009-12-24
Christmas Day	2009-12-25	2009-12-25
New Years Eve	2009-12-31	2009-12-31

Replicate Call Plan

Procedure

Replicate Call Plan can be used to retrieve a single toll free number and copy that call plan for up to 999 additional toll free numbers.

Follow the steps in the procedure below to **replicate** a **call plan**.

Step	Action
1	From the **Call Routing Tree**, click on the **Replicate Call Plan** link. **Result**: The **Replicate Call Plan** page appears.
2	Enter or paste additional toll free numbers (if replication to another call plan is needed).
3	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Alternate Call Plans

Introduction

Alternate Call Plans are plans used in place of the Primary Call Plan. They are provisioned the same way as Primary Call Plans but for different operating scenarios. The purpose of having an Alternate Call Plan is to allow calls to be routed in a certain way based on downloads to the CenturyLink SCP. This action is accomplished by changing the status of the Alternate Call Plan from inactive mode to active mode, thereby making it the Primary Call Plan.

- Alternate Call Plans remain inactive until they are needed.
- When an emergency or other situation arises, the Alternate Call Plan can be quickly activated.
- Alternate Call Plans are effective based on downloads to the CenturyLink SCPs.
- Control Center allows up to 20 Alternate Call Plans per toll free number.
- When a call plan is no longer needed, it can be deleted, unless the alternate is marked as the "Default". Default "Alternate" call plans are not available for removal.

Note: If the Primary Call Plan is the call plan that needs to be deleted, you must contact the Wholesale National Service Center.

In addition, the CenturyLink network currently does not support PAC/VPAC on Alternate Call Plans.

If a user swaps a Primary Call Plan (PCP) that has PAC/VPAC with an Alternate Call Plan (ACP), the PAC/VPAC remains on the active call plan. Conversely, if a user swaps an ACP that does not have PAC/VPAC with a PCP, the PAC/VPAC remains on the active call plan. Meaning that the swapped call plan (non-primary) will have PAC/VPAC and the new ACP (previous primary) will not have PAC/VPAC.

The PCP/active call plan will always contain the PAC/VPAC feature (if one exists). If the user swaps an ACP, the PAC/VPAC from the PCP will remain with the new routing instructions. When the user swaps the call plan back, the PAC/VPAC still remains on the active (primary) call plan. PAC/VPAC cannot be provisioned or moved to the ACP. The feature will always be found on the active call plan, regardless if it was previously an ACP.

The PAC/VPAC will be available on the Toll Free Details screen of the Call Routing Tree. It will display Pac Type “NOT USED” when PAC or VPAC is not present on the TFN. If PAC or VPAC is present on the TFN it will display the PAC Type: NPAC or VPAC; NPAC/VPAC Length; Voice Prompt; Retry Prompt; and Disconnect Prompt.

Create New Alternate Call Plan

Procedure

Creating an **Alternate Call Plan** is preformed in much the same manner as the Primary Call Plan.

Follow the steps in the procedure below to **create** a new **alternate call plan**.

Step	Action
1	From the **Call Routing Tree**, click on the **Create New Alternate** link. **Result:** The first Alternate template is provided.
2	Modify the Alternate Call Plan as needed; remember to save your changes after each lower level change.
3	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
4	Enter or paste additional toll free numbers (if replication to another call plan is needed).
5	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Delete an Alternate Call Plan

Procedure

Follow the steps in the procedure below to **delete** an **alternate call plan**.

Step	Action
1	From the **Call Routing Tree**, click **Select Other Call Plan** and then choose the alternate for deletion. **Result:** The system returns the selected Alternate Call Plan.
2	Click **Delete Alternate**. **Result:** The **Delete Alternate** submit screen returns.
3	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
4	Enter or paste additional toll free numbers (if replication to another call plan is needed).
5	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Make an Alternate Call Plan the Primary

Procedure Follow the steps in the procedure below to make an alternate call plan the primary call plan.

Step	Action
1	From the **Call Routing Tree**, click **Select Other Call Plan** and then choose the alternate for swapping. **Result:** The system returns the selected Alternate Call Plan.
2	Click **Make Primary**. **Result**: The **Activate Alternates** submit screen returns.
3	Click **Save Changes**. **Result**: The **Replicate Call Plan** submit screen returns.
4	Enter or paste additional toll free numbers (if replication to another call plan is needed).
5	Click **Submit**. **Result**: The **Request Status** screen appears. This screen provides you the date/time the order was submitted and the order number. From this screen you can track the status of your order request or load another toll free number for provisioning.

Toll Free Reports

Introduction

The **Toll Free** product application provides you the ability to request and view a variety of reports, including:

- **Geographic NPA/NXX Routing**
- **Switched Terminating Address**
- **Dedicated Terminating Address**
- **Originating NPA/NXX Routing**
- **Toll Free Call Plans Per Feature**
- **Toll Free Audit**
- **Traffic Utilization**
- **Trunk Utilization**

In addition to the variety of reports listed above, the system also provides you a summary of the reports you have requested and the ability to schedule reports.

Notes:

- The scheduled reports for the Toll Free product will auto-delete from the system after 90 days. In the event you need your reports longer than 90 days, you will need to save these reports to your local PC.
- Trunk utilization reports are based on statistical information from a unique data source and may not exactly match data from other sources. Each report is intended for a different purpose and presents its data in a manner appropriate to its usage. For example, Trunk Utilization report data may not match Traffic Utilization report data because the each report's data comes from a different source and is intended for a different purpose.

Reports Summary Log

Introduction

The **Reports Summary Log** screen displays a list of all the reports that have been generated for your Control Center Enterprise ID. This screen is divided into two sections: Reports and Reports List.

- The **Reports** section provides you information on the total number of reports submitted, created, e-mailed, and scheduled.
- The **Reports List** section provides you a listing of the type of report, who generated each report, the file format, status, submission date & time, completed/scheduled date & time and the size of each report.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Reports Summary Log** screen.

Field Name	Description
	Reports Section
Submitted	This field displays the total number of reports that have been submitted for your services.
Reports Created	This field displays the total number of reports that have been successfully for your services.
Reports Emailed	This field displays the total number of reports that have been emailed for your services.
Reports Scheduled	This field displays the total number of reports that have been scheduled to run for a future date.
	Reports List Section
☐	These check boxes allow you to delete reports that are no longer needed.
Report Title	This column provides the report name that has been submitted for generation.
User	This column displays the unique identifier for the user who submitted each report.
Format	This column displays the format in which each report was created, these include: • CSV (Comma Separated Value) - This format places the report data in a flat text file. Report data is listed in a single block, with individual items separated by commas. This format is useful for working with the report data. You can import the data into a program such as Microsoft Excel, and manipulate it as needed. • HTML (Hypertext Markup Language) - This format returns the report data in HTML code. Report data is presented in your browser as a Web page. This format is useful when presentation is more important.
Status	This column identifies the current status of each report listed.

Continued on next page

Reports Summary Log, continued

Fields and Descriptions

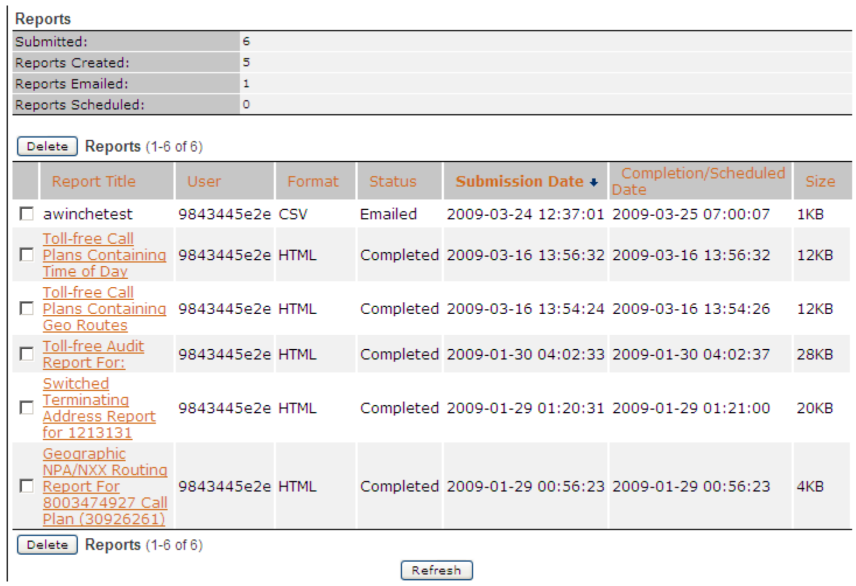
(continued)

Field Name	Description
Submission Date	This column displays the date and time the report was submitted to the system in the following format: mm/dd/yyyy hh:mm:ss.
Completion/ Scheduled Date	This column displays the date and time the report was completed or scheduled in the system in the following format: mm/dd/yyyy hh:mm:ss.
Size	This column displays the size, in kilobytes, for each report listed.
Delete	This button allows you to remove selected reports from the system.
Back	This button allows you to return to the last screen viewed.
Refresh	This button allows you to retrieve the most current report summary data.

Viewing the Reports Summary Log

Procedure Follow the steps in the procedure below to **view** the **Reports Summary Log** screen.

Step	Action
1	From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option. **Result:** The **Reports Summary Log** screen appears.



Reports

Submitted:	6
Reports Created:	5
Reports Emailed:	1
Reports Scheduled:	0

Delete Reports (1-6 of 6)

	Report Title	User	Format	Status	Submission Date	Completion/Scheduled Date	Size
☐	awinchetest	9843445e2e	CSV	Emailed	2009-03-24 12:37:01	2009-03-25 07:00:07	1KB
☐	Toll-free Call Plans Containing Time of Day	9843445e2e	HTML	Completed	2009-03-16 13:56:32	2009-03-16 13:56:32	12KB
☐	Toll-free Call Plans Containing Geo Routes	9843445e2e	HTML	Completed	2009-03-16 13:54:24	2009-03-16 13:54:26	12KB
☐	Toll-free Audit Report For:	9843445e2e	HTML	Completed	2009-01-30 04:02:33	2009-01-30 04:02:37	28KB
☐	Switched Terminating Address Report for 1213131	9843445e2e	HTML	Completed	2009-01-29 01:20:31	2009-01-29 01:21:00	20KB
☐	Geographic NPA/NXX Routing Report For 8003474927 Call Plan (30926261)	9843445e2e	HTML	Completed	2009-01-29 00:56:23	2009-01-29 00:56:23	4KB

Delete Reports (1-6 of 6)

Refresh

Viewing a Completed Report

Procedure Follow the steps in the procedure below to **view** a **Completed** report.

Step	Action
1	From the **Reports Summary Log** screen, click on the **Report Title** hyperlink to view the detailed information for the selected report.

Sorting the Reports Summary Log

Procedure

Follow the steps in the procedure below to **sort** the **Reports Summary Log** list.

Step	Action
1	From the **Reports Summary Log** screen, click on the **Report Title** column label to sort the list by the report title.
2	From the **Reports Summary Log** screen, click on the **User** column label to sort the list by the username.
3	From the **Reports Summary Log** screen, click on the **Format** column label to sort the list by the format/file type.
4	From the **Reports Summary Log** screen, click on the **Status** column label to sort the list by the status of the report.
5	From the **Reports Summary Log** screen, click on the **Submission Date** column label to sort the list by the date and time the order was submitted.
6	From the **Reports Summary Log** screen, click on the **Completed/Scheduled Date** column label to sort the list by the date and time the report is scheduled or completed.
7	From the **Reports Summary Log** screen, click on the **Size** column label to sort the list by the size of the file.

Edit a Scheduled Report

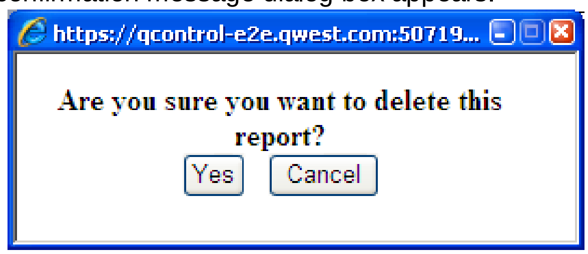
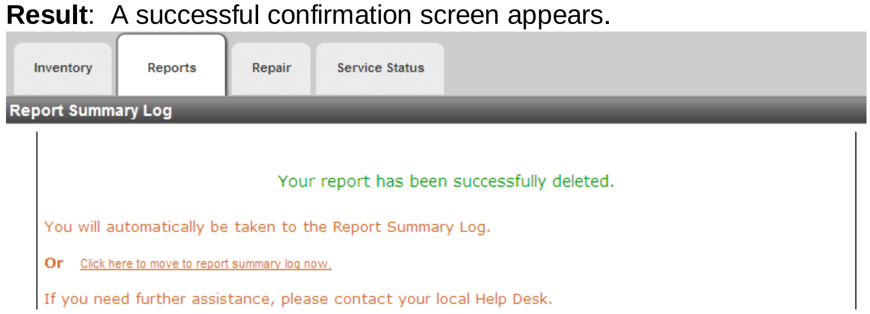
Procedure

Follow the steps in the procedure below to **edit** a **Scheduled** report from the report title column.

Step	Action
1	From the **Reports Summary Log** screen, click on the **Edit** link next to the report title to update the report parameters.
2	From the **Daily**, **Weekly**, **Monthly** and **Date Range** (where applicable) radio buttons, select a frequency for the report.
3	Click Next **.** **Note:** After you click on next, the system allows you to update the remaining data for the selected report.
4	Update the data for the selected report, as needed.
5	From the **Save Report** screen, click Schedule **.**
6	From the **Daily**, **Weekly**, and **Monthly** radio buttons, select the desired frequency for the report.
7	In the **Start Date** field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
8	In the **End Date** field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the **No End Date** radio button.
9	In the **Email Address** field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
10	Click Submit to request your changes.

Delete a Report

Procedure Follow the steps in the procedure below to **Delete** a report.

Step	Action
1	From the **Reports Summary Log** screen, click on the checkbox(es) next to each report title that you would like to delete.
2	Click  to remove the selected report(s). **Result**: A confirmation message dialog box appears.  **Note**: Only reports created under your username can be deleted by you.
3	Click  . **Result**: A successful confirmation screen appears. 

Scheduled Reports

Introduction

The **Scheduled Reports** screen allows you to view a listing of reports that are scheduled to run in regular intervals. This screen provides you a list of each report, the start date/end date, its frequency and the next scheduled date. You can also choose to deactivate the schedule or delete the report.

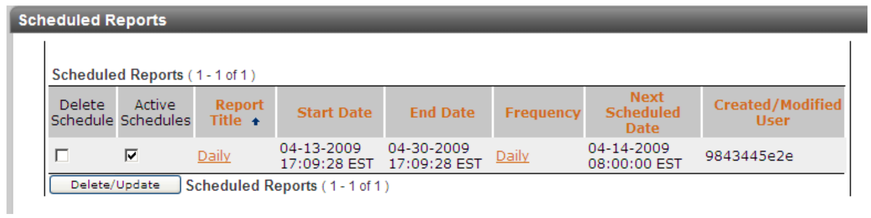
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Scheduled Reports** screen.

Field Name	Description
Delete Schedule	These checkboxes allow you to select the scheduled report(s) you want to eliminate.
Active Schedules	These check boxes allow you to deactivate selected reports without deleting them. When you deselect these check boxes, the reports will remain in the list, but will no longer run at the scheduled times.
Report Title	This column displays the title of each report in the list, as assigned when the report was generated.
Start Date	This column displays the date and time the report was first run.
End Date	This column identifies the date and time the report will stop running.
Frequency	This column displays the schedule in which each listed report will automatically run.
Next Scheduled Date	This column displays the date and time for the next report run.
Delete/Update	This button will allow you to delete or deactivate any selected report.

Viewing Scheduled Reports

Procedure Follow the steps in the procedure below to **view** the **Scheduled Reports** screen.

Step	Action
1	From the **Toll Free** application, click on the **Reports** menu.
2	From the **Reports** menu, select the **Scheduled Reports** menu. **Result:** The **Scheduled Reports** screen appears. 

Sorting the Scheduled Reports

Procedure Follow the steps in the procedure below to **sort** the **Scheduled Reports** list.

Step	Action
1	From the **Scheduled Reports** screen, click on the **Report Title** column label to sort the list by the report title.
2	From the **Scheduled Reports** screen, click on the **Start Date** column label to sort the list by the date and time the report started.
3	From the **Scheduled Reports** screen, click on the **End Date** column label to sort the list by the date and time the scheduled report will stop running.
4	From the **Scheduled Reports** screen, click on the **Frequency** column label to sort the list by the frequency in which the report is generated.
5	From the **Scheduled Reports** screen, click on the **Next Scheduled Date** column label to sort the list by the date and time the next report will generate.

Edit a Scheduled Report

Procedure

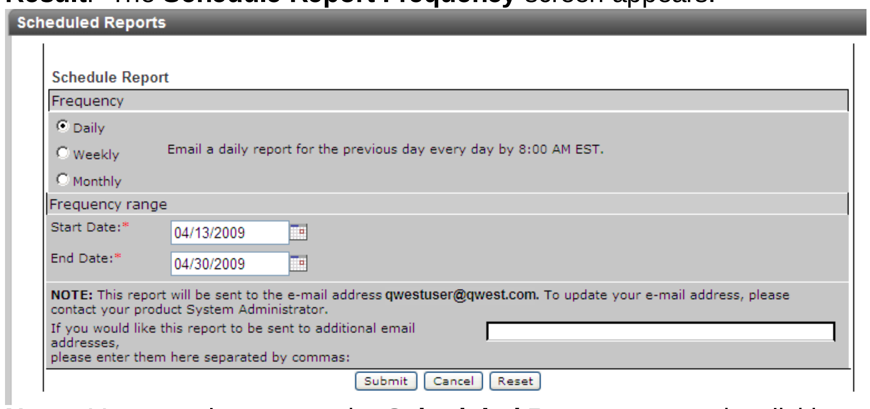
Follow the steps in the procedure below to **edit** a **Scheduled** report from the report title column.

Step	Action
1	From the **Scheduled Reports** screen, click on the **Report Title** link to update the report parameters.
2	From the **Daily**, **Weekly**, **Monthly** and **Date Range** (where applicable) radio buttons, select a frequency for the report.
3	Click Next**.** **Note:** After you click on next, the system allows you to update the remaining data for the selected report.
4	Update the data for the selected report, as needed.
5	From the **Save Report** screen, click Schedule**.**
6	From the **Daily**, **Weekly**, and **Monthly** radio buttons, select a frequency for the report.
7	In the **Start Date** field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
8	In the **End Date** field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the **No End Date** radio button.
9	In the Email Address field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
10	Click Submit to request your changes.

Updating Report Frequency

Procedure

Follow the steps in the procedure below to **change** the **schedule** in which the system will automatically run the selected report.

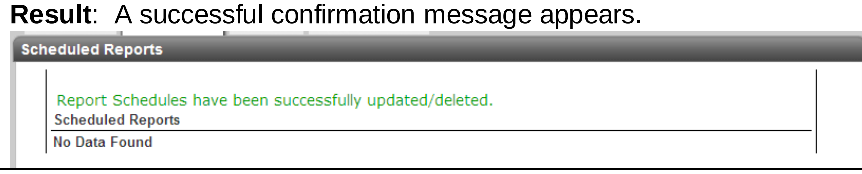
Step	Action
1	From the **Scheduled Reports** screen, click on the hyperlink in the **Frequency** column. **Result**: The **Schedule Report Frequency** screen appears.  **Note:** You can also access the **Scheduled Reports** screen by clicking on the **Scheduled** link from the **Status** column in the **Reports Summary Log** screen.
2	From the **Daily**, **Weekly**, and **Monthly** radio buttons, select a frequency for the report.
3	In the **Start Date** field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
4	In the **End Date** field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the **No End Date** radio button.
5	In the **Email Address** field (if applicable), enter any additional email addresses for users that should receive this report. **Note:** All email addresses must be separated by commas.
6	Click Submit to submit your changes.
7	Click Cancel to withdraw your requested changes and return to the **Scheduled Reports** screen.
8	Click Reset to clear your requested changes.

Deleting a Scheduled Report

Procedure

Follow the steps in the procedure below to **delete** a **report** that is set-up to run automatically in specific intervals.

Note: This procedure will delete the report itself; to temporary stop the report without eliminating it, please reference **Deactivating a Scheduled Report**.

Step	Action
1	From the **Scheduled Reports** screen, select each checkbox next to the report(s) you want to delete under the **Delete Schedules** column.
2	Click Delete/Update to delete the selected scheduled reports. **Result**: A confirmation message dialog box appears 
3	Click OK. **Result**: A successful confirmation message appears. 

Deactivating a Scheduled Report

Procedure

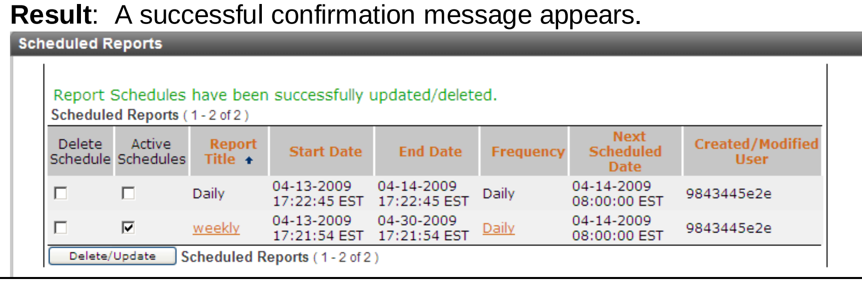
Follow the steps in the procedure below to **deactivate** a **report** that is set-up to run automatically in specific intervals.

Note: This procedure will temporarily stop the report without eliminating it, to delete a report itself please reference **Deleting a Scheduled Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Scheduled Reports screen, select each checkbox next to the report(s) you want to deactivate under the Active Schedules column.</td></tr>
<tr><td>2</td><td>Click Delete/Update to deactivate the selected scheduled reports.

Result: A confirmation message dialog box appears

</td></tr>
<tr><td>3</td><td>Click OK.

Result: A successful confirmation message appears.


Scheduled Reports
Report Schedules have been successfully updated/deleted.
Scheduled Reports (1 - 2 of 2)
<table>
<tr><th>Delete Schedule</th><th>Active Schedules</th><th>Report Title</th><th>Start Date</th><th>End Date</th><th>Frequency</th><th>Next Scheduled Date</th><th>Created/Modified User</th></tr>
<tr><td>☐</td><td>☐</td><td>Daily</td><td>04-13-2009 17:22:45 EST</td><td>04-14-2009 17:22:45 EST</td><td>Daily</td><td>04-14-2009 08:00:00 EST</td><td>9843445e2e</td></tr>
<tr><td>☐</td><td>☑</td><td>weekly</td><td>04-13-2009 17:21:54 EST</td><td>04-30-2009 17:21:54 EST</td><td>Daily</td><td>04-14-2009 08:00:00 EST</td><td>9843445e2e</td></tr>
</table>
Delete/Update Scheduled Reports (1 - 2 of 2)</td></tr>
</table>

Activating a Scheduled Report

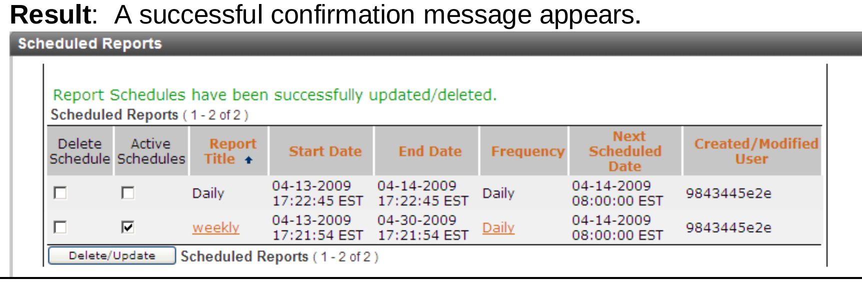
Procedure

Follow the steps in the procedure below to **re-activate** a **report** that was set-up to run automatically in specific intervals.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Scheduled Reports screen, select each checkbox next to the report(s) you want to re-activate under the Active Schedules column.</td></tr>
<tr><td>2</td><td>Click Delete/Update to activate the selected scheduled reports.

Result: A confirmation message dialog box appears

</td></tr>
<tr><td>3</td><td>Click OK.

Result: A successful confirmation message appears.

</td></tr>
</table>

Geographic NPA/NXX Routing Report

Introduction

The **Geographic NPA/NXX Routing** report provides routing instructions and their associated area codes/exchange combinations provisioned for a Toll Free call plan. This report is only available if the call plan has geographic routing.

Fields and Descriptions

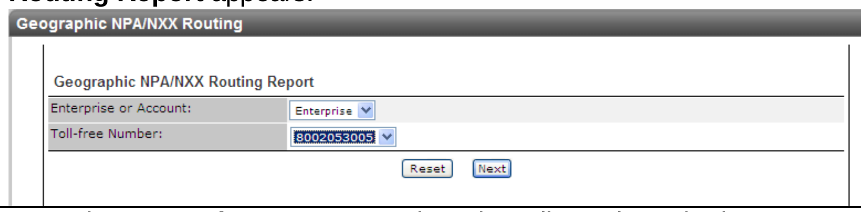
The table below describes the fields and buttons displayed on the **Geographic NPA/NXX Routing** report.

Field Name	Description
Report Date	This column displays the calendar date and time the report was generated.
Terminating Address	This field provides the termination (switched or dedicated) address that is used to route the call associated to the toll free service.
NPA Count	This field displays the number of area codes/exchanges that are used to route the call associated to the toll free service.
Area Code/Exchange	The field displays a list of specific area codes/exchanges below the **NPA Count** field.
Back	This button allows you to return to the previous screen viewed.

Generating the Geographic NPA/NXX Routing Report

Procedure

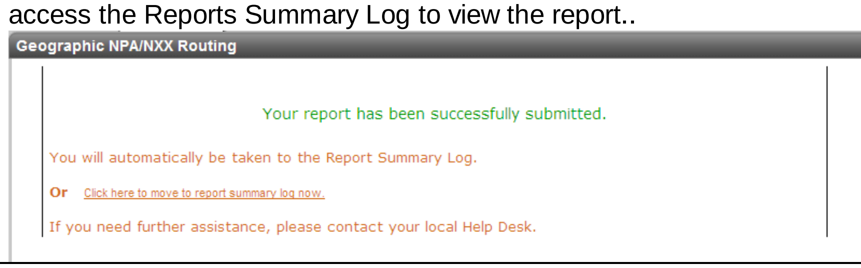
Follow the steps in the procedure below to **generate** a **Geographic NPA/NXX Routing** report.

Step	Action
1	From the **Reports** menu, select **Geographic NPA/NXX Routing**. **Result:** The first data screen for the **Generate Geographic NPA/NXX Routing Report** appears. 
2	From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Control Center Enterprise ID or Toll Free numbers associated with a specific CenturyLink Customer Account ID. **Note:** If you choose **Account**, a second drop down list appears. From this menu, select the desired **Account** ID for the selected report.
3	From the **Toll Free Number** drop-down list, select the Toll Free number the selected report should cover. **Note:** If the desired Toll Free number does not appear in the list, go back to step 2 and select **Enterprise** or another **Account** ID.
4	Click  . **Result:** The second data screen for the **Generate Geographic NPA/NXX Routing Report** appears. 

Continued on next page

Generating the Geographic NPA/NXX Routing Report,
continued

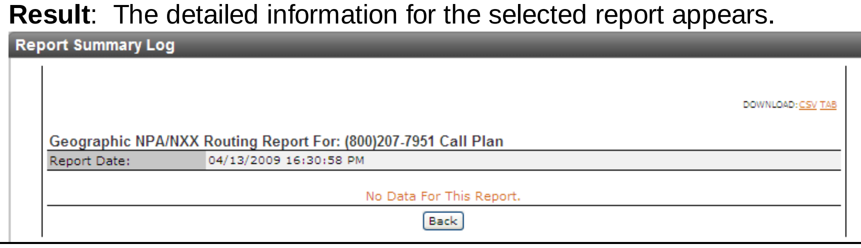
Procedure (continued)

Step	Action
5	From the **Call Plan** drop-down list, select the call plan the report should cover.
6	Click Next . **Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report.. 

Viewing the Geographic NPA/NXX Routing Report

Procedure

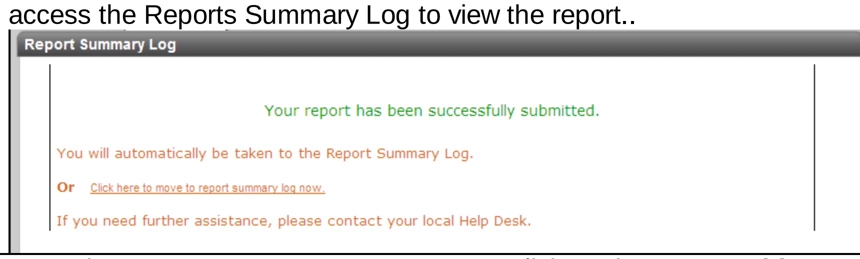
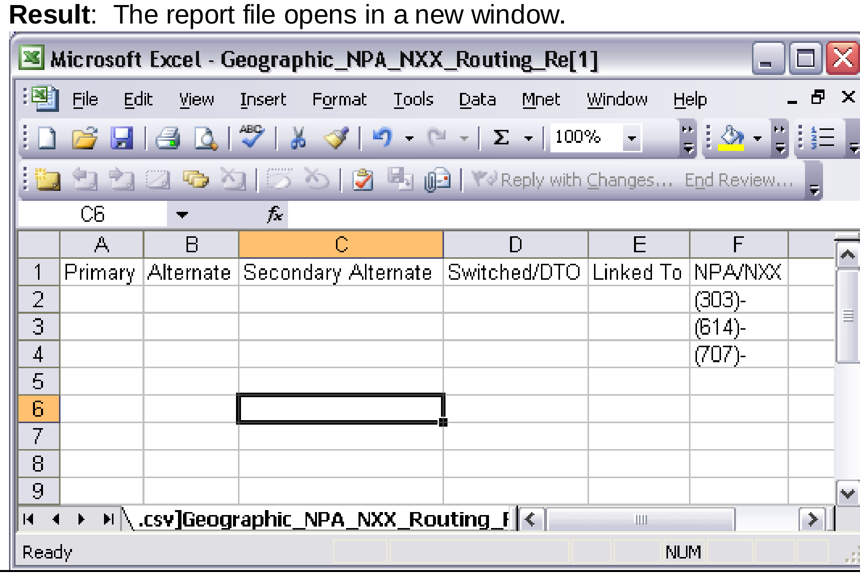
Follow the steps in the procedure below to **view** the **Geographic NPA/NXX Routing** report.

Step	Action
1	From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option.
2	From the **Reports Summary Log** screen, click on the **Geographic NPA/NXX Routing Report for:** hyperlink under the **Report Title** column. **Result**: The detailed information for the selected report appears. 

Downloading the Geographic NPA/NXX Routing Report

Procedure

Follow the steps in the procedure below to **download** the **Geographic NPA/NXX Routing Report**.

Step	Action
1	From the **Geographic NPA/NXX Routing Report for:** screen, click on the **CSV** or **TAB** hyperlink to download the detailed report information. **Result:** A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.. 
2	From the **Reports Summary Log** screen, click on the **Geographic NPA/NXX Routing Report for** hyperlink under the **Report Title** column (format = **CSV** or **TAB**). **Result**: The report file opens in a new window. 

Switched Terminating Address Report

Introduction

The **Switched Terminating Address Report** provides a list of Toll Free call plans containing a specified switched terminating address.

Fields and Descriptions

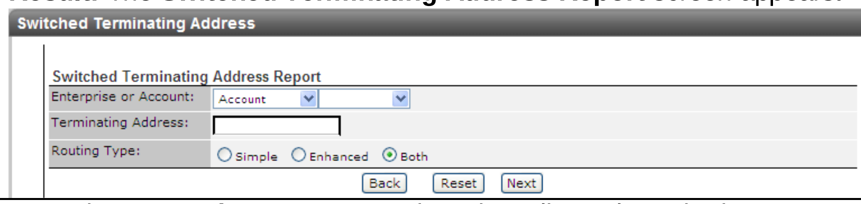
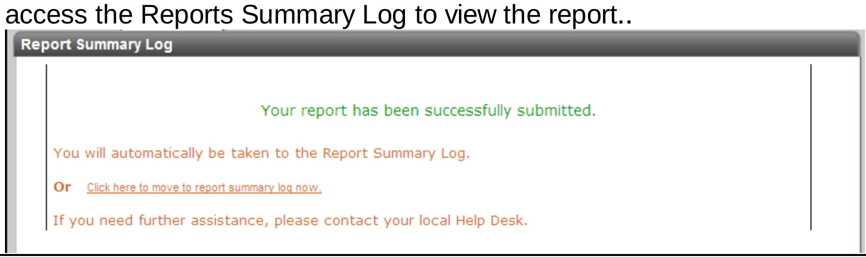
The table below describes the fields and buttons displayed on the **Switched Terminating Address** report.

Field Name	Description
Toll Free Number	This column lists all the toll-free numbers that utilize the selected terminating address in their call plan.
Terminating Address	This field provides the termination (switched or dedicated) address that is used to route the call associated to the toll free service.
Terminating Address Description	This column lists a brief text description for each terminating address.
Enhanced/Simple	This field indicates the type of call plan for each associated toll-free number.
Total Toll Free Numbers	This field displays the total number of toll-free numbers that use the specified switched terminating address.
Back	This button allows you to return to the previous screen viewed.

Generating the Switched Terminating Address Report

Procedure

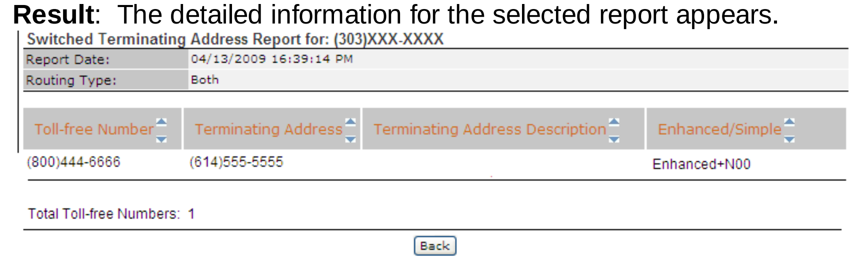
Follow the steps in the procedure below to **generate** the **Switched Terminating Address** report.

Step	Action
1	From the **Reports** menu, select **Switched Terminating Address**. **Result:** The **Switched Terminating Address Report** screen appears. 
2	From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Control Center Enterprise ID or Toll Free numbers associated with a specific CenturyLink Customer Account ID. **Note:** If you choose **Account**, a second drop down list appears. From this menu, select the desired **Account** ID for the selected report.
3	In the **Terminating Address** field, enter the switched terminating address (i.e. 614, 614555 or 6145555555) the report should cover.
4	From the **Simple/Enhanced/Both** radio buttons, select the type of call routing the report should cover.
5	Click . **Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report.. 

Viewing the Switched Terminating Address Report

Procedure

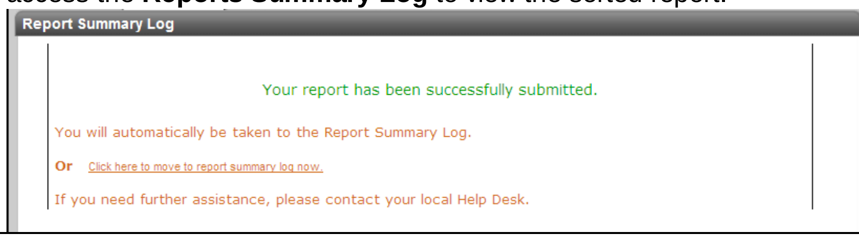
Follow the steps in the procedure below to **view** the **Switched Terminating Address** report.

Step	Action
1	From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option.
2	From the **Reports Summary Log** screen, click on the **Switched Terminating Address Report for:** hyperlink under the **Report Title** column. **Result**: The detailed information for the selected report appears. 

Sorting the Switched Terminating Address Report

Procedure

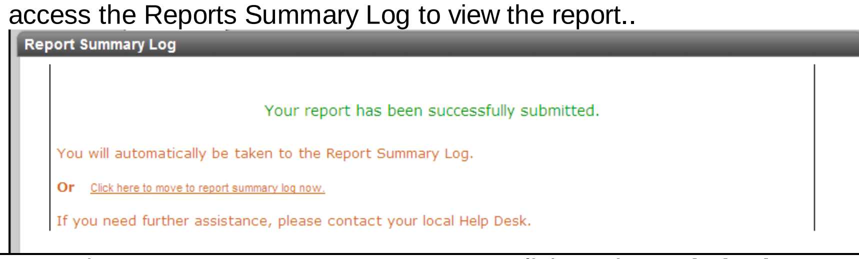
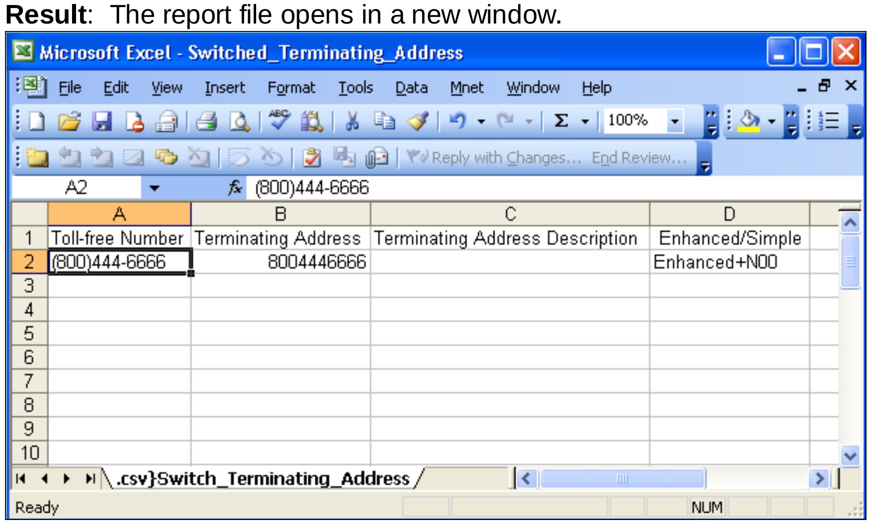
Follow the steps in the procedure below to **sort** the **Switched Terminating Address Report**.

Step	Action
1	From the **Switched Terminating Address Report** screen, click on the column arrow to sort the report by the desired field in ascending or descending order. **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the sorted report. 

Downloading the Switched Terminating Address Report

Procedure

Follow the steps in the procedure below to **download** the **Switched Terminating Address Report**.

Step	Action
1	From the **Switched Terminating Address Report for:** screen, click on the **CSV** or **TAB** hyperlink to download the detailed report information. **Result:** A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.. 
2	From the **Reports Summary Log** screen, click on the **Switched Terminating Address Report for:** hyperlink under the **Report Title** column (format = **CSV** or **TAB**). **Result**: The report file opens in a new window. 

Dedicated Terminating Address Report

Introduction

The **Dedicated Terminating Address Report** provides a list of toll-free call plans containing a specified dedicated terminating address.

Fields and Descriptions

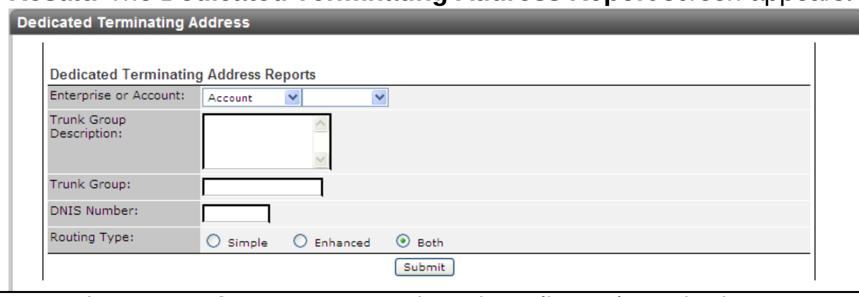
The table below describes the fields and buttons displayed on the **Dedicated Terminating Address** report.

Field Name	Description
Toll Free Number	This column lists all the Toll Free numbers that utilize the selected terminating address in their call plan.
DNIS Number	This column displays the DNIS number associated with each Toll Free call plan. **Note**: Dialed Number Identification Service (DNIS) numbers are used to identify specific Toll Free numbers that terminate on a common trunk.
Trunk Group	This column displays the unique identifier for the trunk group associated with a Toll Free call plan.
Trunk Group Description	This column displays the brief text description associated with each trunk group (if applicable).
Enhanced/Simple	This field indicates the type of call plan for each associated Toll Free number.
Total Toll Free Numbers	This field displays the total number of Toll Free numbers that use the specified dedicated terminating address.
Back	This button allows you to return to the previous screen viewed.

Generating the Dedicated Terminating Address Report

Procedure

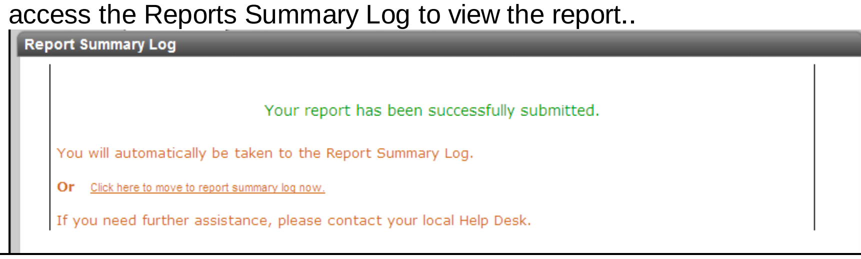
Follow the steps in the procedure below to **generate** a **Dedicated Terminating Address** report.

Step	Action
1	From the **Reports** menu, select **Dedicated Terminating Address**. **Result:** The **Dedicated Terminating Address Report** screen appears. 
2	From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Control Center Enterprise ID or Toll Free numbers associated with a specific CenturyLink Customer Account ID. **Note:** If you choose **Account**, a second drop down list appears. From this menu, select the desired **Account** ID for the selected report.
3	In the **Trunk Group Description** field (if applicable), enter the description of the trunk group associated with the dedicated terminating address. **Note:** You must enter a value in at least one of the **Trunk Group Description**, **Trunk Group**, or **DNIS Number** fields.
4	In the **Trunk Group** field (if applicable), enter the unique identifier assigned to the trunk group associated with the terminating address (i.e. QQQ00000CXZZ).

Continued on next page

Generating the Dedicated Terminating Address Report,
continued

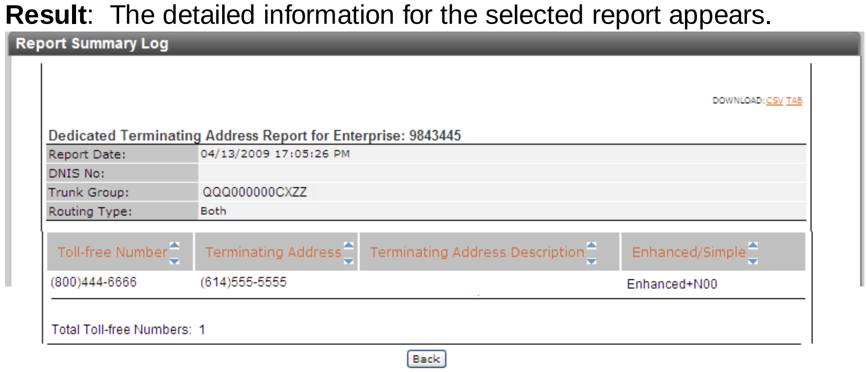
Procedure (continued)

Step	Action
5	In the **DNIS Number** field (if applicable), enter the DNIS number associated with the terminating address.
6	From the **Simple/Enhanced/Both** radio buttons, select the type of call routing.
7	Click  . **Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report.. 

Viewing the Dedicated Terminating Address Report

Procedure

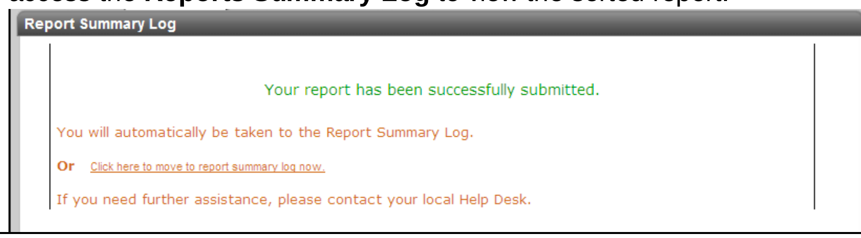
Follow the steps in the procedure below to **view** the **Dedicated Terminating Address** report.

Step	Action
1	From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option.
2	From the **Reports Summary Log** screen, click on the **Dedicated Terminating Address Report for:** hyperlink under the **Report Title** column. **Result**: The detailed information for the selected report appears. 

Sorting the Dedicated Terminating Address Report

Procedure

Follow the steps in the procedure below to **sort** the **Dedicated Terminating Address Report**.

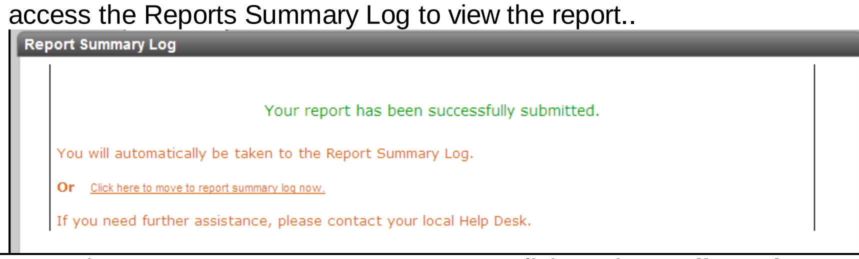
Step	Action
1	From the **Dedicated Terminating Address Report** screen, click on the column arrow to sort the report by the desired field in ascending or descending order. **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the sorted report. 

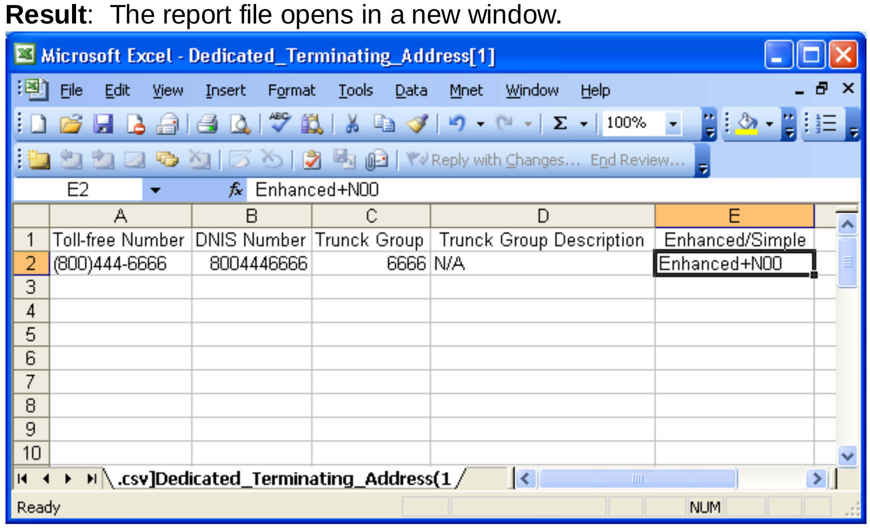
Downloading the Dedicated Terminating Address Report

Procedure

Follow the steps in the procedure below to **download** the **Dedicated Terminating Address Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Dedicated Terminating Address Report for: screen, click on the CSV or TAB hyperlink to download the detailed report information.

Result: A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report..

</td></tr>
<tr><td>2</td><td>From the Reports Summary Log screen, click on the Dedicated Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).

Result: The report file opens in a new window.

</td></tr>
</table>

Originating NPA/NXX Routing Report

Introduction

The **Originating NPA/NXX Routing** report provides a listing of toll-free numbers that have received calls from a specified area code/exchange combination.

Fields and Descriptions

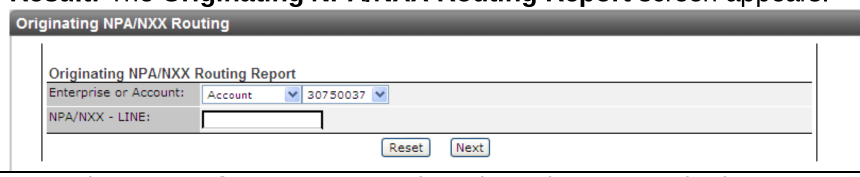
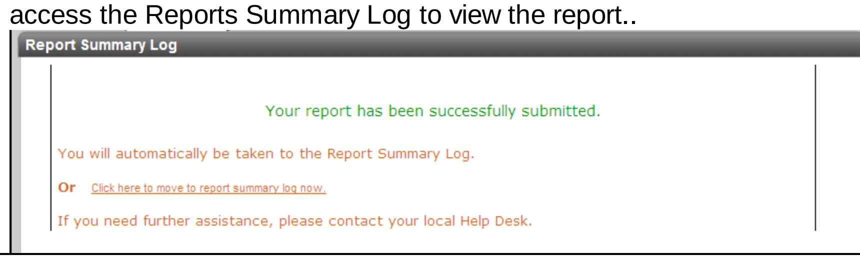
The table below describes the fields and buttons displayed on the **Originating NPA/NXX Routing** report.

Field Name	Description
Toll Free Number	This column lists all the Toll Free numbers that utilize the selected terminating address in their call plan.
Toll Free Description	This column displays a brief text description for each Toll Free number listed.
Terminating Address	This column displays the terminating address for each Toll Free number listed.
NPA/NXX	This column lists the originating NPA/NXX for each Toll Free number listed.
Back	This button allows you to return to the previous screen viewed.

Generating the Originating NPA/NXX Routing Report

Procedure

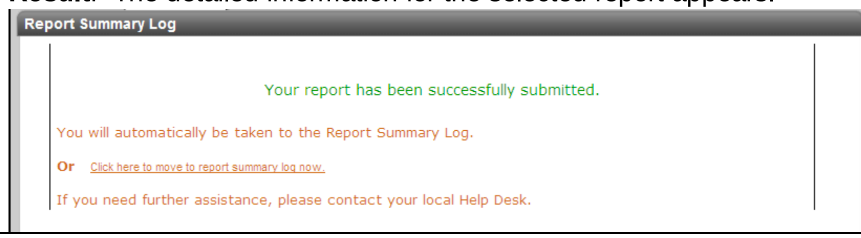
Follow the steps in the procedure below to **generate** an **Originating NPA/NXX Routing** report.

Step	Action
1	From the **Reports** menu, select **Originating NPA/NXX Routing**. **Result:** The **Originating NPA/NXX Routing Report** screen appears. 
2	From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Control Center Enterprise ID or Toll Free numbers associated with a specific CenturyLink Customer Account ID. **Note:** If you choose **Account**, a second drop down list appears. From this menu, select the desired **Account** ID for the selected report.
3	In the **NPA/NXX - LINE** field, enter the area code/exchange (i.e. 6, 614, 614555 or 6145555555).
4	Click  . **Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report.. 

Viewing the Originating NPA/NXX Routing Report

Procedure Follow the steps in the procedure below to **view** the **Originating NPA/NXX Routing** report.

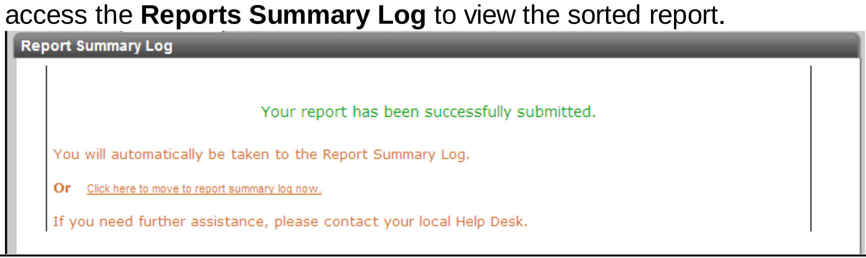
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Toll Free application, click on the Reports > Reports Summary Log menu option.</td></tr>
<tr><td>2</td><td>From the Reports Summary Log screen, click on the Originating NPA/NXX Routing Report for: hyperlink under the Report Title column.

Result: The detailed information for the selected report appears.

</td></tr>
</table>

Sorting the Originating NPA/NXX Routing Report

Procedure Follow the steps in the procedure below to **sort** the **Originating NPA/NXX Routing Report**.

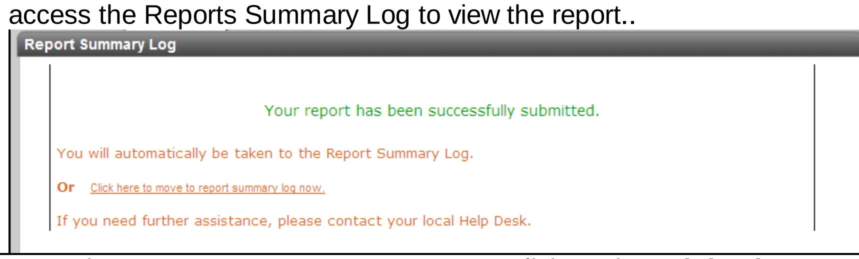
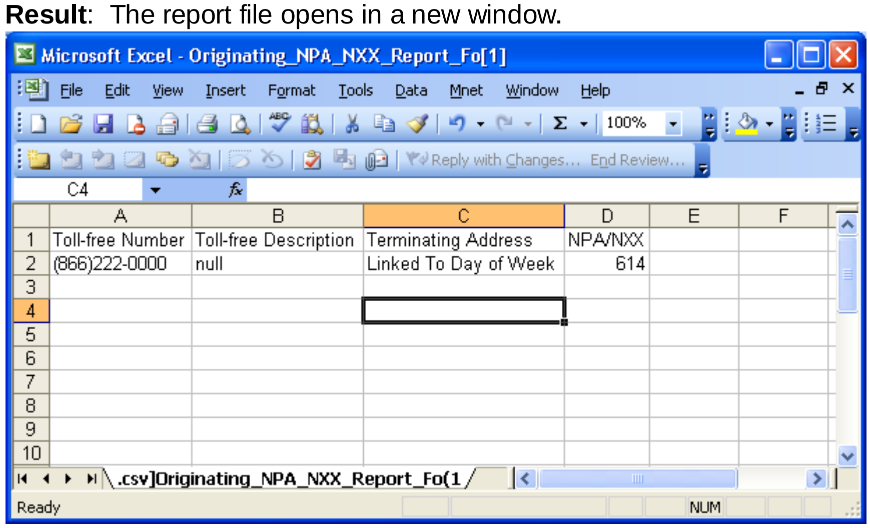
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Originating NPA/NXX Routing screen, click on the column arrow to sort the report by the desired field in ascending or descending order.

Result: A successful confirmation screen appears; you will need to access the Reports Summary Log to view the sorted report.

</td></tr>
</table>

Downloading the Originating NPA/NXX Routing Report

Procedure

Follow the steps in the procedure below to **download** the **Originating NPA/NXX Routing Report**.

Step	Action
1	From the **Originating NPA/NXX Routing Report for:** screen, click on the **CSV** or **TAB** hyperlink to download the detailed report information. **Result:** A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.. 
2	From the **Reports Summary Log** screen, click on the **Originating NPA/NXX Routing Report for:** hyperlink under the **Report Title** column (format = **CSV** or **TAB**). **Result**: The report file opens in a new window. 

Toll Free Call Plan per Feature Report

Introduction

The **Toll Free Call Plans per Feature** report provides the total number of call plans for your toll-free services that contains each type of enhanced feature in a graphical bar chart.

Fields and Descriptions

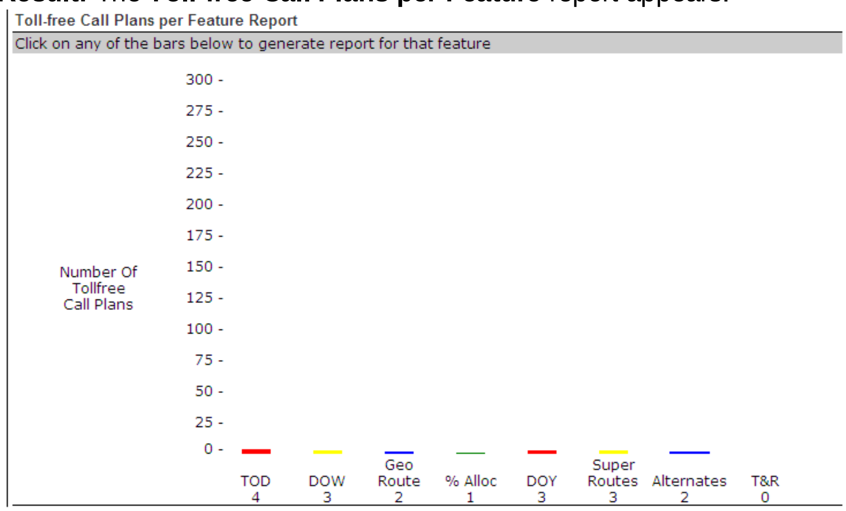
The table below describes the fields and buttons displayed on the **Toll Free Call Plan per Feature** report.

Field Name	Description
Number of Toll-Free Call Plans	This axis of the graph indicates the total number of call plans associated with your Control Center Enterprise ID.
TOD	This bar indicates the number of call plans that utilize Time of Day routing.
DOW	This bar indicates the number of call plans that utilize Day of Week routing.
Geo Route	This bar indicates the number of call plans that utilize Geographic routing.
% Alloc	This bar indicates the number of call plans that utilize Percentage Allocation routing.
DOY	This bar indicates the number of call plans that utilize Day of Year routing.
Alternates	This bar indicates the number of call plans that are designated as Alternate call plans.
	This button allows you to return to the previous screen viewed.

Generating the Toll Free Call Plan per Feature Report

Procedure

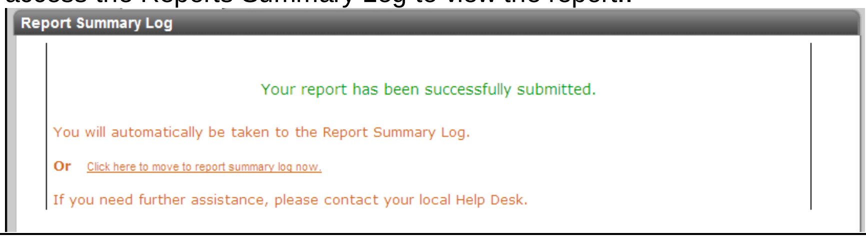
Follow the steps in the procedure below to **generate** the **Toll Free Call Plan per Feature** report.

Step	Action
1	From the **Reports** menu, select **Toll-free Call Plans per Feature**. **Result:** The **Toll-free Call Plans per Feature** report appears. 
2	Click  to return to the **Reports Summary Log** screen.

Generating a Feature Report

Procedure

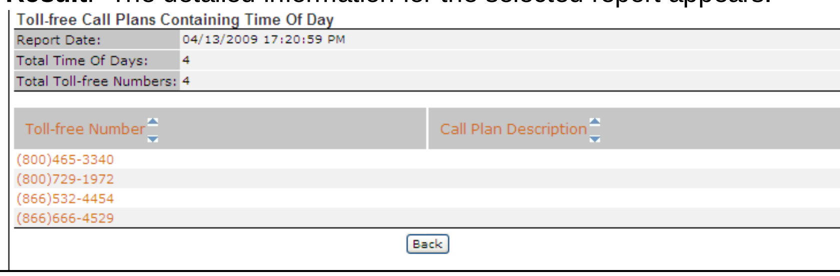
Follow the steps in the procedure below to **generate** a **Feature** report.

Step	Action
1	From the **Toll Free Call Plans per Feature** report, click on any of the feature bars to generate a report for the selected feature. **Result:** A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.. 

Viewing the Feature Report

Procedure Follow the steps in the procedure below to **view** the **Feature** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Toll Free application, click on the Reports > Reports Summary Log menu option.</td></tr>
<tr><td>2</td><td>From the Reports Summary Log screen, click on the Toll-free Call Plans containing (Feature) hyperlink under the Report Title column.

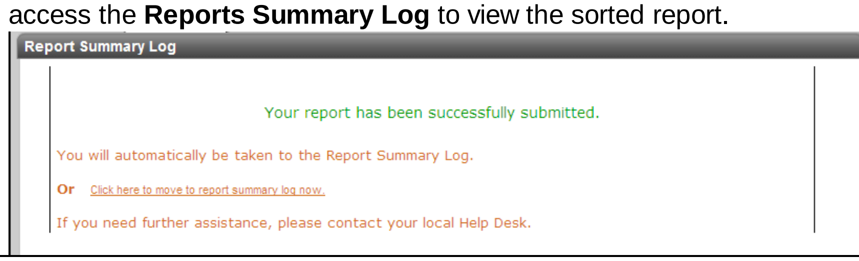
Result: The detailed information for the selected report appears.


</td></tr>
</table>

Sorting the Feature Report

Procedure Follow the steps in the procedure below to **sort** the **Feature Report**.

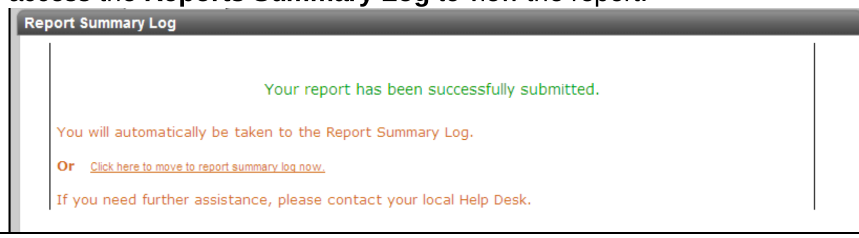
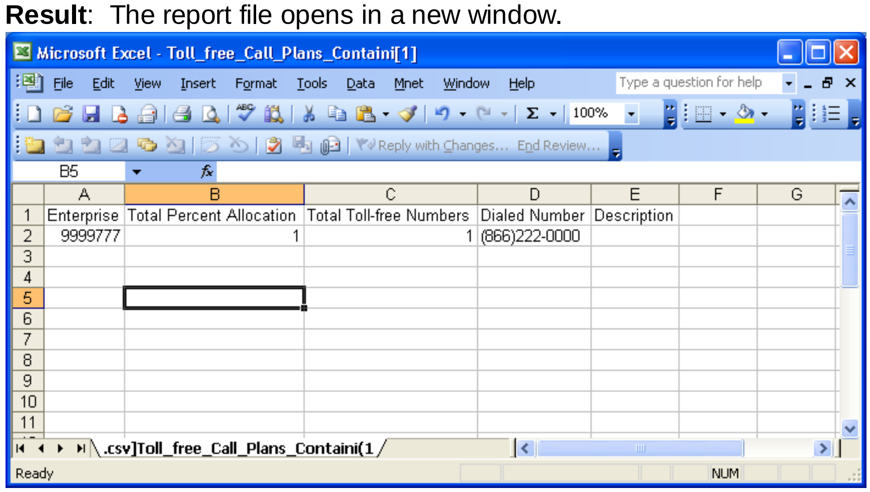
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Toll Free Call Plans containing (Feature) screen, click on the column arrow to sort the report by the desired field in ascending or descending order.

Result: A successful confirmation screen appears; you will need to access the Reports Summary Log to view the sorted report.


</td></tr>
</table>

Downloading the Feature Report

Procedure Follow the steps in the procedure below to **download** the **Feature Report**.

Step	Action
1	From the **Toll Free Call Plans containing (Feature)** screen, click on the **CSV** or **TAB** hyperlink to download the detailed report information. **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the report. 
2	From the **Reports Summary Log** screen, click on the **Toll Free Call Plans containing (Feature)** hyperlink under the **Report Title** column (format = **CSV** or **TAB**). **Result**: The report file opens in a new window. 

Toll Free Audit Report

Introduction

The **Toll Free Audit** report lists by User ID the modifications that have occurred on a toll-free call plan. This report displays the transaction number, the User ID, and the time stamp for each transaction.

At this time, only selected changes to a toll-free number service will generate a transaction that will appear on this report; this include the following:

- **Modifying enhanced features**
- **Modifying global default terminating address**
- **Activating alternate call plans**
- **Changes conducted on your toll-free services outside of Control Center**

Use the toll-free audit report to view your Toll Free history for the previous six months for disconnected numbers and twelve months for active numbers.

Note: You can view details on a particular transaction by clicking the Transaction Number.

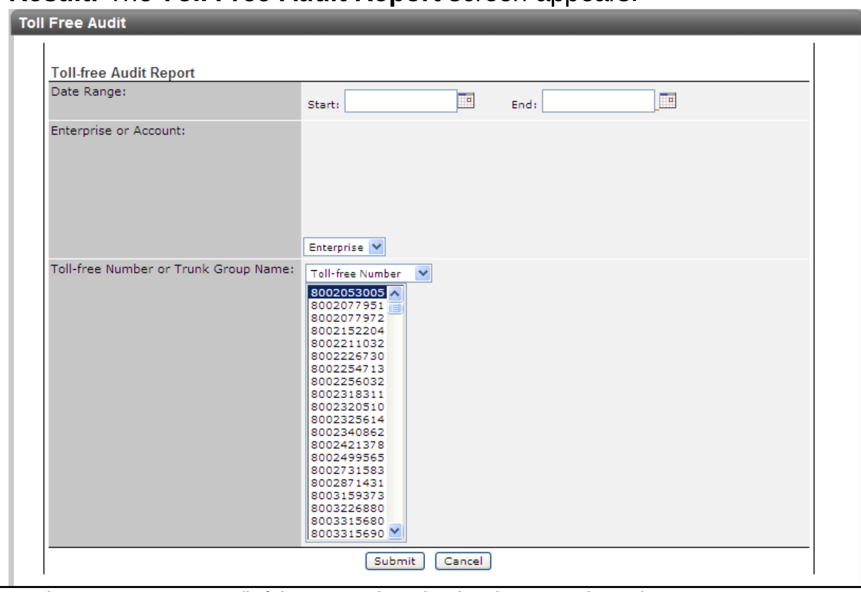
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Toll Free Audit** report.

Field Name	Description
Report Details Section	
Toll Free Number	This column lists the Toll Free number for each transaction that was generated.
Trunk Group Name	This column lists the trunk group number for each transaction that was generated.
Customer Account Number	This column displays the unique identifier for the customer account number for each Toll Free listed.
Transaction Number	This column lists the unique identifier associated with each transaction.
Batch Number	This column lists the unique batch number associated with the Toll Free changes.
User	This column lists the unique identifier of the user who performed each transaction.
Start Time	This column lists the date and time each transaction was initiated. **Note**: This column does not indicate when the transaction was completed.
Change/Type	This column indicates the call plan and type of changed that occurred for each listed transaction.
	This button allows you to return to the previous screen viewed.

Generating the Toll Free Audit Report

Procedure Follow the steps in the procedure below to **generate** the **Toll Free Audit** report.

Step	Action
1	From the **Reports** menu, select **Toll Free Audit**. **Result:** The **Toll Free Audit Report** screen appears. 
2	In the **Date Range** field, enter the desired **Start** date for your range. **Note:** You can also click to select a date from a calendar.
3	In the **Date Range** field, enter the desired **End** date for your range. **Note:** You can also click to select a date from a calendar.
4	From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Control Center Enterprise ID or Toll Free numbers associated with a specific CenturyLink Customer Account ID. **Note:** If you choose **Account**, a second drop down list appears. From this menu, select the desired **Account** ID for the selected report.
5	From the **Toll Free Number** or **Trunk Group Name** drop-down menu, select one of the provided options.

Continued on next page

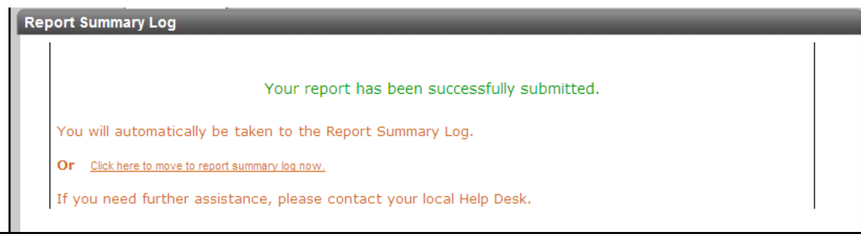
Generating the Toll Free Audit Report, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>From the list box under the Toll Free Number or Trunk Group drop-down menu, select one or multiple (Toll Free or Trunk Group) components.

Note: To select multiple rows highlight the rows by using your left-mouse key + the Shift key; or to select specific rows use the left mouse key + the CRTL key.</td></tr>
<tr><td>7</td><td>Click 
.

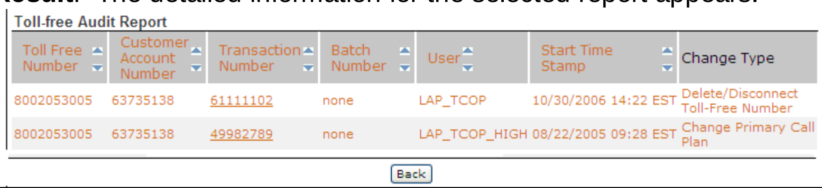
Result: A successful confirmation screen appears, you access the Reports Summary Log to view it.


</td></tr>
</table>

Viewing the Toll Free Audit Report

Procedure Follow the steps in the procedure below to **view** the **Toll Free Audit** report.

Step	Action
1	From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option.
2	From the **Reports Summary Log** screen, click on the **Toll Free Audit Report For :** hyperlink under the **Report Title** column. **Result**: The detailed information for the selected report appears.


Toll-free Audit Report

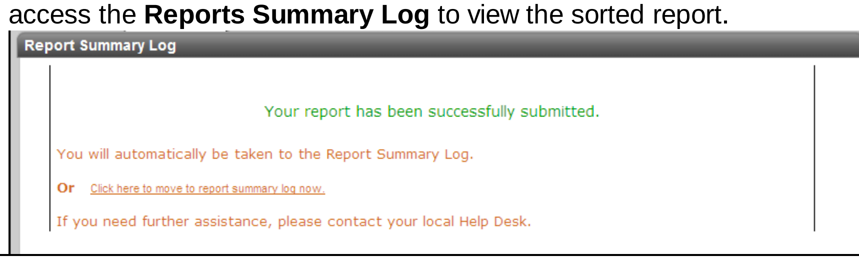
Toll Free Number	Customer Account Number	Transaction Number	Batch Number	User	Start Time Stamp	Change Type
8002053005	63735138	61111102	none	LAP_TCOP	10/30/2006 14:22 EST	Delete/Disconnect Toll-Free Number
8002053005	63735138	49982789	none	LAP_TCOP_HIGH	08/22/2005 09:28 EST	Change Primary Call Plan

Back

Sorting the Toll Free Audit Report

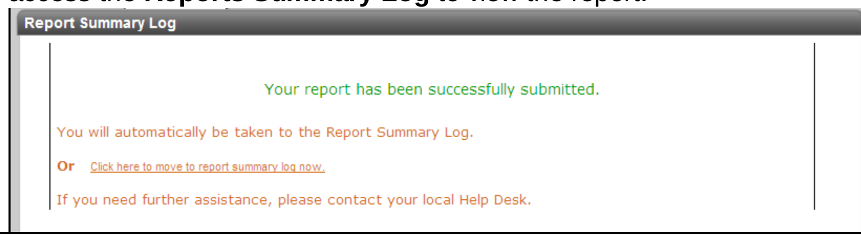
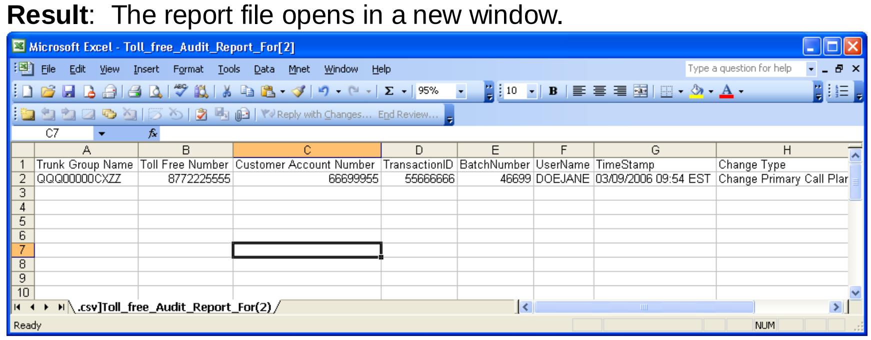
Procedure Follow the steps in the procedure below to **sort** the **Toll Free Audit Report**.

Step	Action
1	From the **Toll Free Audit Report For:** screen, click on the column arrow to sort the report by the desired field in ascending or descending order. **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the sorted report.



Downloading the Toll Free Audit Report

Procedure Follow the steps in the procedure below to **download** the **Feature Report**.

Step	Action
1	From the **Toll Free Audit Report For** screen, click on the **CSV** or **TAB** hyperlink to download the detailed report information. **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the report. 
2	From the **Reports Summary Log** screen, click on the **Toll Free Audit Report For** hyperlink under the **Report Title** column (format = **CSV** or **TAB**). **Result**: The report file opens in a new window. 

Traffic Utilization Report

Introduction

The **Traffic Utilization Report** allows you to generate usage statistics for the Toll Free services associated to your Control Center Enterprise ID. The system collects calls as they come in from the switch and allows you to create reports on Toll Free traffic based on these call detail records.

Control Center allows you to generate four types of traffic utilization reports:

- **Statistic**
- **Ring-to**
- **Pre-defined**
- **Call detail reports**

Note: Summary level reports are available for **40 days** of history.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Traffic Utilization** report.

Note: Each of the fields described below may not be listed on your generated report; only the applicable fields for your report criteria will display on the corresponding report.

Field Name	Description
Report Information	
Report Name	This field displays the name assigned to the report during creation.
Report Title	This field displays the title assigned to the report during creation.
Comment	This field displays any comments that were entered for the report during creation.
Number	This column displays the list of Toll Free numbers associated to your report generation.
Trunk Group	This column displays the unique identifier for the trunk group associated to your report generation.
Statistics (Monthly/Weekly/Daily/Hourly)	
Attempted Calls	This column displays the total number of calls that were attempted for each Toll Free number.
Completed Calls	This column displays the total number of calls that were completed successfully for each Toll Free number.
Completed MOU	This column displays the total number of minutes used for a completed call for each Toll Free number.
Blocked Calls	This column displays the total number of calls that were blocked do to Ring No Answer, Network Blocked, and/or Customer Blocked.
Percent Complete	This column indicates the percentage of total calls that completed successfully.
Busy Calls	This column displays the total number of calls that were busy during call routing.

Continued on next page

Traffic Utilization Report, continued

Procedure (continued)

Field Name	Description
Percent Busy	This column displays the percentage of the total calls that were flagged busy.
Details	
Disconnect Date	This column displays the date each call in the report ended.
Disconnect Time	This column displays the time each call in the report ended.
Called Number/Trunk Group Name	This column displays the number or trunk group name to which the network routed each call listed in the report. **Note**: This value may be a telephone number (for Switched terminating addresses) or a Trunk identifier (for Dedicated terminating addresses).
Originating ANI	This column displays the telephone number from which each call to one of your Toll Free numbers in the report originated
Terminating ANI	This column displays the telephone number from which each call to one of your Toll Free numbers in the report terminated.
Completed Minutes of Usage (MOU)	This column displays the total number of minutes used for each Toll Free number in your report.
Completion Code	This column displays a code that indicates how each call in the report ended.

A list of available completion codes can be found below.

Code	Description Abbreviation	Description
000	UNDT	UNDEFINED_TRTMT (billable)
001	NOSC	NO_SERVICE_CRKT
002	PDIL	PARTIAL_DIAL
003	PSIG	PERM_SIGNAL
004	INAC	INVALID_ACCOUNT_CODE
005	CNDT	COIN_DENIED_TERM
006	VACT	VACANT_CODE
007	MSCA	MISDIRECTED_CAMA_CALL
008	MSLC	MISDIRECTED_LOCAL
009	NBLH	NETWORK_BLK_HVY_TRAFFIC
010	NBLN	NETWORK_BLK_NML_TRAFFIC
011	EMR1	EMERGENCY_1
012	EMR2	EMERGENCY_2
013	UNCA	UNAUTHRIZED_CAMA_CODE
014	SYFL	SYSTEM_FAILURE
015	CQOV	CAMA_QUEUE_OVFL
016	HNPI	HNPA_CODE_INTERCEPT

017	UNDN	UNASSIGNED_NUMBER
018	BLDN	BLANK_DIR_NUMBER
019	BUSY	BUSY_LINE (billable)
020	UNOW	UNAUTHORIZED_OUTWATS
021	TDND	TOLL_DENIED
022	UNIN	UNAUTHORIZED_INWATS
023	SSTO	START_SIGNAL_TIME_OUT
024	NCRT	NO_CRKT
025	RODR	REORDER
026	MANL	MANUAL_LINE
027	ORSS	ORIG_SUSP_SERV
028	TESS	TERM_SUSP_SERV
029	OPRT	REGULAR_INTERCEPT
030	TRBL	TROUBLE_INTERCEPT
031	ANCT	MACHINE_INTERCEPT
032	PNOH	PERM_SIGN_NO_ROH
033	DNTR	DENIED_TERMINATION
034	NECG	NEAR_END_CONG
035	FECG	FAR_END_CONG
036	ORMC	ORIG_REV_MULTI_CODED
037	TOVD	TOLL_OVERLOAD
038	CONF	CONFIRM_TONE
039	RRPA	REV_RING_PFXA
040	ORAF	ORIG_REV_FREQ
041	TRRF	TERM_REV_FREQ
042	ORAC	ORIG_REV_CODED
043	ORMF	ORIG_REV_MULTI_FREQ
044	SRRR	SINGLE_REV_RING
045	DISC	DISCONNECT_TIMEOUT_TMT
046	UNPR	UNAUTHORIZED_PRECEDENCE
047	BLPR	BLOCKED_PRECEDENCE_CALL
048	EMR3	EMERGENCY_3
049	EMR4	EMERGENCY_4
050	NOCN	NO_COIN
051	PMPT	PREEMPT_TONE
052	SORD	STORAGE_OVERFLOW_REORDR
053	INAU	INVALID_AUTH_CODE
054	TINV	TEMPORARILY_INVALID
055	CNOT	COIN_OVERTIME_TRTMT
056	DCFC	DISALLOW_COIN_FREE_CALL
057	PRSC	PRIORITY_SCREEN_FAIL
058	GNCT	GENERALIZED_NO_CIRCUIT
059	ATBS	ATTENDANT_BUSY
060	MHLD	MUSIC_ON_HOLD
061	DODT	DENY_ORIG_DATA_TERMINAL

062	TDBR	TESTDESK_BRIDGE
063	RSDT	RESTRICTED_DATE_TIME
064	PTOF	PREMATURE_TRUNK_OFFER
065	VACS	VACANT_SPEED_NUMBER
066	ANTO	ANSWER_TIMEOUT
067	NMZN	NO_METERING_ZONE
068	FNAL	FEATURE_NOT_ALLOWED
069	UMOB	UNREGISTERED_MOBILE
070	ERDS	TRUNK_PERM_GROUND
071	STOB	SIGNAL_TIME_OUT_BOC
072	STOC	SIGNAL_TIME_OUT_IC_INC
073	EMR5	EMERGENCY_5
074	EMR6	EMERGENCY_6
075	INOC	INVALID_OIC_CODE
076	ANIA	ANI_ACCOUNT_STATUS_NOT_
077	CFWV	CFW_VERIFICATION
078	NACK	FEATURE_ACTION_NACK
079	CACE	CARR_ACC_CODE_ERROR
080	D950	DIAL_950
081	N950	NO_DIAL_950
082	ILRS	INTER_LATA_RES
083	NACD	NO_DIAL_ACCESS_CODE
084	DACD	DIAL_ACCESS_CODE
085	ADBF	ANI_DATABASE_FAILURE
086	PGTO	MOBILE_PAGE_TIMEOUT
087	AIFL	AIOD_FAILURE
088	FDNZ	FIRST_DIGIT_NOT_ZERO
089	CCTO	CALLING_CARD_TIMEOUT
090	CCNV	CALLING_CARD_INVALID
091	CCNA	CALLING_CARD_NOT_ALLOWE
092	FDER	FEATURE_DATA_ERROR
093	NOSR	NO_SOFTWARE_RESOURCE (billable)
094	CGRO	CUSTOMER_GROUP_RESOURCE
095	VCCT	VACANT_COUNTRY_CODE
096	LCAB	LOCAL_CALL_AREA_BARRED
097	INCC	INVALID_CITYCODE
098	CONP	CONNECTION_NOT_POSSIBLE
099	NINT	CHANGED_NUM_INTERCEPT
100	SCFL	DBS_COMMUNICATION_FAILU
101	NCIX	NCS_INCOMING_EXCLUSION
102	NCII	NCS_INVALID_ID_CODE
103	NCTF	NCS_TRANSLATION_FAILURE
104	NONT	NOT_ON_NETWORK
105	NCUN	NCS_UNEXPECTED_ERROR

106	ATDT	ATD_TIMEOUT
107	ANBB	ANI_FGB_BLOCK
108	IVCC	INVALID_CORRIDOR_CALL
109	SCUN	SERVICE_CURRENTLY_UNAVA
110	INPD	INVALID_PIN_DIGITS
111	NPAR	NPA_RESTRICTED
112	IDPB	IDDD_PROHIBITED
113	CNAC	CALL_NO_ACCEPTED
114	CBTN	CLEAR_BACK_TONE
115	MTOC	MFC_TIMEOUT_OR_CONFUSIO
116	ANFL	ANN_FAILER
117	CHAN	CHANGED_NUMBER_ANNOUNCE
118	CHAF	CHANGED_NUMBER_FORWARDE
119	OSVR	OPERATOR_SERVICES_VOICE
120	N00B	N00_CALL_BLOCKED
121	CFOV	CFW_SIMULTANEOUS_OVFL
122	ILRR	ILR_RESTRICTED
123	COSX	COS_EXCEEDED
124	CACB	CARRIER_ACCESS_CODE_BLO
125	SINT	SERVICE_INTERCEPT
126	IWUC	INTL_WAKEUP_CALL
127	INBT	INS_TRTMT
128	NC8F	NCS_800_FAILURE
129	FRDR	FEATURE_REORDER
130	C7AP	CCS7_APPLICATION_FAILUR
131	DTFL	DATAFILL_ERROR
132	BBFS	STR_BLUE_BOX_FRAUD_DETE
133	NTRS	NO_TERMINAL_RESPONDING
134	CREJ	CALL_REJECTED
135	UPAB	UNIVERSAL_PUB_ACCESS_BL
136	SORE	STN_ORIG_RESTRICTION_ER
137	CNAD	CALL_NOT_ALLOWED
138	VPFX	VACANT_PREFIX_CODE
139	CCAP	CREDIT_CARD_ANN_PROMPT
140	ACPR	AUTHCODE_PROMPT
141	CCIR	CREDIT_CAR_NUMBER_INVAL
142	ADPA	ADDRESS_DIGITS_PROMPT
143	CCDT	CREDIT_CARD_DIAL_TONE
144	UCCN	UNPAID_CREDIT_CARD_NUMB
145	CBDN	CALL_BACK_DESTINATION_N
146	N9DF	NCS_900_DATABASE_FAILUR
147	N9OB	NCS_900_NUM_OUT_OF_BAND
148	N9NS	NCS_900_NOT_IN_SERVICE
149	CCCF	CARRIER_CALL_COMP_FAIL
150	SCRJ	SCRJ_CALL_REJECT

151	ICNF	INVALID_CONFERENCE_CODE
152	LECV	LEC_CALLING_CARD_VALID
153	LCNV	LEC_CALLING_CARD_NOT_VA
154	CGFL	CUG_SERVICE_NOT_ALLOWED
155	VPFL	VPN_SERVICE_NOT_ALLOWED
156	PTFL	POTS_SERVICE_NOT_ALLOWE
157	SCA	SCA_CALL_REJECT
158	NCS0	NCS_TREATMENT_0
159	NCS1	NCS_TREATMENT_1
160	CHNF	CHANNEL_NEG_FAIL
161	BCNI	BC_NOT_IMPLEMENTED
162	RING	AUDIBLE_RINGING_TONE
163	JACK	JUSTIFIED_ALT_CLG_KNOWL
164	ITCF	ITC_INVALID
165	NVIP	NOT_VERY_IMPORTANT_PERS
166	ACRJ	ACRJ_CALL_REJECT
167	FCNI	FACILITY_NOT_IMPLEMENTD
168	PERR	PROTOCOL_ERROR
169	INVM	INVALID_MESSAGE
170	SONI	SERV_OPT_NOT_IMPL
171	CDAS	CDA_ACT_SUCCESSFUL
172	CDAF	CDA_ACT_FAILED
173	CDDS	CDA_DEACT_SUCCESSFUL
174	CDDF	CDA_DEACT_FAILED
175	AARD	ANI_ACCOUNT_RECENTLY_DI
176	###*	TREATMENT_CODE_NOT_USED
177	GFNV	GLOBAL_FONCARD_NOT_VALI
178	LBSY	LCL_BUSY
179	TBSY	TOLL_BUSY
180	IIEC	INVALID_INFO_ELEMT_CONT
181	NOBC	NO_BC_AVAILABLE
182	NORA	NO_ROUTING_AVAILABLE
183	PER1	PROTOCOL_ERROR_1
184	PER2	PROTOCOL_ERROR_2
185	PER3	PROTOCOL_ERROR_3
186	PER4	PROTOCOL_ERROR_4
187	PER5	PROTOCOL_ERROR_5
188	CER1	CUG_ERROR_1
189	WUCR	WUCR_CALL_TREAT
190	MTBL	MOBILE_TROUBLE
191	MWKP	MOBILE_WEAK_POWER
192	RFCS	RMT_FEAT_CNTL_SUCCESS
193	RFCD	RMT_FEAT_CNTL_DENIED
194	RFCE	RMT_FEAT_CNTL_ERROR
195	EROR	MTX_ERV_ORIGINATOR

196	ERTR	MTX_ERV_TERMINATOR
197	ERTO	MTX_ERV_TIMEOUT
198	TRGB	TRIGGER_BLOCK
199	ESNF	MANUFACTURER_ESN_FRAUD
200	MBIA	MOBILE_INACTIVE
201	Q33A	Q33_FAILURE
202	Q33B	Q33_FAIL2
203	AIND	AIN_DISCONNECT_CALL
204	AINF	AIN_FINAL_TREATMENT
205	INRF	INVALID_REDIR_FEAT_CODE
206	RTTE	REDR_TNDM_THRESH_EXCEED
207	ITDN	INTL_TOLL_DENIED
208	PRTO	PROFILE_TIMEOUT
209	###*	TREATMENT_CODE_NOT_USED
210	###*	TREATMENT_CODE_NOT_USED
211	###*	TREATMENT_CODE_NOT_USED
212	###*	TREATMENT_CODE_NOT_USED
213	###*	TREATMENT_CODE_NOT_USED
214	AVPF	_AUTHENTIICATION_FAILED
215	AVP2	_AUTHENTICATION 2
216	###*	TREATMENT_CODE_NOT_USED

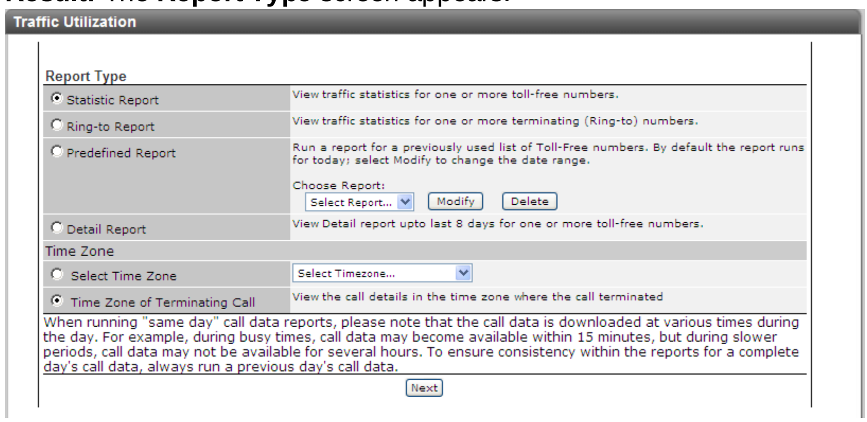
Completion CD:
A - No Circuits Available
B - Customer Busy
N - Network Blocked
R - Ring No Answer
T - Customer Blocked
U - Undetermined

Answer Type CD:
0 - Nil value (For example, caller abandon during origination.)
4 - Hardware answer

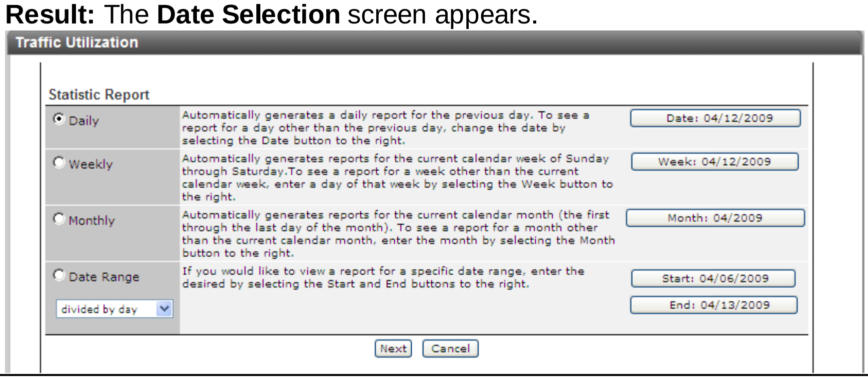
Generating the Traffic Utilization Report

Procedure Follow the steps in the procedure below to **generate** the **Traffic Utilization** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Traffic Utilization.

Result: The Report Type screen appears.

</td></tr>
<tr><td>2</td><td>From the Report Type radio buttons, select the desired type of report you want to generate.</td></tr>
<tr><td>3</td><td>From the Time Zone radio buttons, select the appropriate time zone option.

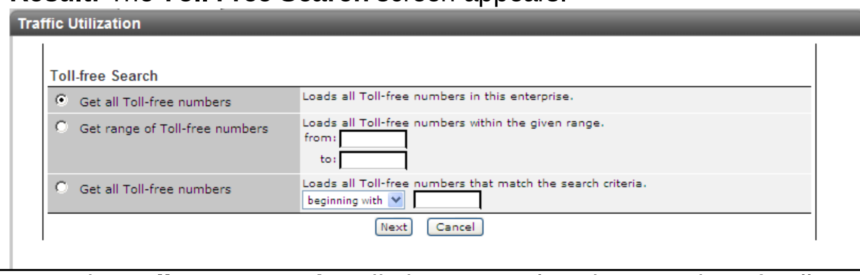
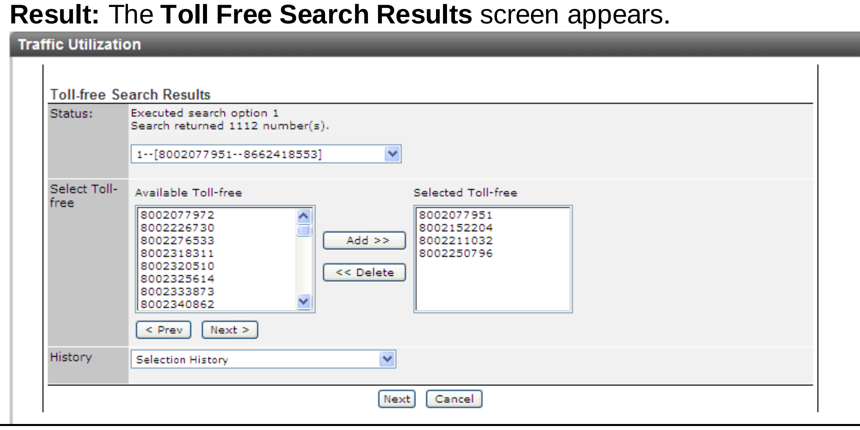
Note: Control Center provides you the option to either view all calls in one time zone or the time zone where the call terminates.</td></tr>
<tr><td>4</td><td>Click Next .

Result: The Date Selection screen appears.

</td></tr>
</table>

Continued on next page

Generating the Traffic Utilization Report, continued

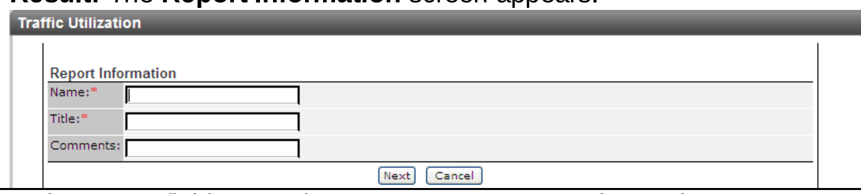
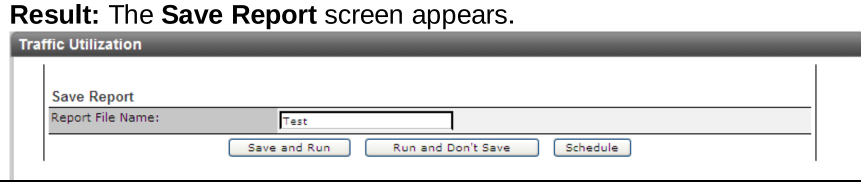
Procedure (continued)

Step	Action
5	From the **Date Selection** radio buttons, select the time period you want the report to cover. **Note**: You can generate a **monthly**, **weekly**, or **daily** report or you can choose a specific time period depending on the selected **Report Type**.
6	Click . **Result:** The **Toll Free Search** screen appears. 
7	From the **Toll Free Search** radio buttons, select the grouping of Toll Free numbers from which you want to select the Toll Free numbers for your report, up to a maximum of 350 Toll Free numbers per report. **Note**: You can quickly find a Toll Free number, range of numbers, or numbers beginning with, ending with, or containing certain digits.
8	Click . **Result:** The **Toll Free Search Results** screen appears. 

Continued on next page

Generating the Traffic Utilization Report, continued

Procedure (continued)

Step	Action
9	From the **Toll Free Search Results** screen, highlight the Toll Free numbers you want to see on the report from the **Available Toll Free** list box and click **Add**.
10	Click Next. **Result:** The **Report Information** screen appears. 
11	In the **Name** field, enter the name you want to assign to the report.
12	In the **Title** field, enter the name you want to assign to the report.
13	In the **Comments** field (if applicable), enter any additional notes you want to attach to the report. **Note**: The **Name**, **Title** and **Comments** will appear on the report and in the Reports Summary Log so you can reference previously generated reports.
14	Click Next. **Result:** The **Save Report** screen appears. 

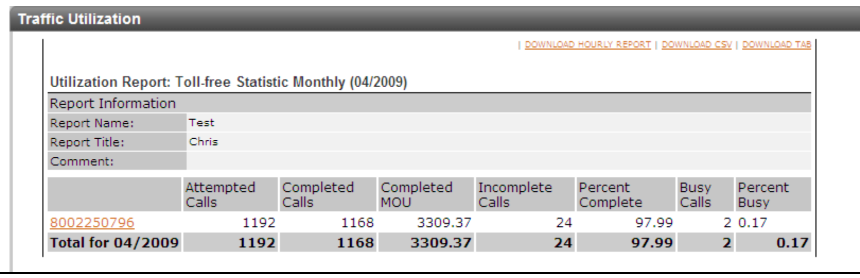
Continued on next page

Generating the Traffic Utilization Report, continued

Procedure (continued)

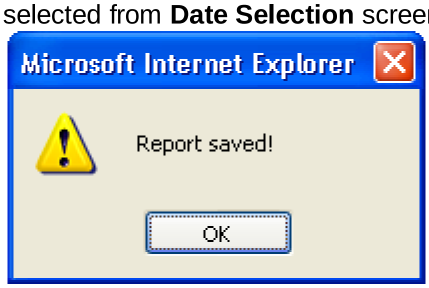
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>15</td><td>In the Report File Name field, enter the name you would like to assign to the report.</td></tr>
<tr><td>16</td><td>Click 

.

Result: The report displays in the Control Center system; however is not saved.


<table>
<tr><th colspan="8">Report Information</th></tr>
<tr><td>Report Name:</td><td colspan="7">Test</td></tr>
<tr><td>Report Title:</td><td colspan="7">Chris</td></tr>
<tr><td>Comment:</td><td colspan="7"></td></tr>
<tr><th></th><th>Attempted Calls</th><th>Completed Calls</th><th>Completed MOU</th><th>Incomplete Calls</th><th>Percent Complete</th><th>Busy Calls</th><th>Percent Busy</th></tr>
<tr><td>8002250796</td><td>1192</td><td>1168</td><td>3309.37</td><td>24</td><td>97.99</td><td>2</td><td>0.17</td></tr>
<tr><td>Total for 04/2009</td><td>1192</td><td>1168</td><td>3309.37</td><td>24</td><td>97.99</td><td>2</td><td>0.17</td></tr>
</table>
</td></tr>
<tr><td>17</td><td>Click 

.

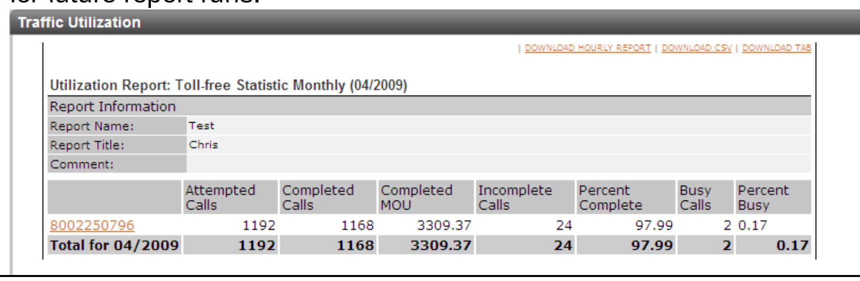
Result: A dialog box is displayed confirming the report has been saved. The report criterion is saved in the system and becomes a predefined report that can be selected from Date Selection screen.


</td></tr>
</table>

Continued on next page

Generating the Traffic Utilization Report, continued

Procedure (continued)

Step	Action
18	Click **OK**. **Result**: The report displays in the Control Center system and is saved for future report runs. 

Traffic Utilization

| DOWNLOAD HOURLY REPORT | DOWNLOAD CSV | DOWNLOAD TAB

Utilization Report: Toll-free Statistic Monthly (04/2009)

Report Information	
Report Name:	Test
Report Title:	Chris
Comment:	

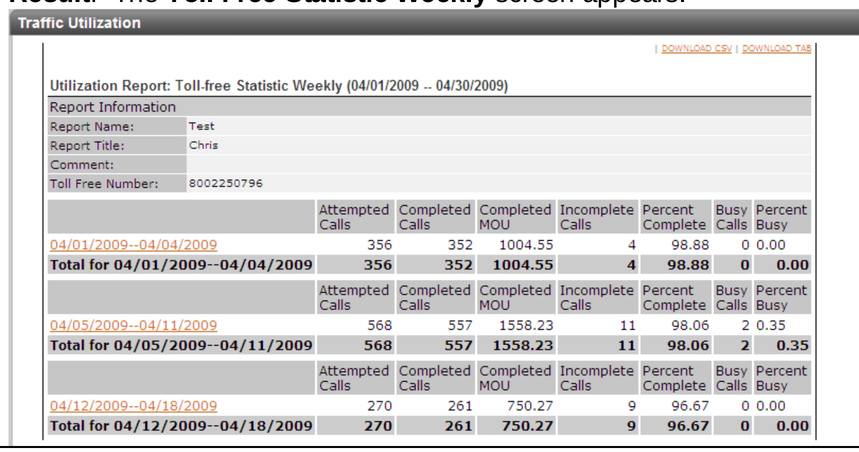
	Attempted Calls	Completed Calls	Completed MOU	Incomplete Calls	Percent Complete	Busy Calls	Percent Busy
8002250796	1192	1168	3309.37	24	97.99	2	0.17
Total for 04/2009	**1192**	**1168**	**3309.37**	**24**	**97.99**	**2**	**0.17**

Viewing the Traffic Utilization Report

Procedure

Once the **Traffic Utilization** report displays in the Control Center system, you have the option to view additional details via hyperlinks. Follow the steps in the procedure below to **view** these additional screens.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Toll Free Statistic Monthly report screen, click on the Toll Free number or Trunk Group Name.

Result: The Toll Free Statistic Weekly screen appears.

Traffic Utilization
| DOWNLOAD CSV | DOWNLOAD TAB
Utilization Report: Toll-free Statistic Weekly (04/01/2009 -- 04/30/2009)
<table>
<tr><th colspan="2">Report Information</th></tr>
<tr><td>Report Name:</td><td>Test</td></tr>
<tr><td>Report Title:</td><td>Chris</td></tr>
<tr><td>Comment:</td><td></td></tr>
<tr><td>Toll Free Number:</td><td>8002250796</td></tr>
</table>
<table>
<tr><th></th><th>Attempted Calls</th><th>Completed Calls</th><th>Completed MOU</th><th>Incomplete Calls</th><th>Percent Complete</th><th>Busy Calls</th><th>Percent Busy</th></tr>
<tr><td>04/01/2009--04/04/2009</td><td>356</td><td>352</td><td>1004.55</td><td>4</td><td>98.88</td><td>0</td><td>0.00</td></tr>
<tr><td>Total for 04/01/2009--04/04/2009</td><td>356</td><td>352</td><td>1004.55</td><td>4</td><td>98.88</td><td>0</td><td>0.00</td></tr>
<tr><th></th><th>Attempted Calls</th><th>Completed Calls</th><th>Completed MOU</th><th>Incomplete Calls</th><th>Percent Complete</th><th>Busy Calls</th><th>Percent Busy</th></tr>
<tr><td>04/05/2009--04/11/2009</td><td>568</td><td>557</td><td>1558.23</td><td>11</td><td>98.06</td><td>2</td><td>0.35</td></tr>
<tr><td>Total for 04/05/2009--04/11/2009</td><td>568</td><td>557</td><td>1558.23</td><td>11</td><td>98.06</td><td>2</td><td>0.35</td></tr>
<tr><th></th><th>Attempted Calls</th><th>Completed Calls</th><th>Completed MOU</th><th>Incomplete Calls</th><th>Percent Complete</th><th>Busy Calls</th><th>Percent Busy</th></tr>
<tr><td>04/12/2009--04/18/2009</td><td>270</td><td>261</td><td>750.27</td><td>9</td><td>96.67</td><td>0</td><td>0.00</td></tr>
<tr><td>Total for 04/12/2009--04/18/2009</td><td>270</td><td>261</td><td>750.27</td><td>9</td><td>96.67</td><td>0</td><td>0.00</td></tr>
</table></td></tr>
<tr><td>2</td><td>From the Toll Free Statistic Weekly report screen, click on the desired Date Range.

Result: The Toll Free Statistic Daily report screen appears.</td></tr>
<tr><td>3</td><td>From the Toll Free Statistic Daily report screen, click on a specific Date.

Result: The Toll Free Statistic Hourly report screen appears.</td></tr>
<tr><td>4</td><td>From the Toll Free Hourly report screen, click on the specific Time.

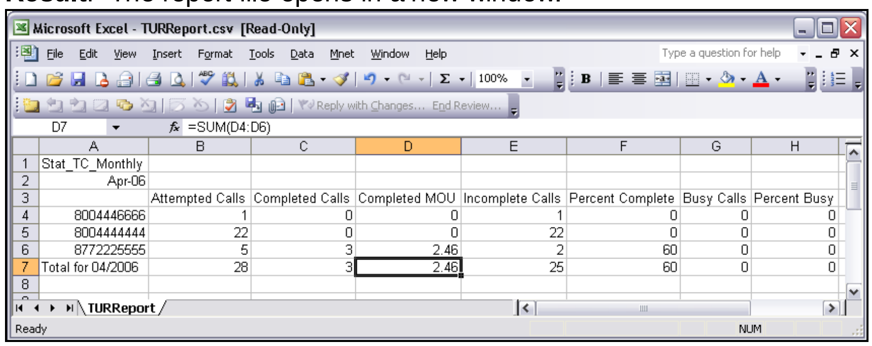
Result: The Toll Free Detail report screen appears.</td></tr>
</table>

Downloading the Traffic Utilization Report

Procedure

Follow the steps in the procedure below to **download** the **Traffic Utilization** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Utilization Report screen, click on the Download CSV or Download TAB hyperlink to download the detailed report information.

Result: The report file opens in a new window.


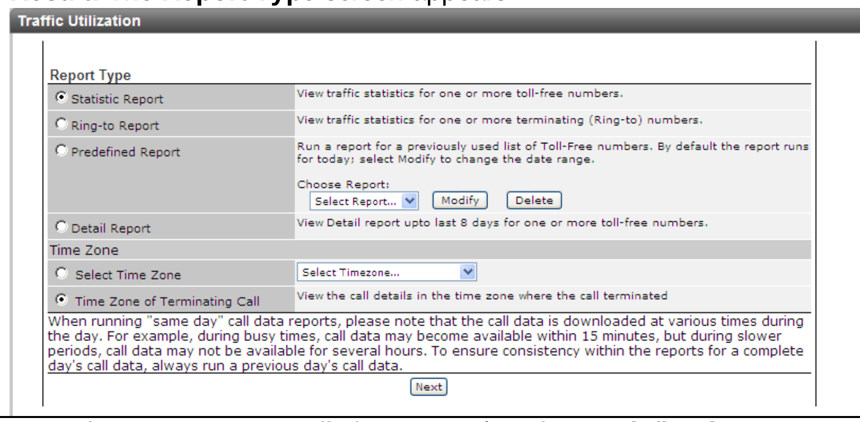
</td></tr>
</table>

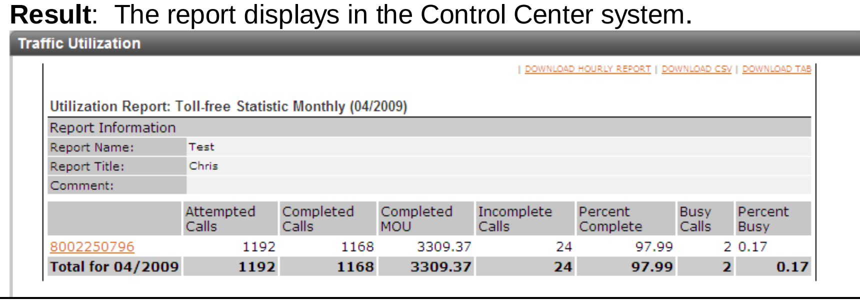
Generating a Predefined Traffic Utilization Report

Procedure

Follow the steps in the procedure below to **generate** a **Predefined Traffic Utilization** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Traffic Utilization.

Result: The Report Type screen appears.

</td></tr>
<tr><td>2</td><td>From the Report Type radio buttons, select the Predefined Report type.</td></tr>
<tr><td>3</td><td>From the Choose Report drop down menu, select the desired report for generation.</td></tr>
<tr><td>4</td><td>Click Next .

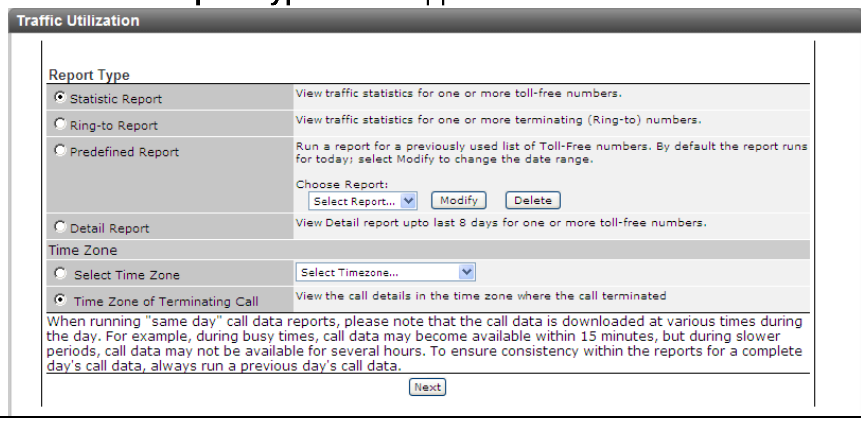
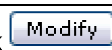
Result: The report displays in the Control Center system.

</td></tr>
</table>

Modify a Predefined Traffic Utilization Report

Procedure

Follow the steps in the procedure below to **modify** a **Predefined Traffic Utilization** report.

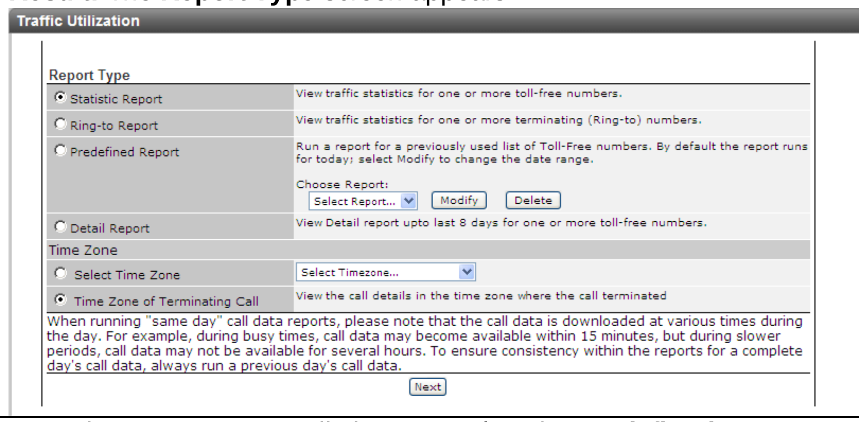
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Traffic Utilization.

Result: The Report Type screen appears.

</td></tr>
<tr><td>2</td><td>From the Report Type radio buttons, select the Predefined Report type.</td></tr>
<tr><td>3</td><td>From the Choose Report drop down menu, select the desired report for modification.</td></tr>
<tr><td>4</td><td>Click .</td></tr>
<tr><td>5</td><td>Modify the report parameters, as needed.</td></tr>
</table>

Deleting a Predefined Traffic Utilization Report

Procedure

Follow the steps in the procedure below to **delete** a **Predefined Traffic Utilization** report.

Step	Action
1	From the **Reports** menu, select **Traffic Utilization**. **Result:** The **Report Type** screen appears. 
2	From the **Report Type** radio buttons, select the **Predefined Report** type.
3	From the **Choose Report** drop down menu, select the desired report for deletion.
4	Click . **Result**: A confirmation message dialog box appears. 
5	Click  . **Result**: A confirmation message dialog box appears. 
6	Click  .

Trunk Utilization Report

Introduction

The **Trunk Utilization** provides usage data and statistics for your dedicated toll free trunk groups. The system collects calls as they come in from the switch and allows you to create reports on toll-free traffic based on these call detail records.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Trunk Utilization**.

Note: Each of the fields described below may not be listed on your generated report; only the applicable fields for your report criteria will display on the corresponding report.

Field Name	Description
Report Information	
Report Name	This field displays the name assigned to the report during creation.
Report Title	This field displays the title assigned to the report during creation.
Comment	This field displays any comments that were entered for the report during creation.
Target Grade of Service	TBA
Hourly and/or Daily Summary	
Trunk Group	This column displays the unique identifier for the trunk group associated to your report generation.
Date	This column displays the calendar date for which the utilization in each row listed took place.
Hour	This column displays the hour for which the utilization in each row listed took place.
Day of Week	This column identifies the day of the week for which the utilization in each row listed took place. Note: This field is only visible on the **Daily Summary** report.
Inbound Attempt	This column identifies the total number of calls that attempted to use each trunk in an inbound direction.
Outbound Attempt	This column identifies the total number of calls that attempted to use each trunk in an outbound direction.
Inbound Complete	This column identifies the number of calls that successfully used each trunk in an inbound direction.
Outbound Complete	This column identifies the number of calls that successfully used each trunk in an outbound direction.
Total Overflow	This column identifies the total number of calls that attempted to use the selected trunks; however required overflow routing.
Percent Blocking	This column identifies the percentage of calls that failed.
Channels in Service	This column identifies the total number of selected trunks that were fully functional during the specified time period.

Continued on next page

Trunk Utilization Report, continued

Fields and Descriptions

(continued)

Field Name	Description
Total CCS	This column identifies the total amount of inbound and outbound usage carried by the selected trunks, in Centum Call Seconds (CCS) units.
Total CCS per Channel	This column identifies the total amount of inbound and outbound usage carried by each trunk, in Centum Call Seconds (CCS) units.
Inbound Overflow	This column identifies the calls that attempted to use the trunk in an inbound direction and failed.
Outbound Overflow	This column identifies the calls that attempted to use the trunk in an outbound direction and failed.
Channels Out of Service	This column identifies the total number of selected trunks that were disabled during the specified time period.
Inbound CCS	This column identifies the total amount of inbound usage carried by the selected trunks, in Centum Call Seconds (CCS) units (one Centum Call Second represents one circuit busy for 100 seconds.).
Outbound CCS	This column identifies the total amount of outbound usage carried by the selected trunks, in Centum Call Seconds (CCS) units (one Centum Call Second represents one circuit busy for 100 seconds.).
Inbound CCS per Channel	This column identifies the amount of inbound usage carried by each trunk in Centum Call Seconds (CCS) units (one Centum Call Second represents one circuit busy for 100 seconds.).
Outbound CCS per Channel	This column identifies the amount of outbound usage carried by each trunk in Centum Call Seconds (CCS) units (one Centum Call Second represents one circuit busy for 100 seconds.).
Inbound MOU	This column identifies the total amount of inbound usage carried by the selected trunks in Minutes of Use (MOU) units (one Minute of Use represents one circuit busy for 60 seconds).
Outbound MOU	This column identifies the total amount of outbound usage carried by the selected trunks in Minutes of Use (MOU) units (one Minute of Use represents one circuit busy for 60 seconds).
Total MOU	This column identifies the total amount of inbound and outbound usage carried by all the selected trunks in Minutes of Use (MOU) units (one Minute of Use represents one circuit busy for 60 seconds).
Inbound MOU per Channel	This column identifies the amount of inbound usage carried by each trunk in Minutes of Use (MOU) units (one Minute of Use represents one circuit busy for 60 seconds).

Continued on next page

Trunk Utilization Report, continued

Fields and Descriptions

(continued)

Field Name	Description
Outbound MOU per Channel	This column identifies the amount of inbound usage carried by each trunk in Minutes of Use (MOU) units (one Minute of Use represents one circuit busy for 60 seconds).
Total MOU per Channel	This column identifies the total amount of inbound and outbound usage carried by each trunk in Minutes of Use (MOU) units (one Minute of Use represents one circuit busy for 60 seconds).
Monthly Report	
Trunk Group	This column displays the unique identifier for the trunk group associated to your report generation.
Month	This column displays the calendar month for which the utilization in each row listed took place.
Monthly Total CCS	This column displays the monthly usage in Centum Call Seconds (CCS).
Monthly Total Blocked Calls	This column displays the total number of calls that were blocked for each listed item.
Busy Date	This column indicates the date for which each listed item encountered its busiest hour.
Busy Hour	This column displays the hour during which the largest call volume traveled across the trunk for each listed item.
Busy Hour CCS	This column displays the Centum Call Seconds (CCS) that traveled over the trunk during the busiest hour for each listed item.
Busy Hour Report	
Trunk Group	This column displays the unique identifier for the trunk group associated to your report generation.
Busy Date	This column indicates the date for which each listed item encountered its busiest hour.
Busy Hour	This column displays the hour during which the largest call volume traveled across the trunk for each listed item.
Channels in Service	This column identifies the total number of selected trunks that were fully functional during the specified time period.
Carried Load (CCS)	This column provides the trunk usage.
Carried Calls	This column displays the total number of calls delivered successfully.
Blocked Calls	This column displays the number of calls that were blocked for each listed item.
Current GOS %	This column displays percentage of incoming calls turned away during a busy hour.
Offered Load (CCS)	This column displays the peak busy hour traffic that would have occurred if resources allowed all the calls to be delivered successfully.
Channels Recommended	This column identifies the number of circuits that would be needed to achieve the Target GOS.

Generating the Trunk Utilization Report

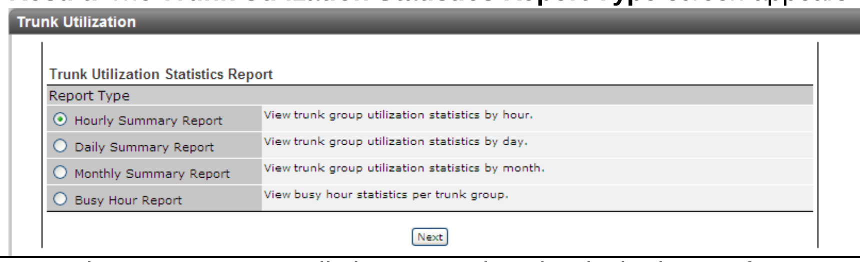
Procedure

Follow the steps in the procedure below to **generate** the **Trunk Utilization** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the **Reports** menu, select **Trunk Utilization**.

Result: The **Trunk Utilization Statistics Report Type** screen appears.



</td></tr>
<tr><td>2</td><td>

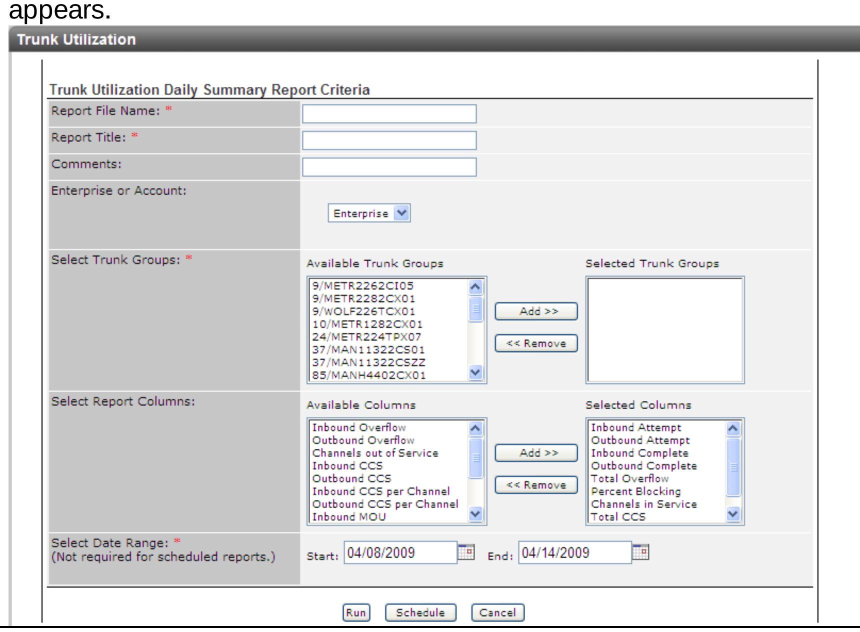
From the **Report Type** radio buttons, select the desired type of report you want to generate.

</td></tr>
<tr><td>3</td><td>

Click 

.

Result: The corresponding **Trunk Utilization Report Criteria** screen appears.



</td></tr>
</table>

Continued on next page

Generating the Trunk Utilization Report, continued

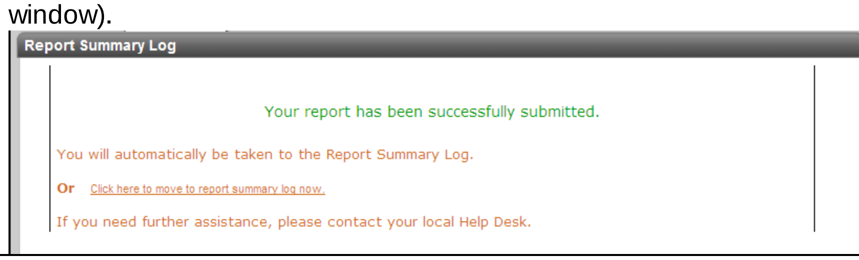
Procedure (continued)

Step	Action
4	In the **Report File Name** field, enter the name you would like to assign to the report.
5	In the **Report Title** field, enter the name you would like to assign to the report.
6	In the **Comments** field (if applicable), enter any additional notes you want to attach to the report.
7	From the **Enterprise** or **Account** drop-down list, select whether you want to select trunk groups from your entire Control Center Enterprise ID or from a single account associated with your Control Center Enterprise ID. **Result:** The items listed in the **Available Trunk Groups** box change to reflect your selection.
8	From the **Available Trunk Groups** list box, select the trunk group(s) you want to include in the report. **Note:** To select a range of trunk groups, click the first group, hold down your **Shift** key, then click the last group. To select multiple individual trunk groups, hold down the **Ctrl** key and click all the groups you want to select.
9	Click Add >>. **Result:** The trunk group(s) you selected moved to the **Selected Trunk Groups** list box. To remove a selected trunk, highlight the trunk group and click << Remove.
10	In the **Available Columns** list box, select the column information you want to include on the requested report (this option is not available for Monthly Summary and Busy Hour reports). **Note:** To select a range of columns, click the first column, hold down your **Shift** key, then click the last column. To select multiple individual columns, hold down the **Ctrl** key and click all the columns you want to select.
11	Click Add >>. Result: The report column(s) you selected moved to the Available Columns list box. To remove a selected column, highlight the column and click << Remove.

Continued on next page

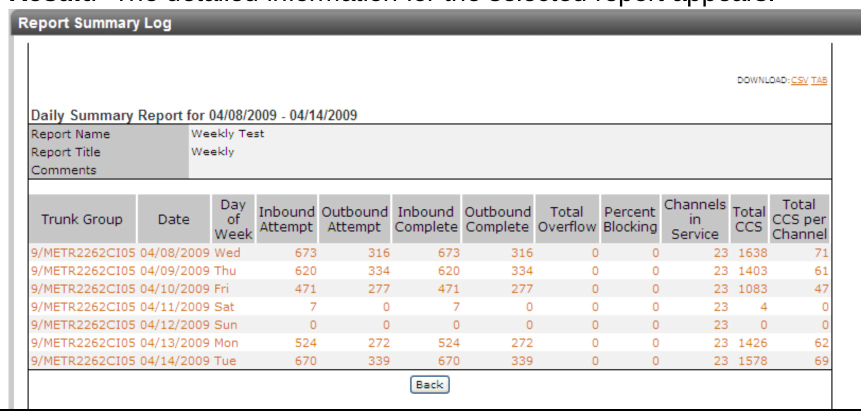
Generating the Trunk Utilization Report, continued

Procedure (continued)

Step	Action
12	In the **Select Date Range** fields, enter the **Start** date you want the report to cover. **Note:** You can choose the dates from a pop-up calendar by clicking  next to the appropriate field.
13	In the **Select Date Range** fields, enter the **End** date you want the report to cover. **Note:** You can choose the dates from a pop-up calendar by clicking  next to the appropriate field.
14	Click  (if applicable). **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the requested report (with the exception of the **Hourly Summary Report**, it will display in a new window). 
15	Click  (if applicable – not available on the **Hourly Summary** report). **Result:** The system saves your criteria and opens the **Schedule Report** screen. See **Updating Report Frequency** on page 69 for more information on setting up the report frequency.

Viewing the Trunk Utilization Report

Procedure Follow the steps in the procedure below to **view** the **Trunk Utilization** report.

Step	Action
1	From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option.
2	From the **Reports Summary Log** screen, click on the **Daily**, **Monthly** or **Busy Hour** summary hyperlink(s) under the **Report Title** column. **Result**: The detailed information for the selected report appears. 

Report Summary Log

DOWNLOAD: CSV TAB

Daily Summary Report for 04/08/2009 - 04/14/2009

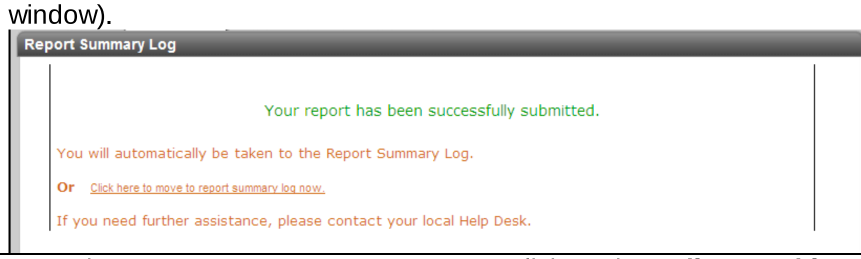
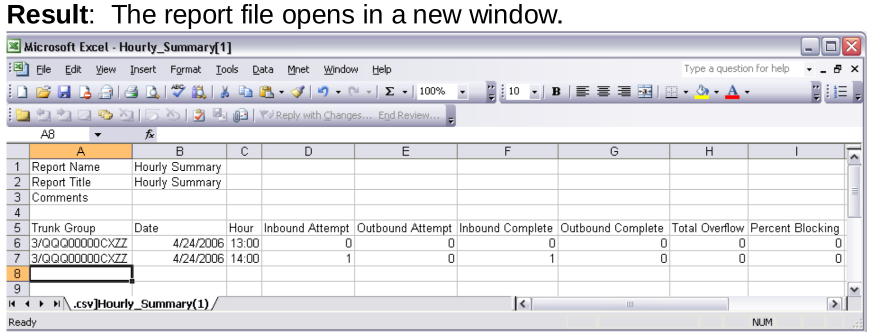
Report Name	Weekly Test
Report Title	Weekly
Comments	

Trunk Group	Date	Day of Week	Inbound Attempt	Outbound Attempt	Inbound Complete	Outbound Complete	Total Overflow	Percent Blocking	Channels in Service	Total CCS	Total CCS per Channel
9/METR2262CI05	04/08/2009	Wed	673	316	673	316	0	0	23	1638	71
9/METR2262CI05	04/09/2009	Thu	620	334	620	334	0	0	23	1403	61
9/METR2262CI05	04/10/2009	Fri	471	277	471	277	0	0	23	1083	47
9/METR2262CI05	04/11/2009	Sat	7	0	7	0	0	0	23	4	0
9/METR2262CI05	04/12/2009	Sun	0	0	0	0	0	0	23	0	0
9/METR2262CI05	04/13/2009	Mon	524	272	524	272	0	0	23	1426	62
9/METR2262CI05	04/14/2009	Tue	670	339	670	339	0	0	23	1578	69

Back

Downloading the Trunk Utilization Report

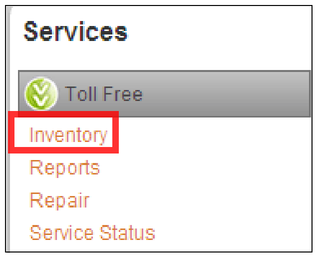
Procedure Follow the steps in the procedure below to **download** the **Trunk Utilization** report.

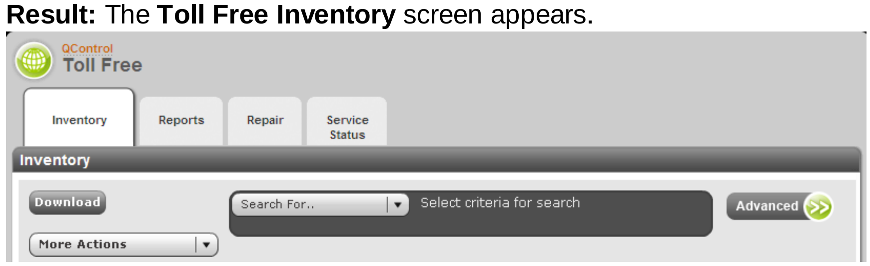
Step	Action
1	From the **Trunk Utilization** report screens (**Hourly**, **Daily**, **Monthly** or **Busy Hour** summaries), click on the **CSV** or **TAB** hyperlink to download the detailed report information. **Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the report (with the exception of the **Hourly Summary Report**, it will display in a new window). 
2	From the **Reports Summary Log** screen, click on the **Daily**, **Monthly** or **Busy Hour** summary hyperlink(s) under the **Report Title** (format = **CSV** or **TAB**). **Result**: The report file opens in a new window. 

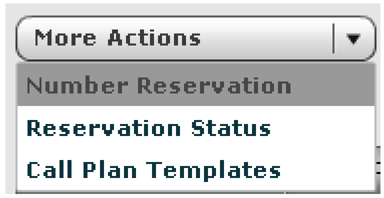
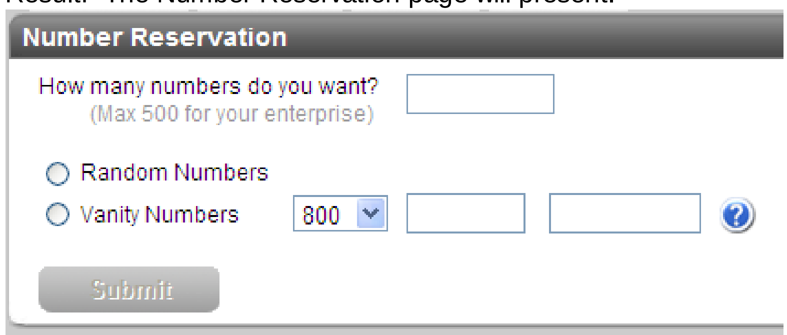
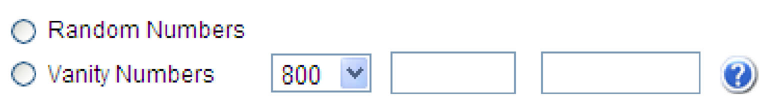
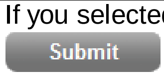
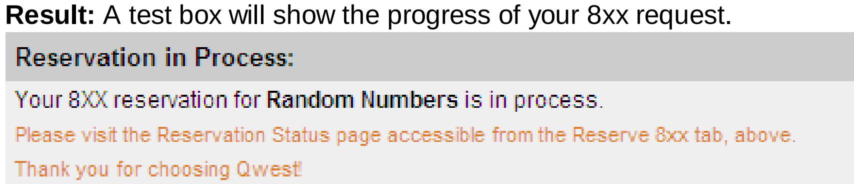
Reserve 8xx

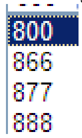
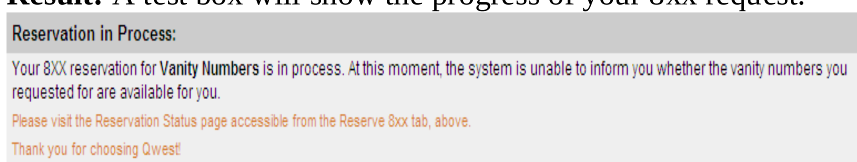
Procedure

Follow the steps in the procedure below to **Reserve 8xx** numbers for your enterprise.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing Page, select the Toll Free service. From the drop down select Toll Free Inventory.


Result: The Toll Free Inventory screen appears.

</td></tr>
</table>

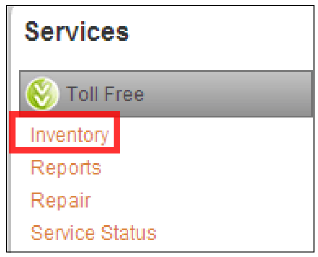
2	From  select Number Reservation from the drop down menu.  Result: The Number Reservation page will present. 
3	Key the number of 8xx numbers you want in the field next to, "How many numbers do you want?" **Note:** There is a max of 500 per enterprise. If you exceed 500 reserved 8xx numbers you will need to call customer care to reserve additional toll free numbers. For **Vanity Numbers**, if you would like to reserve an exact 8xx number, you can only reserve on number at a time. Only key '1' for the number requested.
4	Next select the radio button you want that corresponds to your request for **Random Numbers** or **Vanity Numbers**. 
5	If you selected **Random Numbers** then click on  **Result:** A test box will show the progress of your 8xx request. 

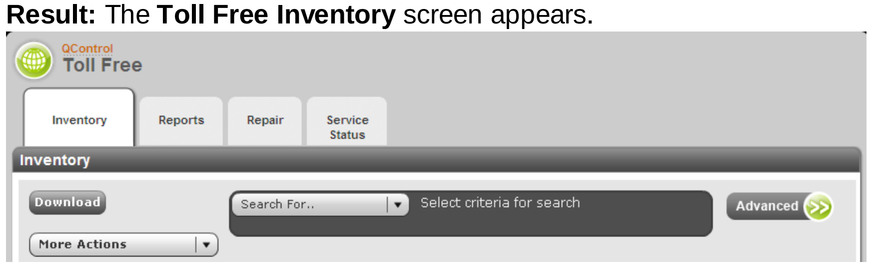
6	If you selected **Vanity Numbers** then you will need to select the vanity number(s) you would like. First select 8xx prefix you would like by clicking on the drop down.  Next select the characters you would like. 1. You must specify all 10 characters. You can replace characters by wildcard asterisk (*) if you would like a choice of characters for that place value. E.g. 800SNOW*** or 800*SNOW** 2. If you would like to reserve an exact 8xx number, you can reserve only one number at time. E.g. 866FLOWER or 866SNOW123 Continue by clicking on  **Result:** A test box will show the progress of your 8xx request. 

8xx Reservation Status

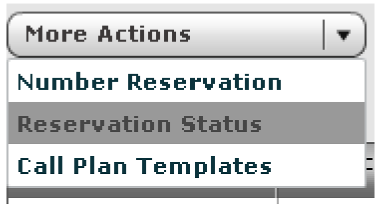
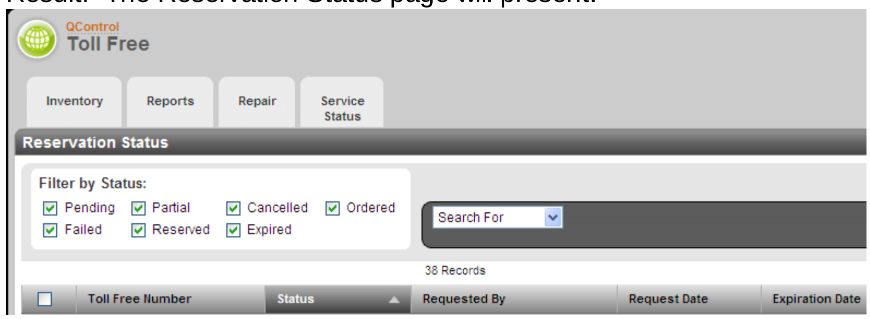
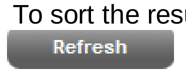
Procedure

Follow the steps in the procedure below to check on the **Reservation Status** for 8xx numbers reserved for your enterprise.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing Page, select the Toll Free service. From the drop down select Toll Free Inventory.


Result: The Toll Free Inventory screen appears.


</td></tr>
</table>

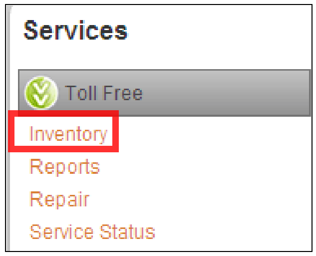
2	From  select Reservation Status from the drop down menu.  Result: The Reservation Status page will present.  You will notice that you can see **Total Reserved Numbers** and **Total Pending Requests**. The **Status** column will show one of 3 statuses; Reserved, Pending, or Failure. To sort the result click on the column headers. Click on the  button to update the results.

Cancel a 8xx Reservation

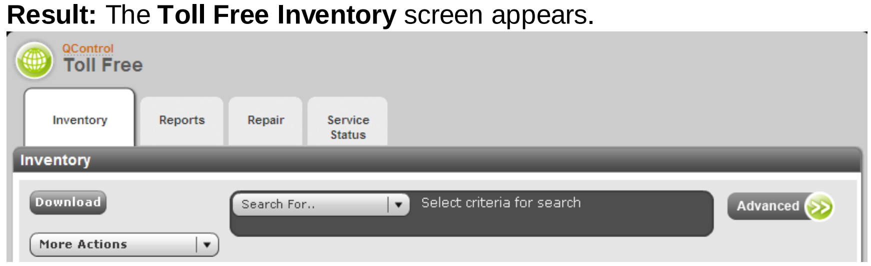
Procedure

Follow the steps in the procedure below to **cancel reservation(s)**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing Page, select the Toll Free service. From the drop down select Toll Free Inventory.



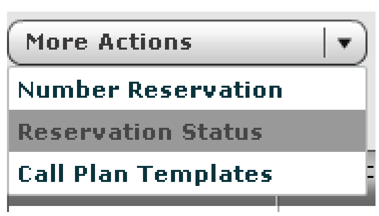
Result: The Toll Free Inventory screen appears.



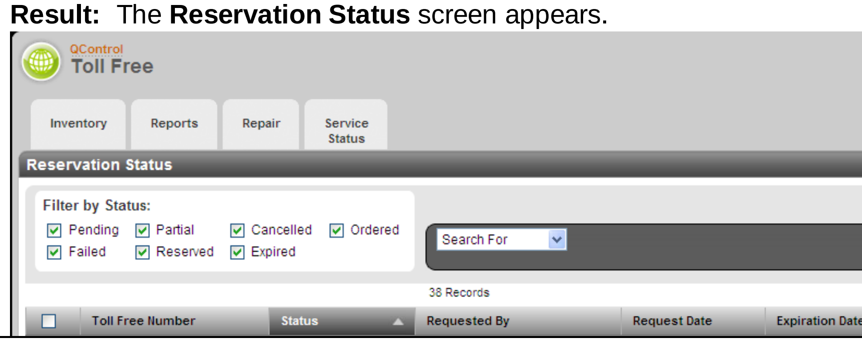
</td></tr>
<tr><td>2</td><td>Mouse over the Reserve 8xx and select Reservation Status.

From 

select Reservation Status from the drop down menu.



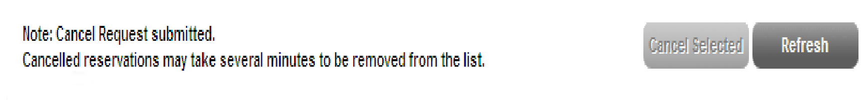
Result: The Reservation Status screen appears.



</td></tr>
</table>

Cancel a 8xx Reservation, continued

Procedure (continued)

Step	Action
3	Click on the check box next to each 8xx number that you would like to remove from being reserved. **Note:** If you want to select all toll free numbers for cancellation then click on the check box in the header column. Then click on the **Cancel Selected**. **Result:** A pop up box will verify you want to cancel the reservations for the selected toll free numbers. Click on the **Yes** button to proceed. **Result:** A message will appear advising you on the progress of your cancellation request. 

Toll Free Repair

Introduction

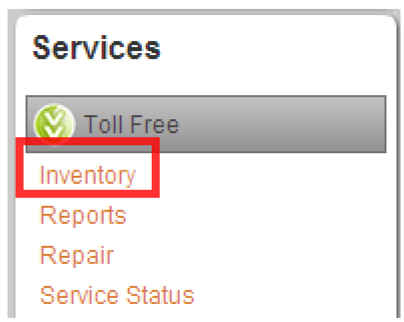
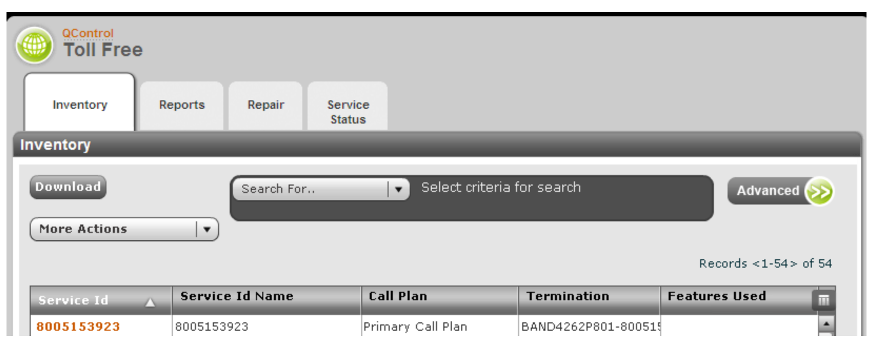
The **Repair** application provides you the ability to view and create repair tickets for your Toll Free services. This functionality can be accessed via the Toll Free Product application or the Repair Module.

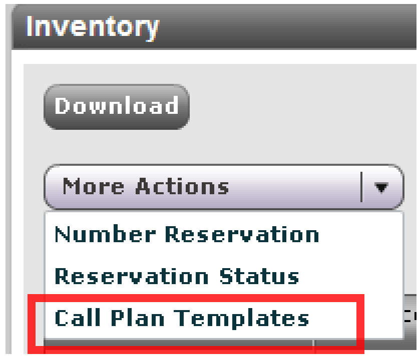
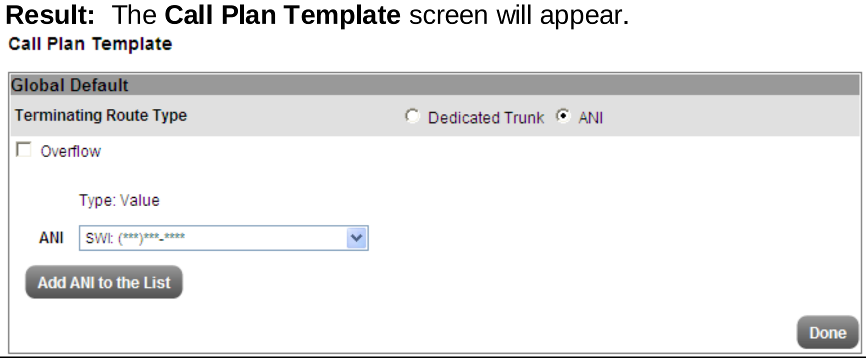
For detailed instructions, see **Chapter 9: Repair Module**.

Call Plan Template

Procedure

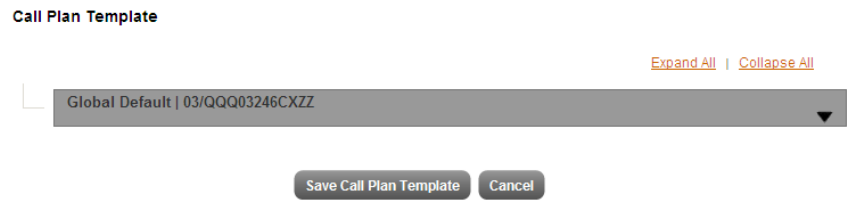
Follow the steps in the procedure below create a Call Plan Template for your enterprise.

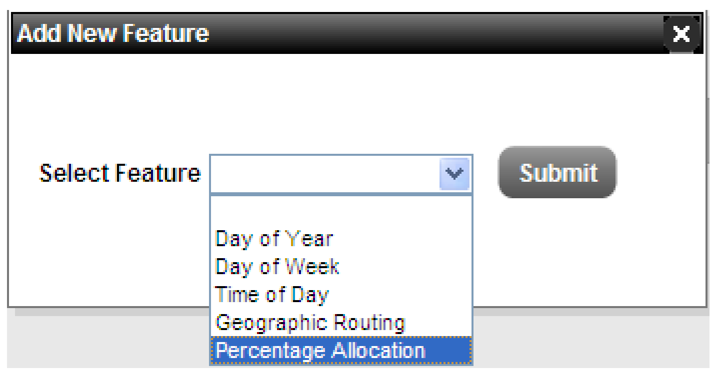
Step	Action
1	From the **Landing Page**, select the **Toll Free** service. From the drop down list, select **Inventory**.  The screen will refresh and the Toll Free Inventory Page will be displayed. 

2	To create a new Call Plan Template, click the  drop down arrow. Select Call Plan Templates.  **Result:** The **Create Call Plan Template** screen appears 
3	Complete the Call Template Name and Description Fields. Choose No or Yes to copy an existing template. Click  **Result:** The **Call Plan Template** screen will appear. 

<table>
<tr><td>4</td><td>Complete the Routing by choosing Dedicated Trunk, ANI, or Overflow.

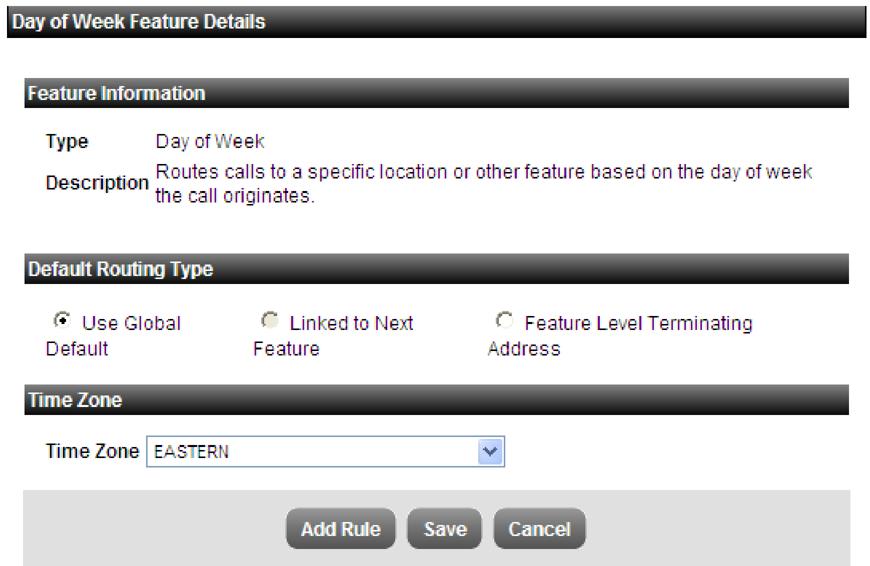
Add ANI to the List by clicking Add ANI to the List Click Done

Result: The Call Plan Template is created.
</td></tr>
<tr><td>5</td><td>Add Features by mousing over the on the right (If applicable).

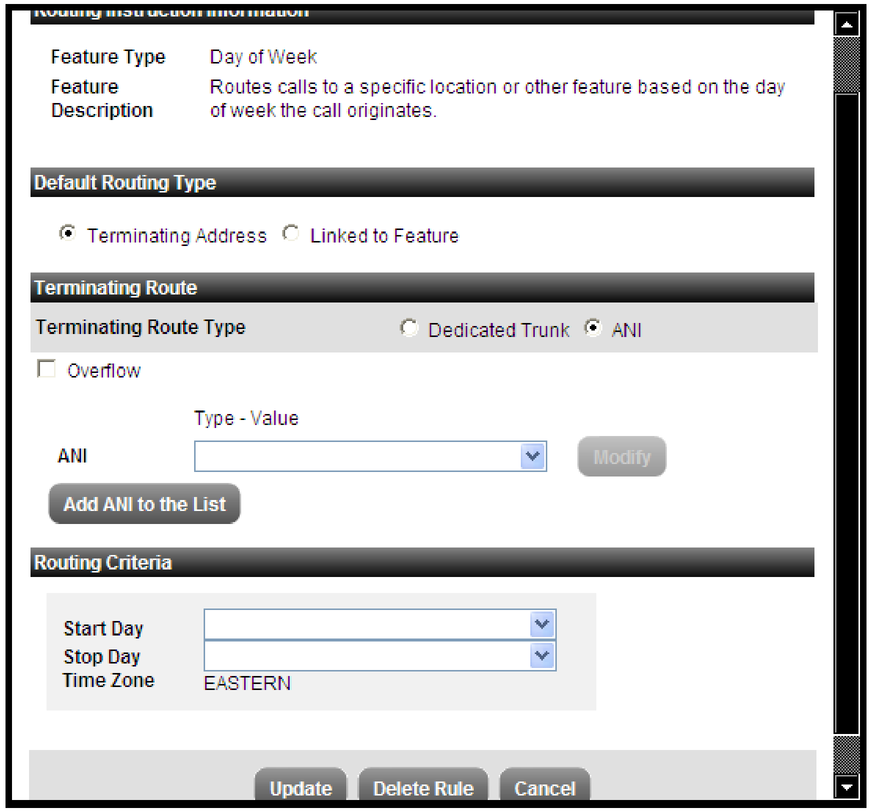
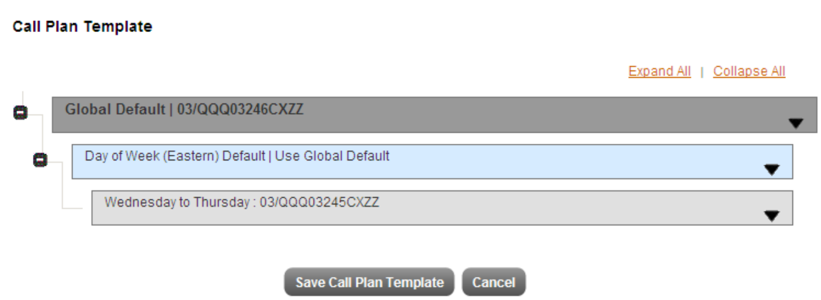
Click Add New Feature.
The available features are:
Day of Year
Day of Week
Time of Day
Geographic Routing
Percentage Allocation
Result: The Add New Feature screen will appear.
</td></tr>
</table>

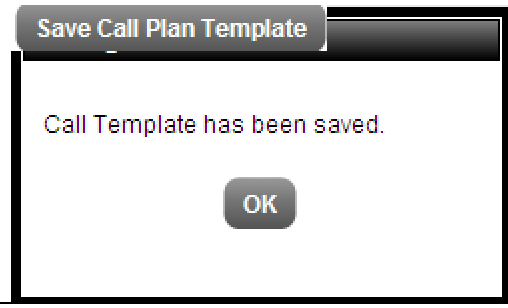
<table>
<tr><td>6</td><td>Select the Feature to add to the routing. Click 

Result: The Feature Details screen will appear.



</td></tr>
</table>

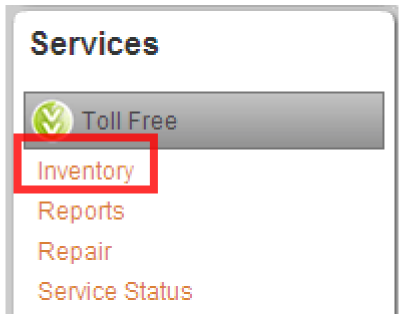
7	Select the Default Routing Type and Time Zone, then click **Add Rule** **Result:** The **Edit Rule Details** screen will appear. 
8	Select the Default Routing Type, the Terminating Type, and Routing Criteria. Click **Update** **Result:** The Feature Routing has been added to the Call Plan Template. 

9	Click **Save Call Plan Template**. **Result:** The **Call Plan Template** has been saved. Click **OK** 

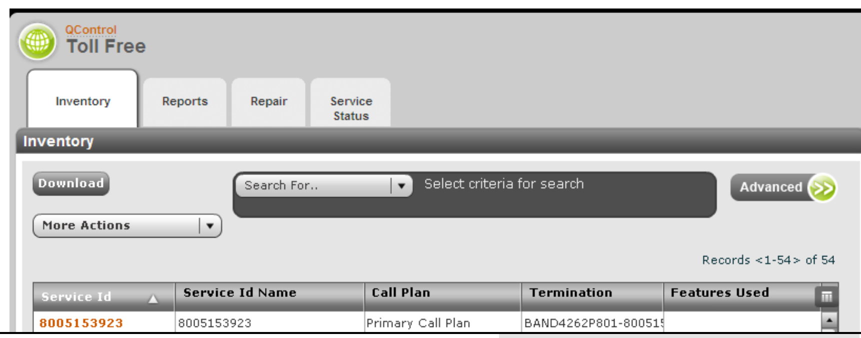
Assign Call Plan Template

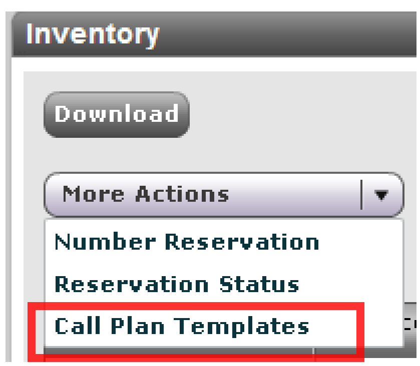
Procedure Follow the steps in the procedure below to Assign Call Plan Template for your enterprise.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing Page, select the Toll Free service. From the drop down list, select Inventory.

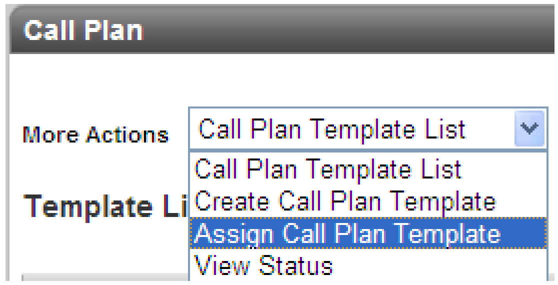


The screen will refresh and the Toll Free Inventory Page will present.

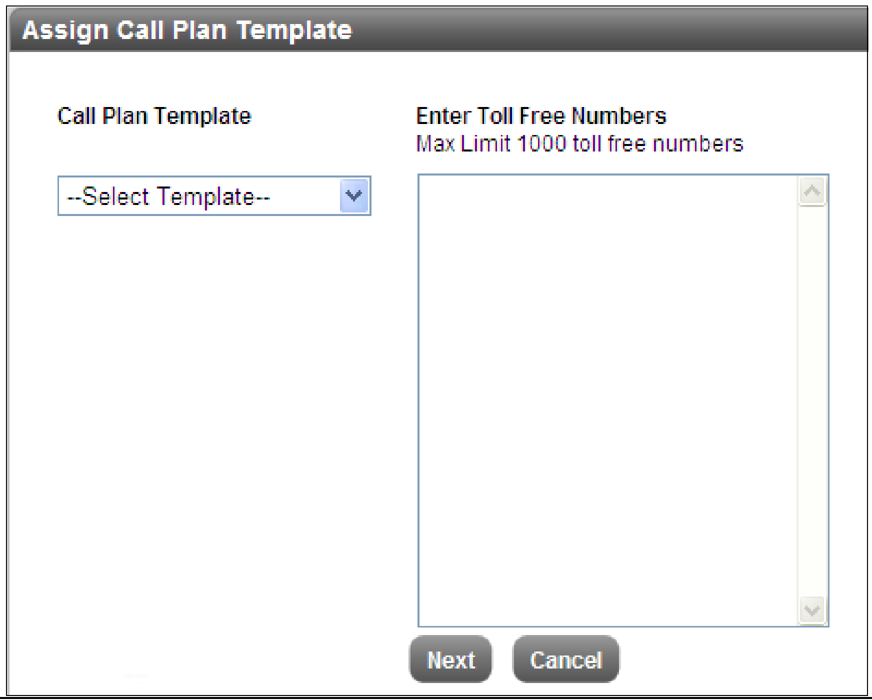

</td></tr>
<tr><td>2</td><td>To assign a Call Plan Template, click the  drop down arrow. Select Call Plan Templates.


</td></tr>
</table>

<table>
<tr>
<td>3</td>
<td>
From the Call Plan screen, click the more actions drop down menu and choose Assign Call Plan Template.



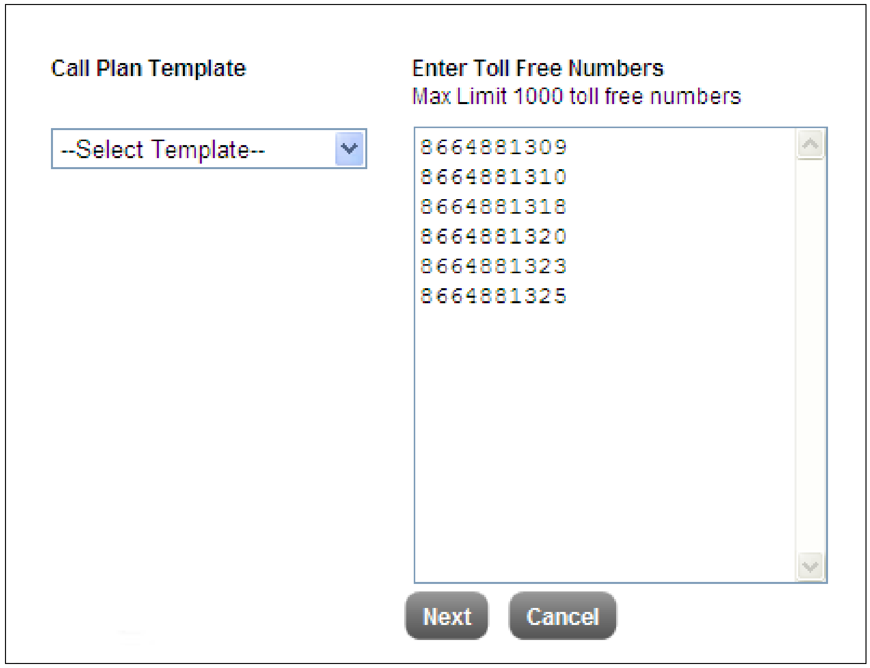
Result: The Assign Call Plan Template screen appears



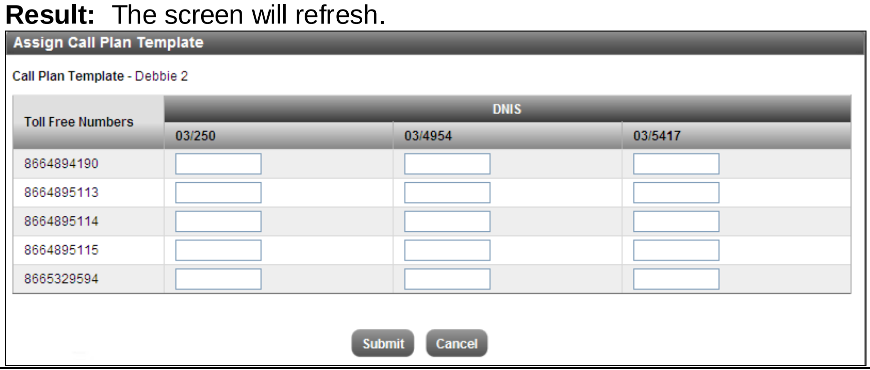
</td>
</tr>
</table>

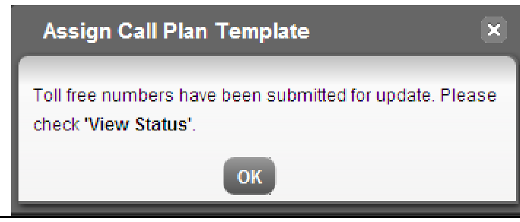
4 Select the Call Plan Template from the drop down list. Copy and paste or type the Toll Free Numbers in the box. Click 

Note: There is a Maximum Limit of 1,000 toll free numbers.



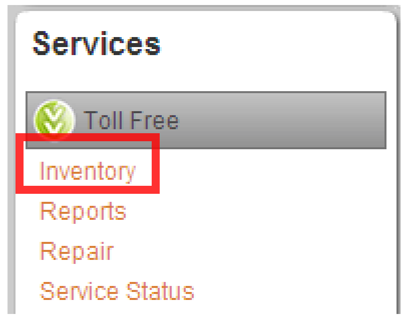
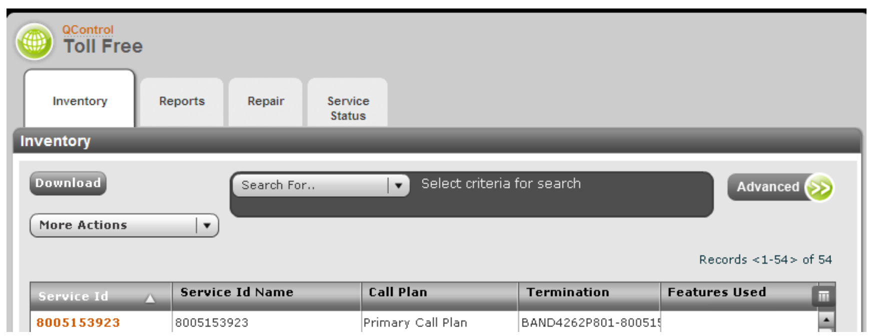
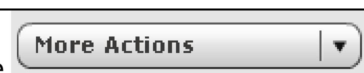
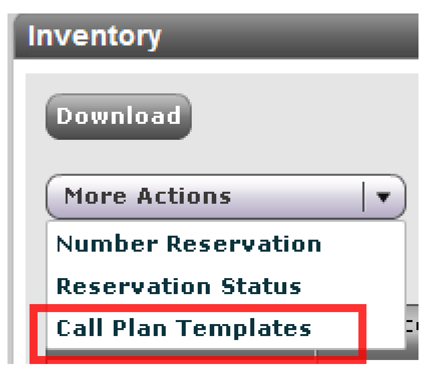
Result: The screen will refresh.

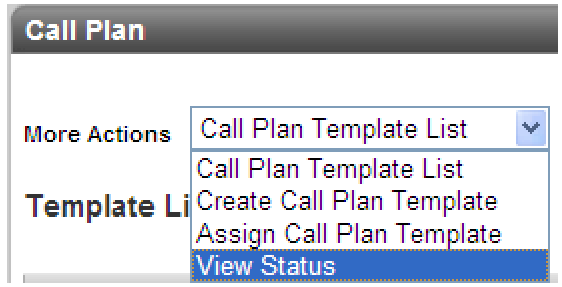
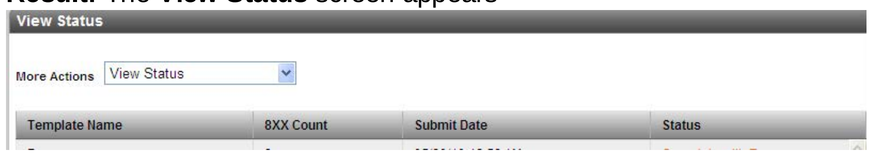
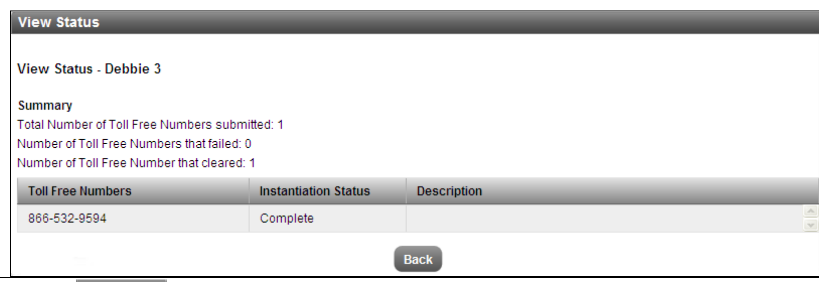


5	Populate the DNIS fields, if appropriate. Click Submit **Note:** DNIS fields will support numeric digits only. No alpha characters or leading zeros will be accepted. DNIS must be 2-10 digits long. **Result:** The Toll Free numbers have been submitted for update. Click OK 

View Status

Procedure Follow the steps in the procedure below to View the Status of the Assigned Call Plan Template.

Step	Action
1	From the **Landing Page**, select the **Toll Free** service. From the drop down list, select **Inventory**.  The screen will refresh the Toll Free Inventory Page will be displayed. 
2	To View Status, click the  drop down arrow. Select Call Plan Templates. 

3	Choose View **Status** from the drop down menu.  **Result:** The **View Status** screen appears  **Note:** The last 10 reports will be displayed
4	Select the Template to view by clicking on the hyperlink in the Status column. **Note:** You may view the Status of Templates in Complete or Complete with Error status only. Reports In Progress are not available for viewing. **Result:** You will be presented with the results of the toll free submission. The results will detail: o Total Number of Toll Free Numbers submitted o Number of Toll Free Numbers that failed o Number of Toll Free Numbers that cleared 
5	Click  **Result:** The **View Status** screen will populate.