# Chapter 3:
# Toll Free Application

## Overview

**Introduction**

The **Toll Free Product** application in Qwest Control® allows you to view the inventory of Toll Free services associated to your Qwest Control 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 Qwest Control, 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:



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# **Overview,** continued

**In this Chapter** (continued)



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# 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 Qwest Control Enterprise ID. This screen is divided into two sections: Filters and Toll Free numbers.

- The **Filters** section of the screen allows you to define the criteria for your list of toll free numbers. Once your criterion is applied the screen will only display those Toll Free numbers that match your criteria.
- The **Toll Free Numbers** list displays all the Toll Free numbers associated with you Qwest Control Enterprise ID.

**Note:** Some Qwest Control 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 Qwest Control Help Desk.

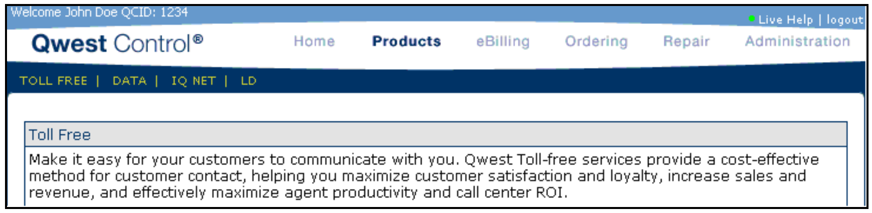
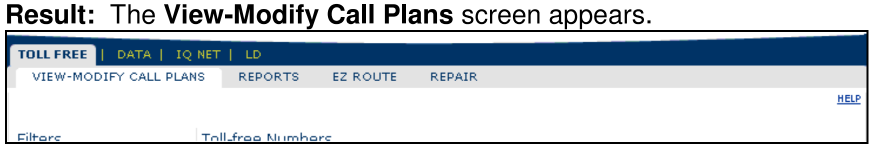
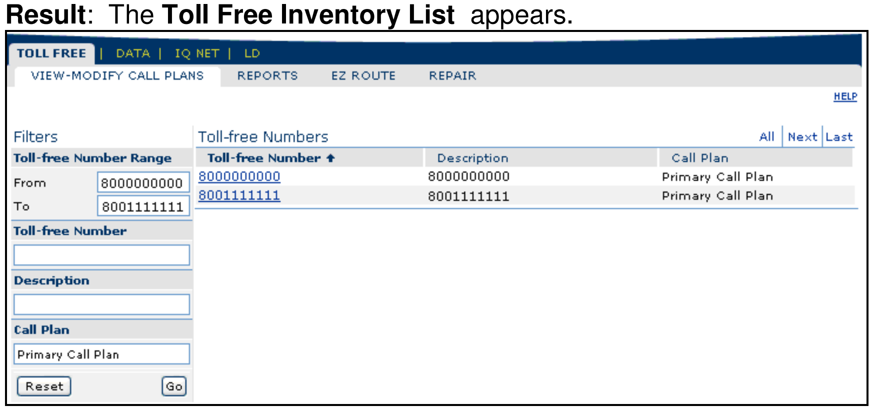
**Fields and Descriptions**

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

| Field Name | Description |
|---|---|
| **Filters Section** | |
| **From** | This *optional* field allows you to enter a range of Toll Free numbers to filter beginning with the first number in the range. |
| **To** | This *optional* field allows you to enter a range of Toll Free numbers to filter ending with the last number in the range. |
| **Toll Free Number** | This *optional* filed allows you enter a specific Toll Free number to filter. |
| **Description** | This *optional* field allows you to enter the description associated to the Toll Free number(s) you want to filter. |
| **Call Plan** | This *optional* filed allows you to enter the call plan type (Primary or Alternate) associated to the Toll Free number(s) you want to filter. |
| Reset | This button allows you to reset the fields and view all the Toll Free numbers within the inventory. |
| Go | This button allows you to apply the criteria you entered. |
| **Toll Free Numbers Section** | |
| **Toll Free Number** | This column displays the Toll Free numbers associated to your Qwest Control Enterprise ID. |
| **Description** | 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. |

# Viewing the Toll Free Inventory

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Home page, click on the Products module.<br><br>Result: The Products module appears.<br>
</td></tr>
<tr><td>2</td><td>From the Products module, click on the Toll Free application.<br><br>Result: The View-Modify Call Plans screen appears.<br>
</td></tr>
<tr><td>3</td><td>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)<br><br>Result: The Toll Free Inventory List appears.<br>
<br><br>Note: If you do not see the Toll Free number you are looking for in the list, use the All, Next, and Last buttons to move through the list of Toll Free numbers. You can also use the Filters section of the screen to limit the list to only those numbers matching your criteria.</td></tr>
</table>

# Sorting the Toll Free Inventory

**Procedure**

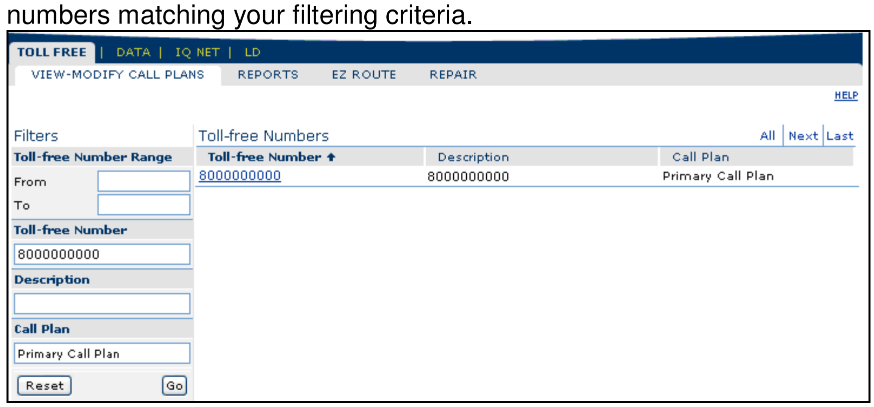
Follow the steps in the procedure below to **sort** the **Toll Free Number** list.

| Step | Action |
|---|---|
| 1 | From the **Toll Free Inventory** screen, click on the **Toll Free Number** column label to sort the list by the Toll Free number. |
| 2 | From the **Toll Free Inventory** screen, click on the **Description** 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**

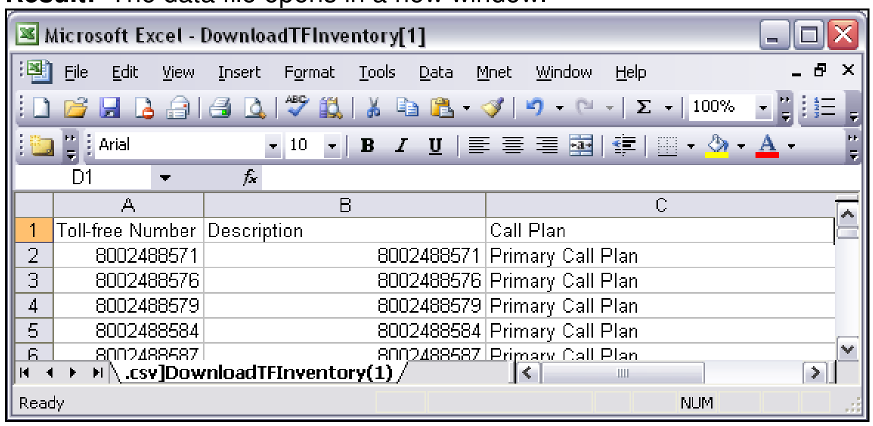
Follow the steps in the procedure below to **filter** your list of Toll Free numbers, only those Toll Free numbers matching your criteria will be displayed.

| Step | Action |
|---|---|
| 1 | From the **Toll Free Inventory** screen, enter the first Toll Free number in the **Toll Free Number Range/From** field (if applicable). |
| 2 | In the **Toll Free Number Range/To** field (if applicable), enter the last Toll Free number in your range. |
| 3 | In the **Toll Free Number** field (if applicable), enter a specific Toll Free number to filter your list. |
| 4 | In the **Description** field (if applicable), enter the Toll Free description to filter your list. |
| 5 | In the **Call Plan** field (if applicable), enter the call plan type (Primary or Alternate) to filter your list. |
| 6 | Click Go.<br><br>**Result**: The **Toll Free Number** list refreshes and displays only the numbers matching your filtering criteria.<br> |
| 7 | If needed, click Reset 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** hyperlink.<br><br>**Result**: The **Download File** dialog box will appear. |
| 2 | When prompted to either open the file directly or save the file, select **Open File**. To save the file, go to **step 3**.<br><br>**Result:** The data file opens in a new window.<br><br><br>**Note**: Microsoft© Office Excel 2003 and earlier software versions allow 65,535 cells per worksheet and 1,048,576 cells in the 2007 version. The number of toll free rows available in your report will be determined by the version of excel that you select. |
| 3 | When prompted to save the file, select **Save File As**.<br><br>**Result**: The **Save As** dialog box will appear. |
| 4 | From the **Save In** drop down menu, choose your location to save the file. |
| 5 | From the **File name** field, enter your desired filename. |
| 6 | From the **Save as type** drop down menu, select **CSV** (Comma delimited).<br><br>**Result**: The file is saved and can be opened in Textpad or Notepad. |

# Call Routing Tree

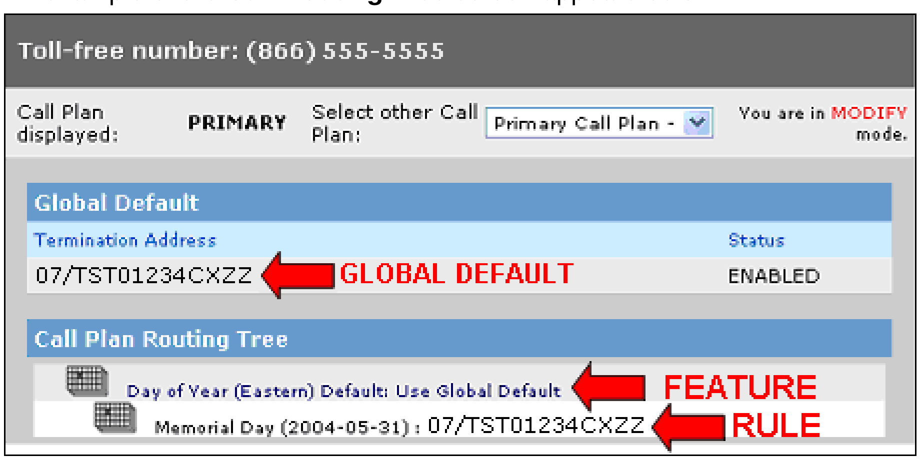
**Introduction**

The **Call Routing Tree** displays the selected toll free number's associated call plan. Qwest Control 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**

Qwest Control 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)

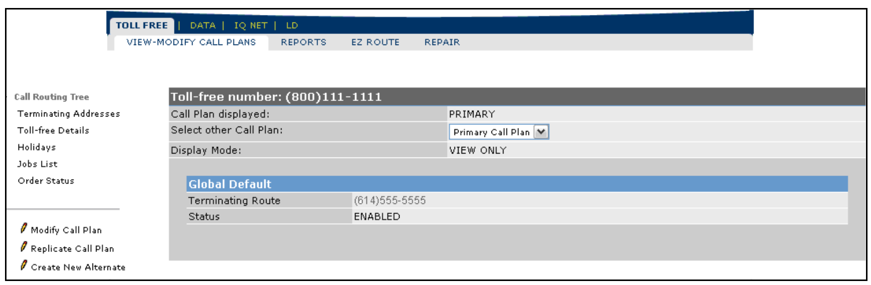
**Linked Rules**

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.<br><br>**Result:** The **Products** module appears. |
| 2 | From the **Products** module, click on the **Toll Free** application.<br><br>**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)<br><br>**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**.<br><br>**Result**: The **Call Routing Tree** screen appears.<br> |

# 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**

Qwest Control 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 Qwest Control.

**The Terminating Address Pages**

The Terminating Address pages of Qwest Control 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 Qwest switch that the terminating trunk is built in.
- Trunk Group Name field (QWTT1234PXZZ)
  - The trunk group name is the terminating address name in the Qwest 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 Qwest Control 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. Qwest Control offers five features available to facilitate timeframe or least cost routing:

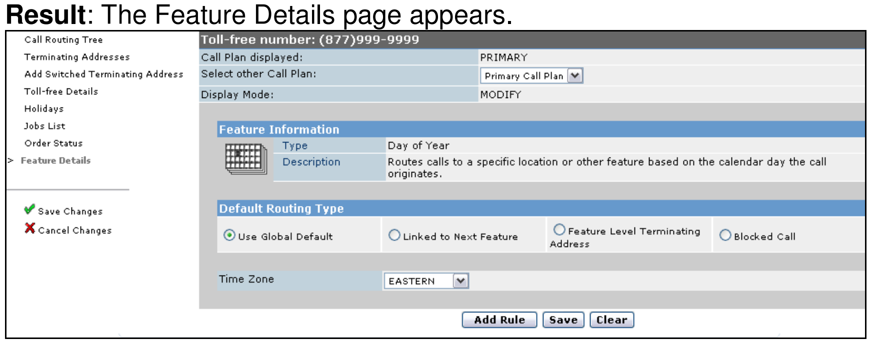
- **Day of Year feature** – routes call traffic to different terminating locations during the days for which this feature is provisioned
- **Day of Week feature** – routes call traffic to different terminating addresses based on the day of the week (weeks start on Sunday and end on Saturday)
- **Time 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.<br><br>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.<br><br>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**

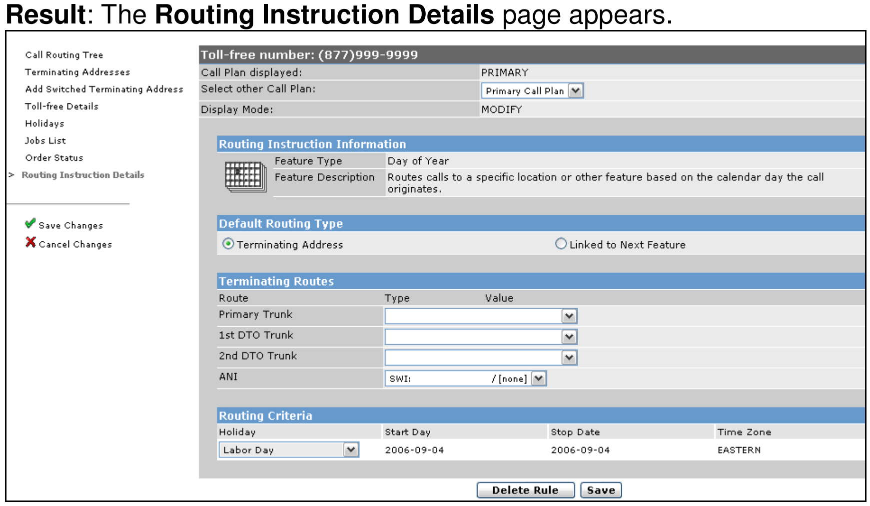
Rules provide additional functionality and definition to the features:

- **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.<br><br>Result: The Routing Instruction Details page appears.<br>


</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.<br><br>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**

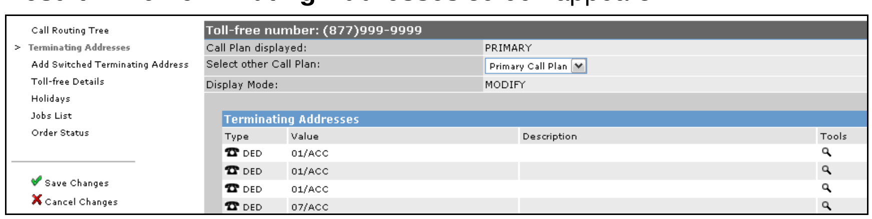
There are two types of terminating addresses: switched and dedicated.

- 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. Qwest Control 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 Qwest Control and therefore must be ordered through your Wholesale Account Manager. Qwest Control 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.<br><br>**Result:** The **Terminating Addresses** screen appears:<br> |
| 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.<br><br>**Result:** The call plan is in modify mode. |

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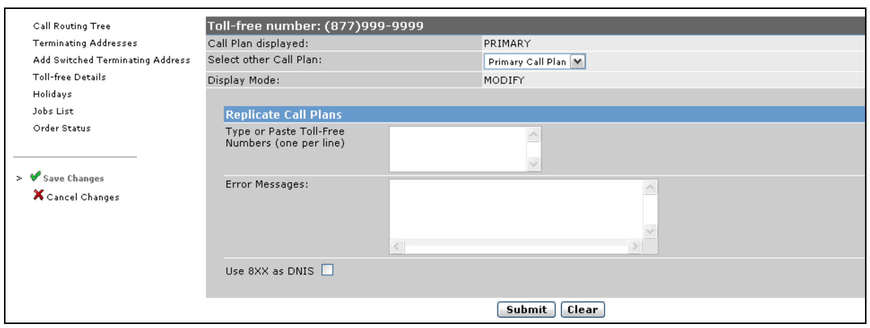
# View/Modify Detailed Terminating Address Information,
continued

**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.<br><br>Result: The Terminating Address Maintenance page appears. This page has different functionality depending on whether the terminating address is switched or dedicated.<br><br>
<table>
<tr><th>Dedicated</th><th>Switched</th></tr>
<tr><td>• DNIS can be added, modified or deleted<br>• Descriptions can be added, modified or deleted</td><td>• Ring-to can be modified<br>• 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.<br><br>Result: The Replicate Call Plan submit screen returns.<br>
</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>

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# View/Modify Detailed Terminating Address Information,
continued

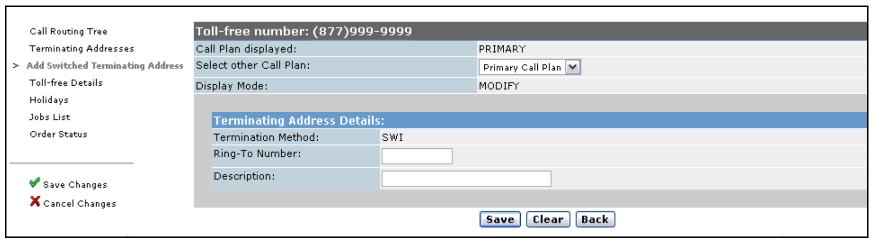
**Procedure** (continued)

| Step | Action |
|---|---|
| 7 | Click **Submit**.<br><br>**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.<br><br> |

# Add a Switched Terminating Address (Ring to Number)

**Procedure** Follow the steps in the procedure below to **add** 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.<br><br>Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Click Add Switched Terminating Address.<br><br>Result: The Terminating Address Details screen appears.



</td></tr>
<tr><td>3</td><td>Add the appropriate ring to number and description(optional field) and then click Save.</td></tr>
<tr><td>4</td><td>Click Save Changes.<br><br>Result: The Replicate Call Plan submit screen returns.</td></tr>
<tr><td>5</td><td>Enter or paste additional toll free numbers (if replication to another call plan is needed).</td></tr>
<tr><td>6</td><td>Click Submit.<br><br>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>

# Modify a Terminating Address

**Procedure**

Qwest Control 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**.

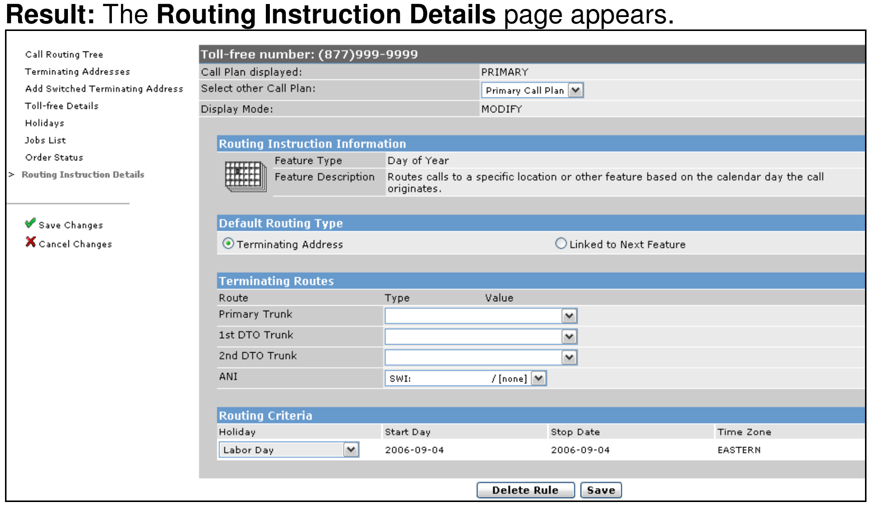
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Call Routing Tree, click Modify Call Plan.<br><br>Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Depending on the route you select to modify, follow the steps in the table below:
<table>
<tr><th>To modify a dedicated route:</th><th>To modify a switched route:</th></tr>
<tr><td><ul><li>Click Terminating Addresses.</li><li>Click on the tools icon of the dedicated terminating address to be changed.</li><li>Add, modify, or delete DNIS.</li><li>Add, modify, or delete description. (Optional)</li></ul></td><td><ul><li>Click Terminating Addresses.</li><li>Click on the tools icon of the switched terminating address to be changed.</li><li>Change the ring-to number.</li><li>Add, modify, or delete description. (Optional)</li></ul></td></tr>
<tr><td>Click Save</td><td>Click Save</td></tr>
</table></td></tr>
<tr><td>3</td><td>Click Save Changes.<br><br>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.<br><br>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 Qwest Control. 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.<br><br>Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Click on the Routing Instruction link.<br><br>Result: The Routing Instruction Details page appears.<br>

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

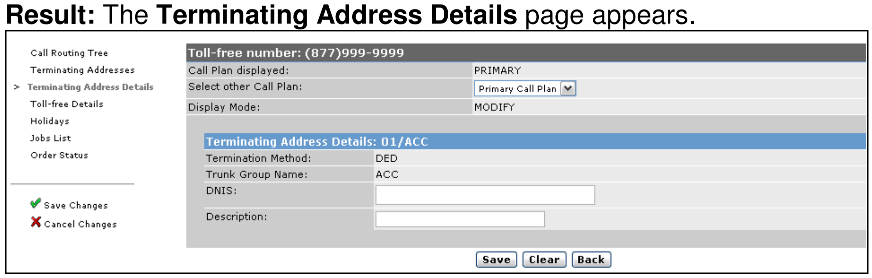
# Change Information DNIS

**Procedure**

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

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**.<br><br>**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.<br><br>**Result:** The **Terminating Address Details** page appears.<br> |
| 4 | Both the **DNIS** and/or **Description** information can be changed. |
| 5 | Click **Save.** |
| 6 | Click **Save Changes**.<br><br>**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**.<br><br>**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**

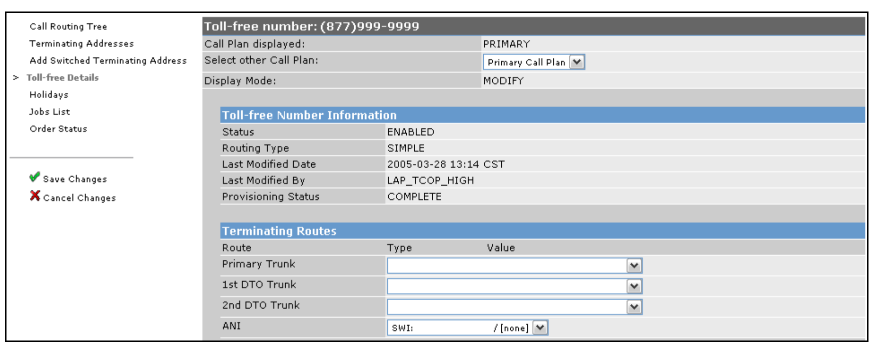
The Termination Method of a call plan determines if the call plan is classified as Dedicated or Switched. You can modify a call plan to be classified as DED or SWI by changing its global default or enhanced feature to a DED or SWI terminating method.

- 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll-free Details**.<br><br>**Result:** The **Toll-free Details** information page appears.<br><br> |

*Continued on next page*

# Changing a Call Plan Termination (Global Default),
continued

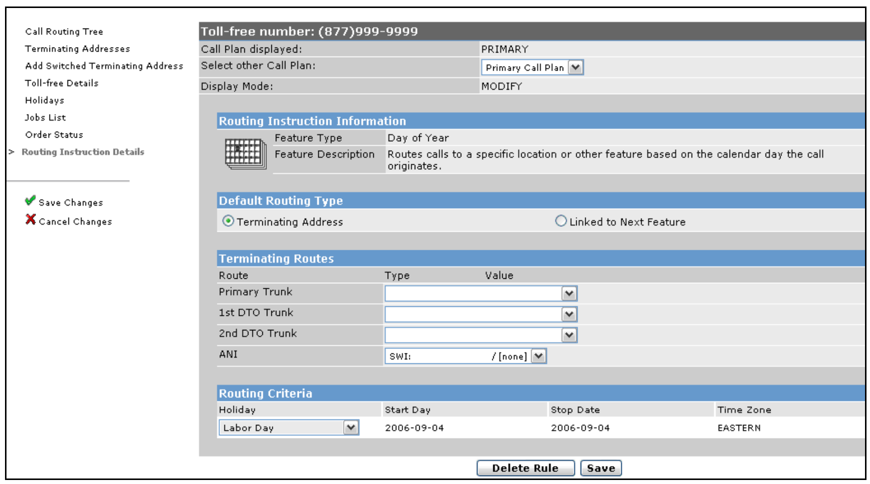
**Procedure** (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the Terminating Route(s).<br><table><tr><th>Dedicated Options</th><th>Switched Options</th></tr><tr><td><ul><li>Primary Trunk</li><li>1st DTO</li><li>2nd DTO</li><li>ANI, if accompanied by a Trunk or DTO</li></ul></td><td><ul><li>ANI</li></ul></td></tr></table></td></tr>
<tr><td>4</td><td>Click Save.<br><br>Result: The system returns you to the Call Routing Tree.</td></tr>
<tr><td>5</td><td>Click Save Changes.<br><br>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.<br><br>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.<br><br>Result: The call plan is in modify mode.</td></tr>
<tr><td>2</td><td>Click the Routing Instruction (i.e. Rule level).<br><br>Result: The Routing Instruction Details page appears.<br><br>
</td></tr>
<tr><td>3</td><td>Select the Terminating Route(s).<br><br>
<table>
<tr><th>Dedicated Options</th><th>Switched Options</th></tr>
<tr><td>• Primary Trunk<br>• 1st DTO<br>• 2nd DTO<br>• 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**.<br><br>**Result:** The system returns you to the **Call Routing Tree**. |
| 5 | Click **Save Changes**.<br><br>**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**.<br><br>**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. Qwest Control 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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:** Qwest Control 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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 Qwest Control 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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. Qwest Control 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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.

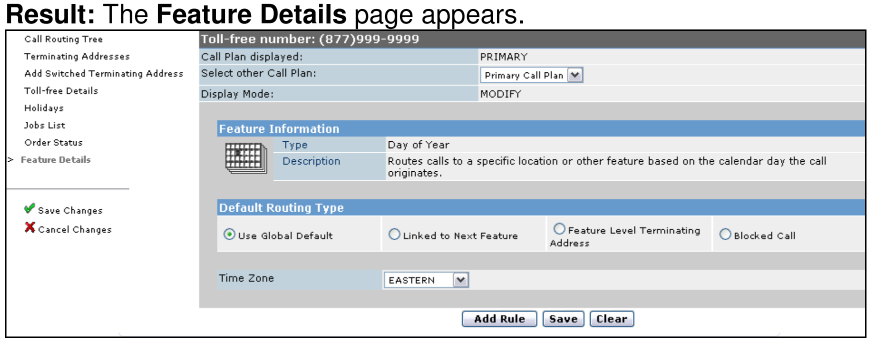
**CAUTION:** Please be aware that time zones for each call plan are set independently.

**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click the **Feature** link from the call routing tree for each feature to be changed.<br><br>**Result:** The **Feature Details** page appears.<br> |
| 3 | Select the appropriate **time zone** from the drop-down list. |
| 4 | Click **Save**. |
| 5 | Click **Save Changes**.<br><br>**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**.<br><br>**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**

Qwest Control 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 Qwest Control functionality affects each non-supported feature.

| Unsupported Feature | Is Feature visible in Qwest Control? | Can Feature be modified in Qwest Control? | Can Feature be replicated in Qwest Control? | 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 Qwest Control 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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.<br><br>**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**.<br><br>**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.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click on the feature detail.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The feature is inserted. |
| 8 | Click **Save Changes**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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**.<br><br>**Result:** The feature is inserted. |
| 8 | Click **Save Changes**.<br><br>**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**.<br><br>**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**.<br><br>**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.<br><br>**Note**: You must select the feature **above** the one that is to be deleted.<br><br>**Result:** The **Feature Details** page appears.<br><br>**Note:** The feature that is being deleted is displayed in the **Linked Feature** field. |
| 3 | Click **Delete Linked Feature** and then click **Save**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**Result:** The **Toll Free Details** page appears. |
| 3 | Click **Delete Feature** and then click **Save**.<br><br>**Result:** The features are removed from the call routing tree. |
| 4 | Click **Save Changes**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click the feature level.<br><br>**Result:** The **Feature Level Details** page appears. |
| 3 | Click **Add Rule**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click on the rule that you wish to delete.<br><br>**Result:** The **Routing Instruction Details** page appears. |
| 3 | Click **Delete Rule**.<br><br>**Result:** The rule is removed from the call routing tree. |
| 4 | Click **Save Changes**.<br><br>**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**.<br><br>**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 Qwest Control 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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click **Toll Free Details.**<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**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**.<br><br>**Result**: The call plan is in modify mode. |
| 2 | Click on the routing instruction detail.<br><br>**Note**: You must select the rule **above** the one that is to be deleted.<br><br>**Result:** The **Rule Details** page appears.<br><br>**Note:** The feature that is being deleted is displayed in the **Linked Feature** field. |
| 3 | Click **Delete Linked Rule** and then click **Save**.<br><br>**Result:** The rule and any linked features below the rule being deleted are removed from the call plan routing tree. |
| 4 | Click **Save Changes**.<br><br>**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**.<br><br>**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 Qwest network.

Changes to the call plan are not effective in the Qwest network until propagation is complete. The average propagation time can vary based on downloads to Qwest'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.<br><br>• Terminating Address<br>• Add Terminating Address<br>• Toll Free Details<br>• Features<br>• Rules (i.e. Routing Instructions)<br><br>**Result:** The call plan is ready for submission. |
| 2 | Click **Save Changes**.<br><br>**Result**: The **Replicate Call Plan** submit screen returns.<br><br>**Note:** When replicating toll free call plans, DNIS (Dialed Numbered Identification System) may be changed on the **Replicate Call Plans** screen.<br><br>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.<br>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**.<br><br>**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

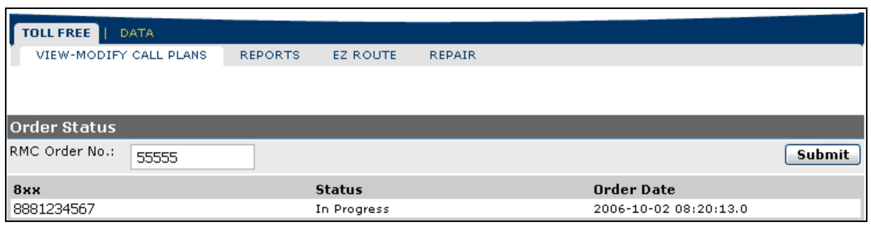
**Introduction**

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.

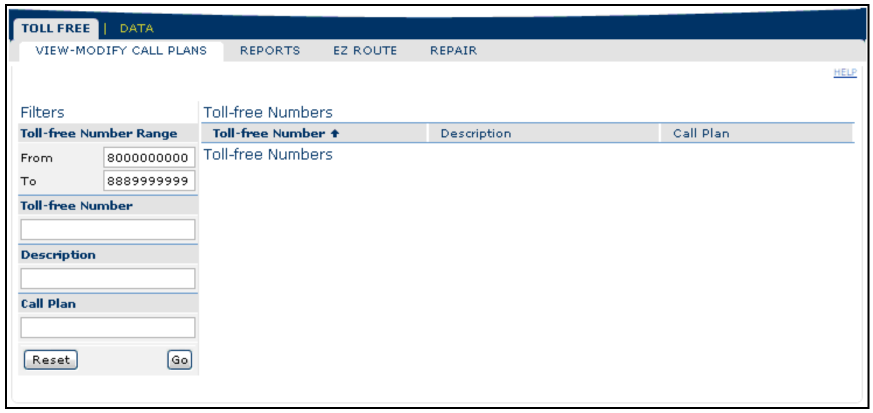
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Request Status screen, click on the “Click here to track the status of your order request” link.<br><br>Result: The Order Status screen appears.<br>

<br>Note: The Order Status screen can also be accessed from the 8XX call plan screen.</td></tr>
</table>

# Load Another 8XX

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

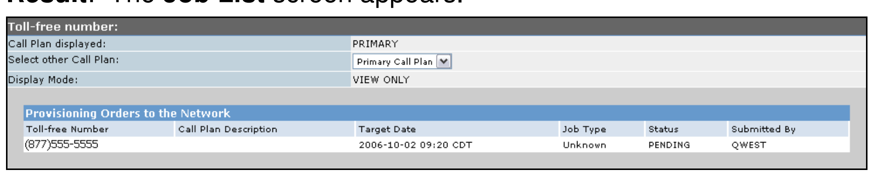
| Step | Action |
|---|---|
| 1 | From the **Request Status** screen, click on the "Load Another 8XX" link.<br><br>**Result**: The **Toll Free Inventory** screen appears. |




# 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.<br><br>**Result**: The **Job List** screen appears. |



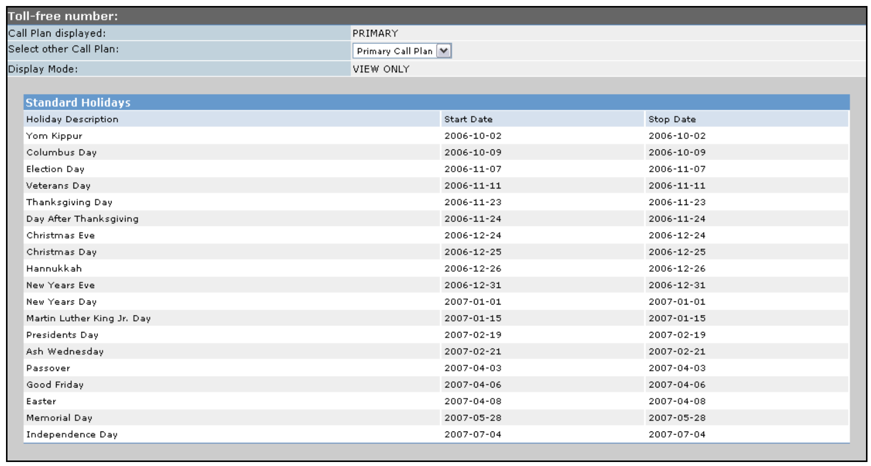
# Holidays

**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.<br><br>**Result:** The **Standard Holidays** page appears. |



| Toll-free number: | |
|---|---|
| Call Plan displayed: | PRIMARY |
| Select other Call Plan: | Primary Call Plan |
| Display Mode: | VIEW ONLY |

Standard Holidays

| Holiday Description | Start Date | Stop Date |
|---|---|---|
| Yom Kippur | 2006-10-02 | 2006-10-02 |
| Columbus Day | 2006-10-09 | 2006-10-09 |
| Election Day | 2006-11-07 | 2006-11-07 |
| Veterans Day | 2006-11-11 | 2006-11-11 |
| Thanksgiving Day | 2006-11-23 | 2006-11-23 |
| Day After Thanksgiving | 2006-11-24 | 2006-11-24 |
| Christmas Eve | 2006-12-24 | 2006-12-24 |
| Christmas Day | 2006-12-25 | 2006-12-25 |
| Hannukkah | 2006-12-26 | 2006-12-26 |
| New Years Eve | 2006-12-31 | 2006-12-31 |
| New Years Day | 2007-01-01 | 2007-01-01 |
| Martin Luther King Jr. Day | 2007-01-15 | 2007-01-15 |
| Presidents Day | 2007-02-19 | 2007-02-19 |
| Ash Wednesday | 2007-02-21 | 2007-02-21 |
| Passover | 2007-04-03 | 2007-04-03 |
| Good Friday | 2007-04-06 | 2007-04-06 |
| Easter | 2007-04-08 | 2007-04-08 |
| Memorial Day | 2007-05-28 | 2007-05-28 |
| Independence Day | 2007-07-04 | 2007-07-04 |

# 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.<br><br>**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**.<br><br>**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 Qwest 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 Qwest SCPs.
- Qwest Control 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 Qwest 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.<br><br>**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**.<br><br>**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**.<br><br>**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.<br><br>**Result:** The system returns the selected Alternate Call Plan. |
| 2 | Click **Delete Alternate**.<br><br>**Result:** The **Delete Alternate** submit screen returns. |
| 3 | Click **Save Changes**.<br><br>**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**.<br><br>**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.<br><br>**Result:** The system returns the selected Alternate Call Plan. |
| 2 | Click **Make Primary**.<br><br>**Result**: The **Activate Alternates** submit screen returns. |
| 3 | Click **Save Changes**.<br><br>**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**.<br><br>**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 Qwest Control 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:<br>• 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.<br>• 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

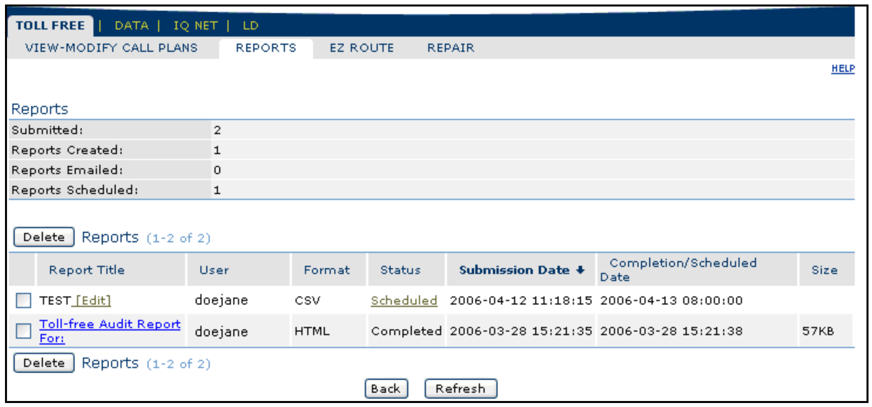
**Fields and Descriptions**

(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.

<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.<br><br>Result: The Reports Summary Log screen appears.<br>

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

# 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

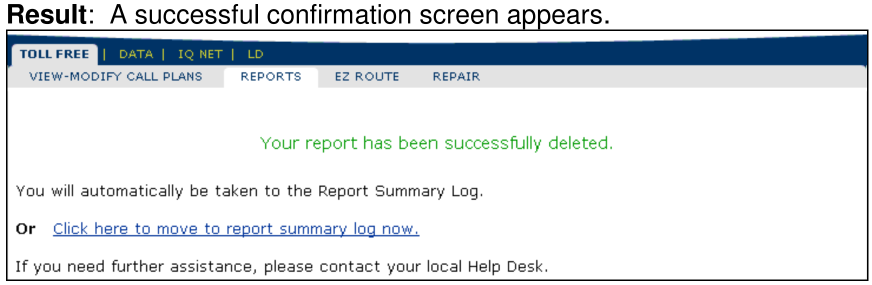
**Procedure**

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.<br><br>**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.<br><br>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).<br><br>**Result**: A confirmation message dialog box appears.<br> <br><br>**Note**: Only reports created under your username can be deleted by you. |
| 3 | Click   .<br><br>**Result**: A successful confirmation screen appears.<br>  |

# 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.

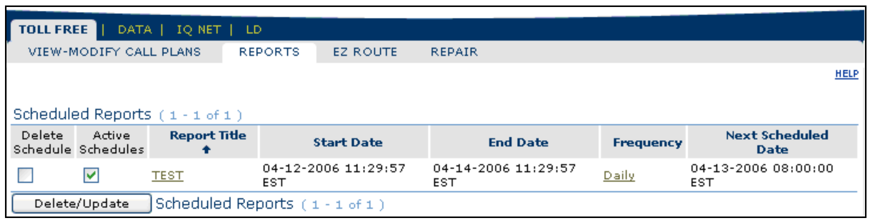
**Fields and Descriptions**

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.<br><br>**Result:** The **Scheduled Reports** screen appears.<br> |

# 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**

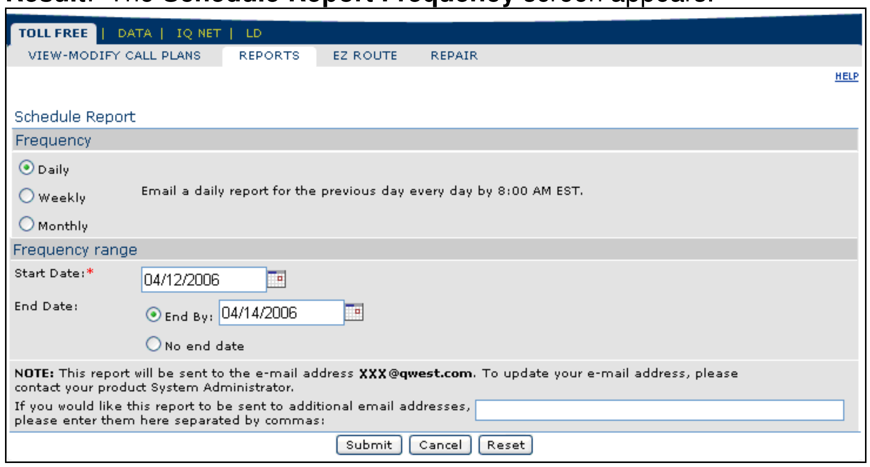
Follow the steps in the procedure below to **edit** a **Scheduled** report from the report title column.

| 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.<br><br>**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.<br><br>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.

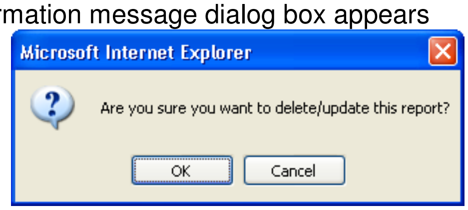
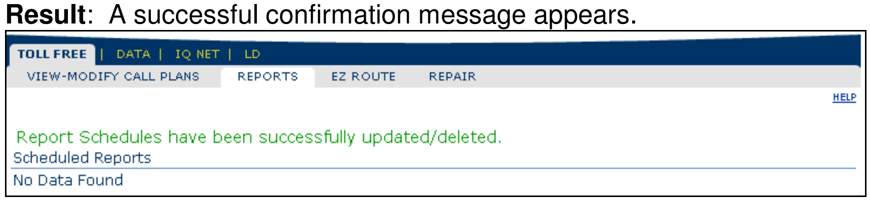
| Step | Action |
|---|---|
| 1 | From the **Scheduled Reports** screen, click on the hyperlink in the **Frequency** column.<br><br>**Result**: The **Schedule Report Frequency** screen appears.<br><br>**Note:** You can also access the **Scheduled Reports** screen by clicking on the **Scheduled** link 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.<br><br>**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  to delete the selected scheduled reports.<br><br>**Result**: A confirmation message dialog box appears<br> |
| 3 | Click  .<br><br>**Result**: A successful confirmation message appears.<br> |

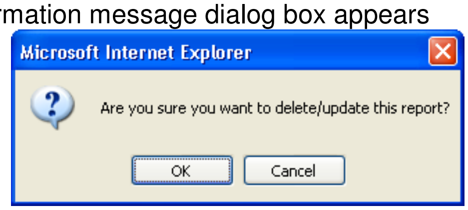
# Deactivating a Scheduled Report

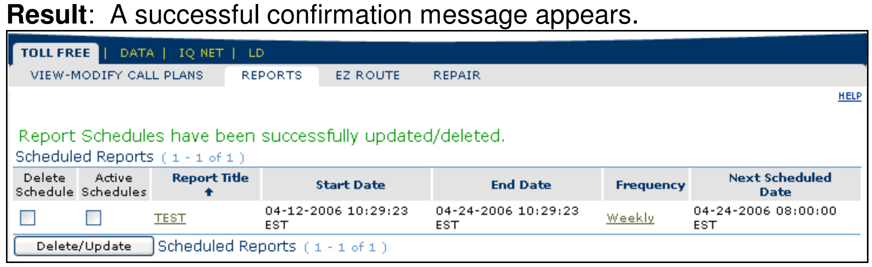
**Procedure**

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 

to deactivate the selected scheduled reports.<br><br>Result: A confirmation message dialog box appears

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

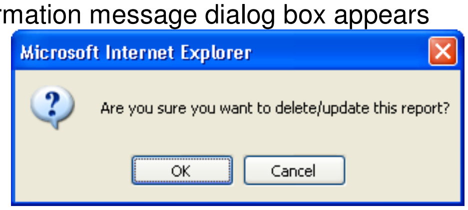
.<br><br>Result: A successful confirmation message appears.

</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 

to activate the selected scheduled reports.<br><br>Result: A confirmation message dialog box appears<br>
</td></tr>
<tr><td>3</td><td>Click 

.<br><br>Result: A successful confirmation message appears.<br>
</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**

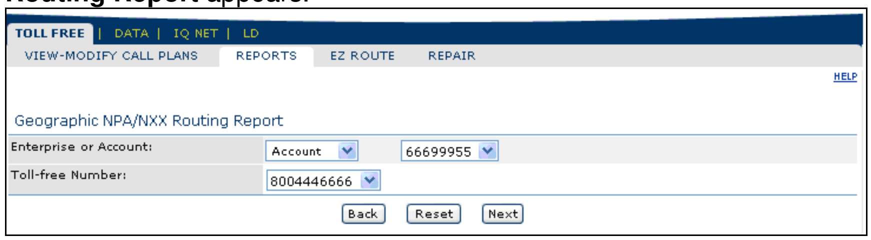
The table below describes the fields and buttons displayed on the **Geographic NPA/NXX Routing** report.

| 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**

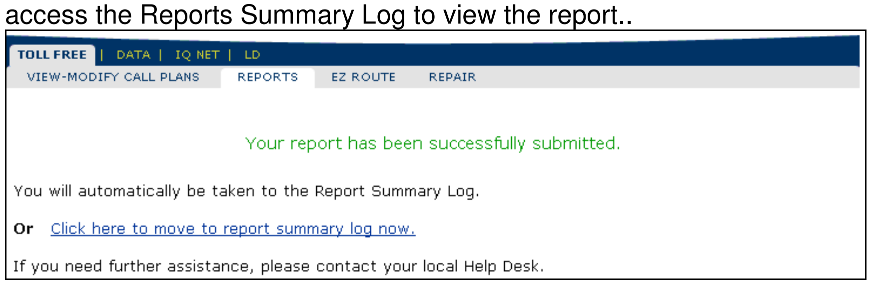
Follow the steps in the procedure below to **generate** a **Geographic NPA/NXX Routing** report.

| Step | Action |
|---|---|
| 1 | From the **Reports** menu, select **Geographic NPA/NXX Routing**.<br><br>**Result:** The first data screen for the **Generate Geographic NPA/NXX Routing Report** appears.<br> |
| 2 | From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Qwest Control Enterprise ID or Toll Free numbers associated with a specific Qwest Customer Account ID.<br><br>**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.<br><br>**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 Next .<br><br>**Result:** The second data screen for the **Generate Geographic NPA/NXX Routing Report** appears.<br> |

*Continued on next page*

# Generating the Geographic NPA/NXX Routing Report,
continued

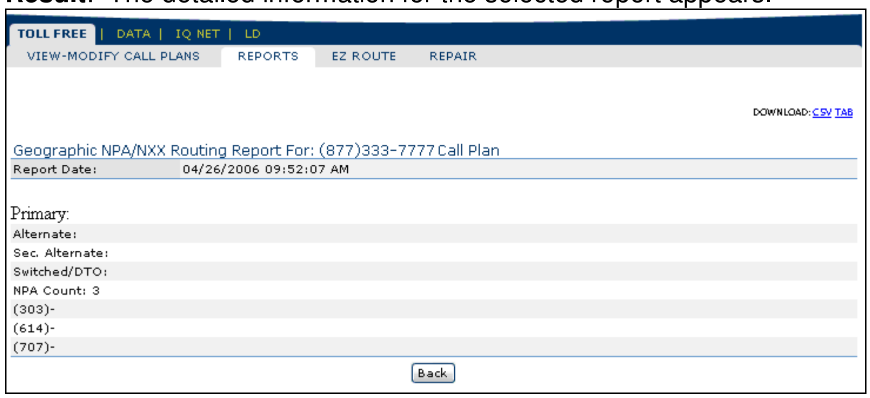
**Procedure** (continued)

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

# Viewing the Geographic NPA/NXX Routing Report

**Procedure**

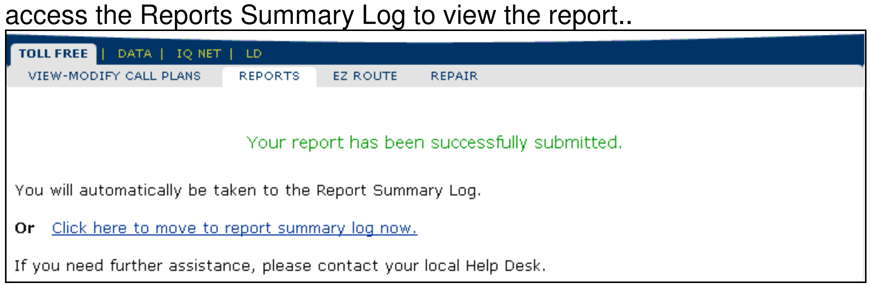
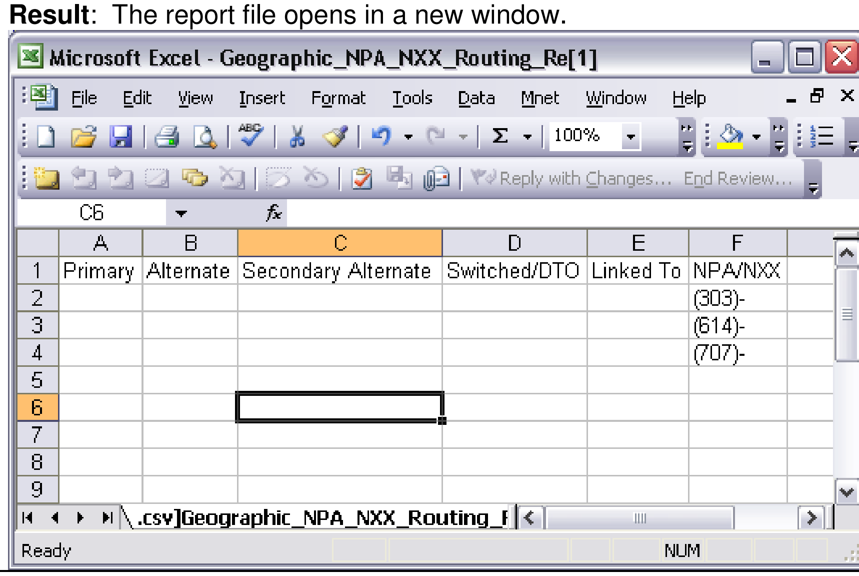
Follow the steps in the procedure below to **view** the **Geographic NPA/NXX Routing** report.

| 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.<br><br>**Result**: The detailed information for the selected report appears.<br> |

# 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.<br><br>**Result:** A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report..<br> |
| 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**).<br><br>**Result**: The report file opens in a new window.<br> |

# 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**

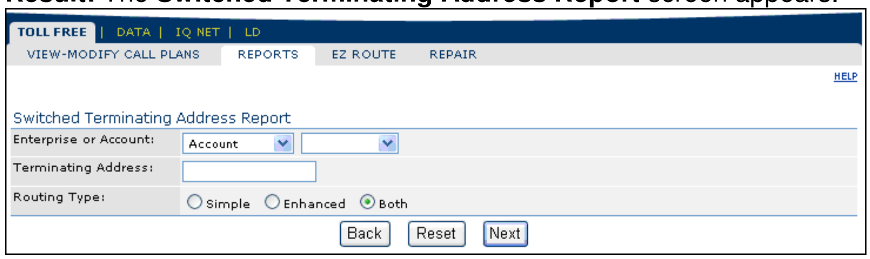
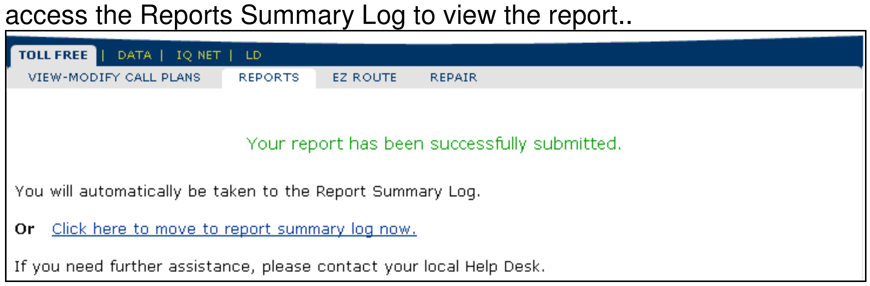
The table below describes the fields and buttons displayed on the **Switched Terminating Address** report.

| 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**

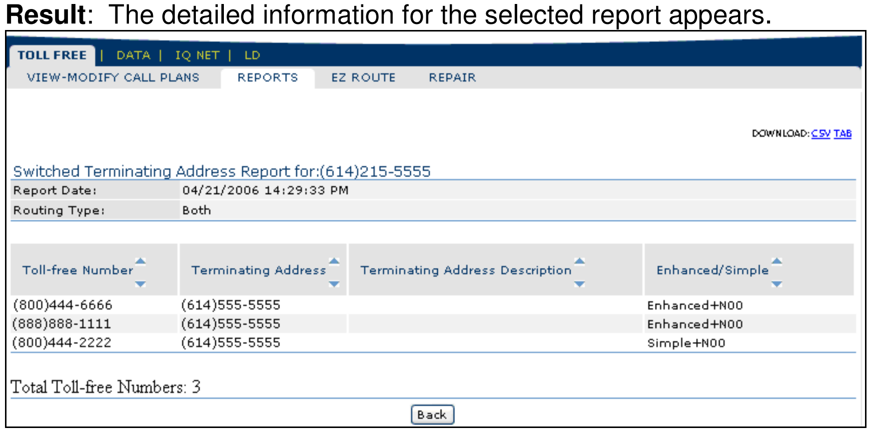
Follow the steps in the procedure below to **generate** the **Switched Terminating Address** report.

| Step | Action |
|---|---|
| 1 | From the **Reports** menu, select **Switched Terminating Address**.<br><br>**Result:** The **Switched Terminating Address Report** screen appears.<br> |
| 2 | From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Qwest Control Enterprise ID or Toll Free numbers associated with a specific Qwest Customer Account ID.<br><br>**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  .<br><br>**Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report..<br> |

# Viewing the Switched Terminating Address Report

**Procedure**

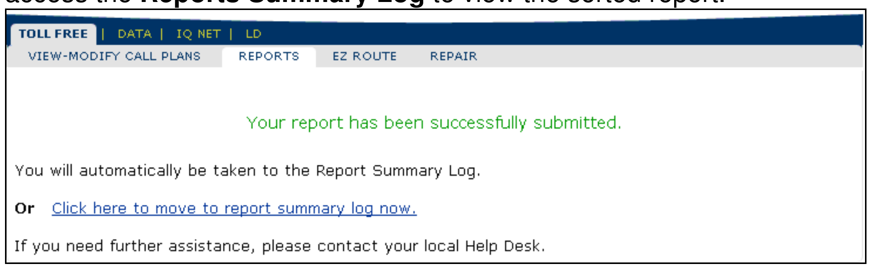
Follow the steps in the procedure below to **view** the **Switched Terminating Address** report.

| 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.<br><br>**Result**: The detailed information for the selected report appears.<br> |

# Sorting the Switched Terminating Address Report

**Procedure**

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

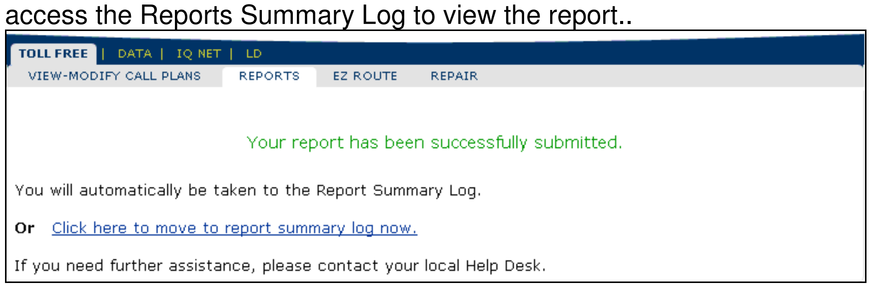
| Step | Action |
|---|---|
| 1 | From the **Switched Terminating Address Report** screen, click on the column arrow to sort the report by the desired field in ascending or descending order.<br><br>**Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log**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

# Downloading the Switched Terminating Address Report

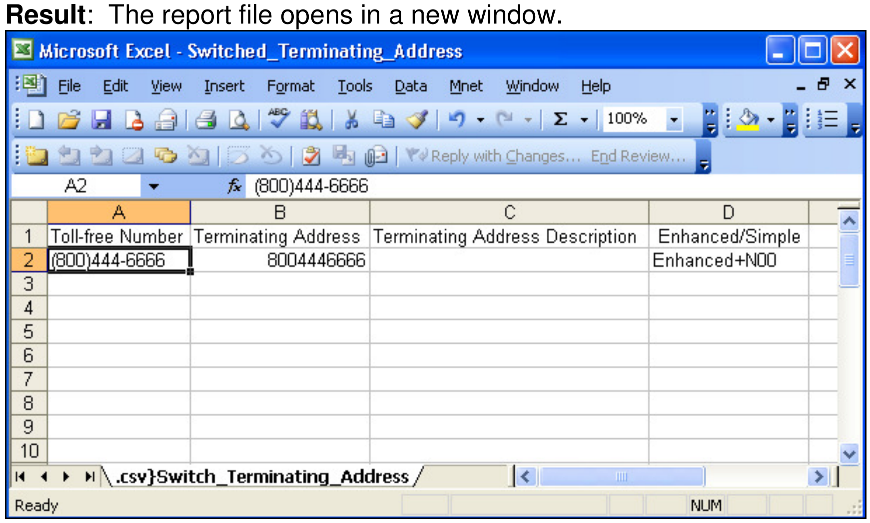
**Procedure**

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Switched Terminating Address Report for: screen, click on the CSV or TAB hyperlink to download the detailed report information.<br><br>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 Switched Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).<br><br>Result: The report file opens in a new window.



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

# 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**

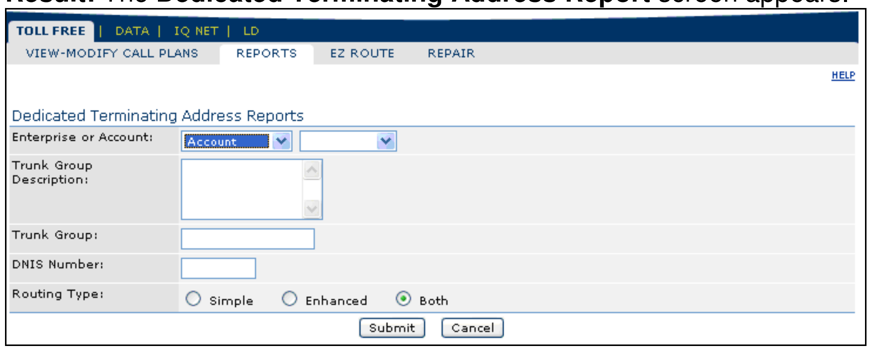
The table below describes the fields and buttons displayed on the **Dedicated Terminating Address** report.

| 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.<br><br>**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**

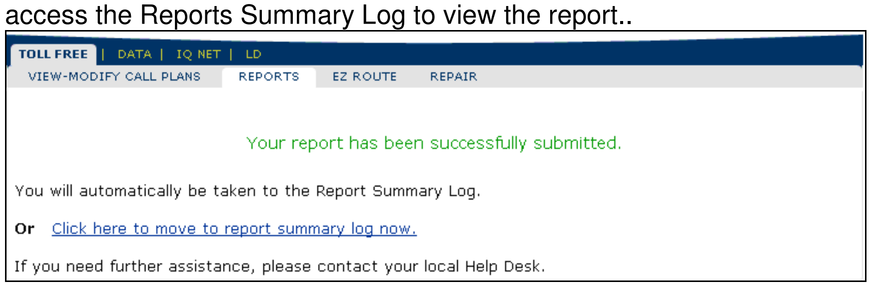
Follow the steps in the procedure below to **generate** a **Dedicated Terminating Address** report.

| Step | Action |
|---|---|
| 1 | From the **Reports** menu, select **Dedicated Terminating Address**.<br><br>**Result:** The **Dedicated Terminating Address Report** screen appears.<br> |
| 2 | From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Qwest Control Enterprise ID or Toll Free numbers associated with a specific Qwest Customer Account ID.<br><br>**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.<br><br>**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

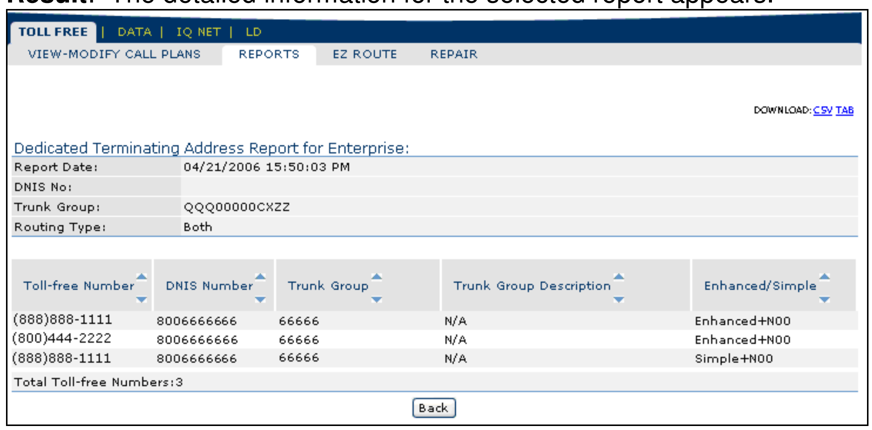
**Procedure** (continued)

| 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 Submit .<br><br>**Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report..<br> |

# Viewing the Dedicated Terminating Address Report

**Procedure**

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

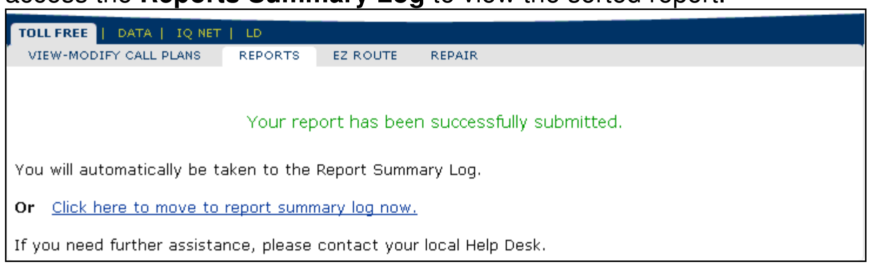
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Toll Free application, click on the Reports > Reports Summary Log menu option.</td></tr>
<tr><td>2</td><td>From the Reports Summary Log screen, click on the Dedicated Terminating Address Report for: hyperlink under the Report Title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


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

# Sorting the Dedicated Terminating Address Report

**Procedure**

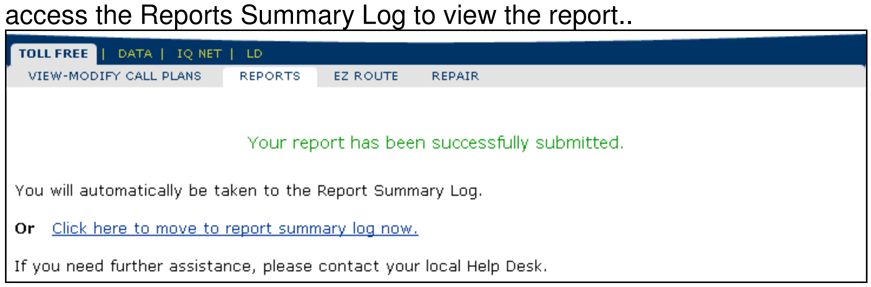
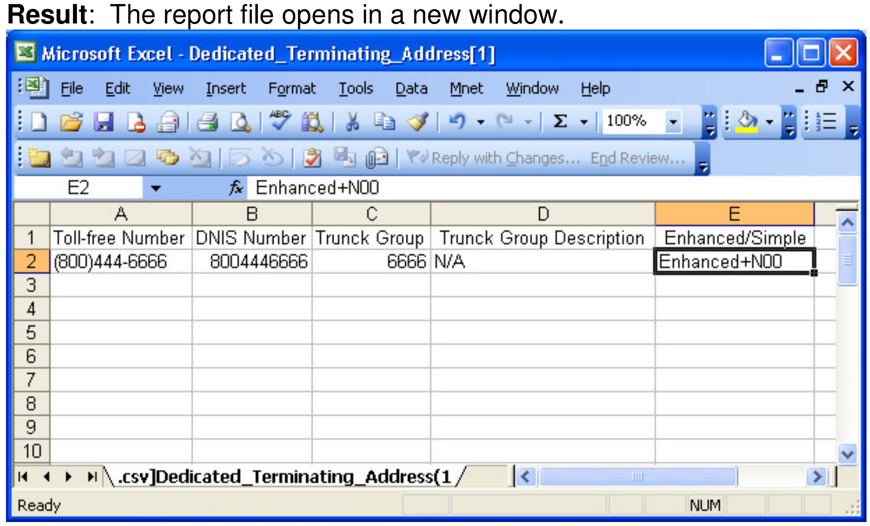
Follow the steps in the procedure below to **sort** the **Dedicated Terminating Address Report**.

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

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

</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).<br><br>Result: The report file opens in a new window.<br>

</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**

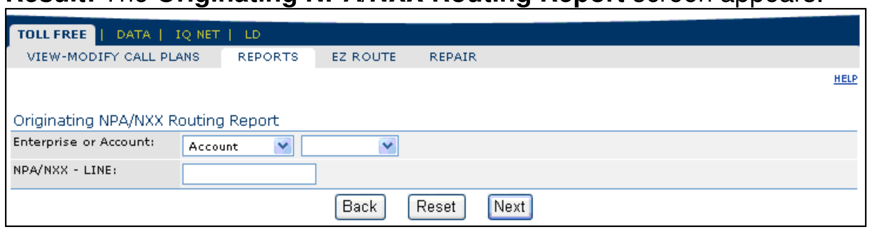
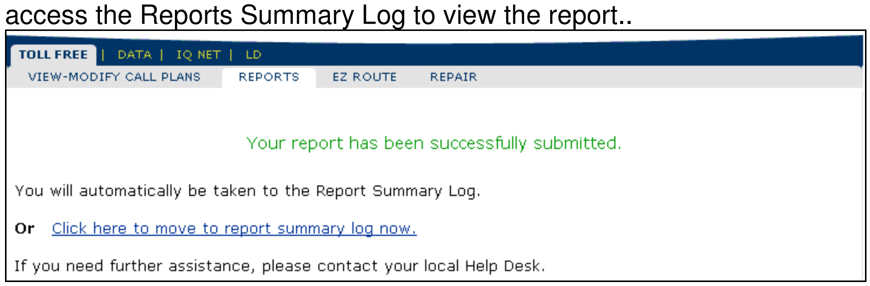
The table below describes the fields and buttons displayed on the **Originating NPA/NXX Routing** report.

| 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**

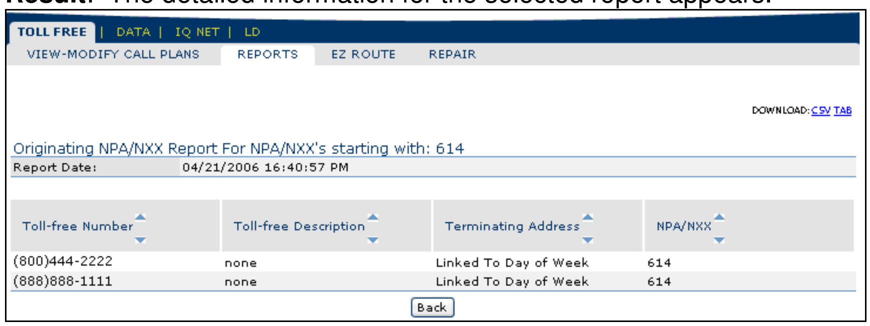
Follow the steps in the procedure below to **generate** an **Originating NPA/NXX Routing** report.

| Step | Action |
|---|---|
| 1 | From the **Reports** menu, select **Originating NPA/NXX Routing**.<br><br>**Result:** The **Originating NPA/NXX Routing Report** screen appears.<br> |
| 2 | From the **Enterprise** or **Account** drop-down list, select whether you want the report to include all Toll Free numbers associated with your Qwest Control Enterprise ID or Toll Free numbers associated with a specific Qwest Customer Account ID.<br><br>**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  .<br><br>**Result:** A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report..<br> |

# Viewing the Originating NPA/NXX Routing Report

**Procedure**

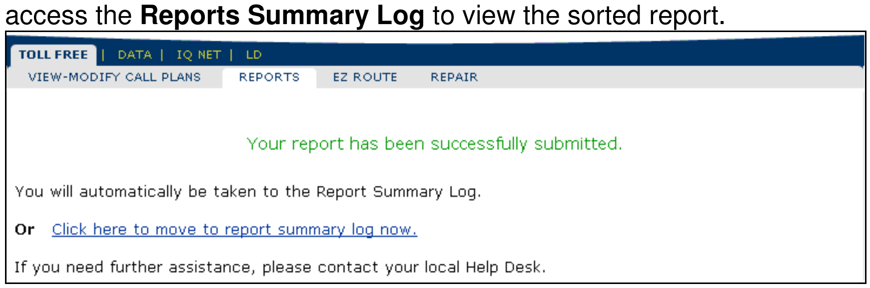
Follow the steps in the procedure below to **view** the **Originating NPA/NXX Routing** report.

<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.<br><br>Result:  The detailed information for the selected report appears.<br>
</td></tr>
</table>

# Sorting the Originating NPA/NXX Routing Report

**Procedure**

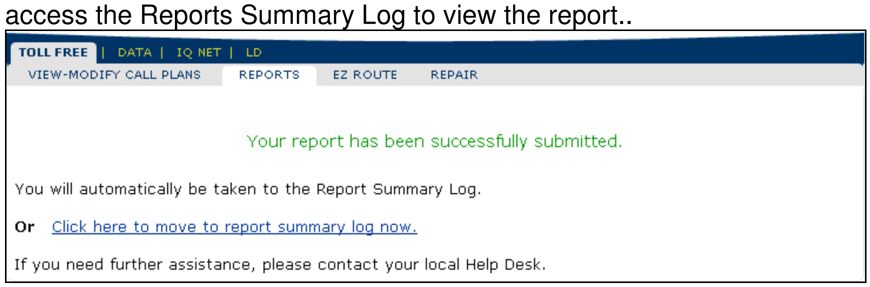
Follow the steps in the procedure below to **sort** the **Originating NPA/NXX Routing Report**.

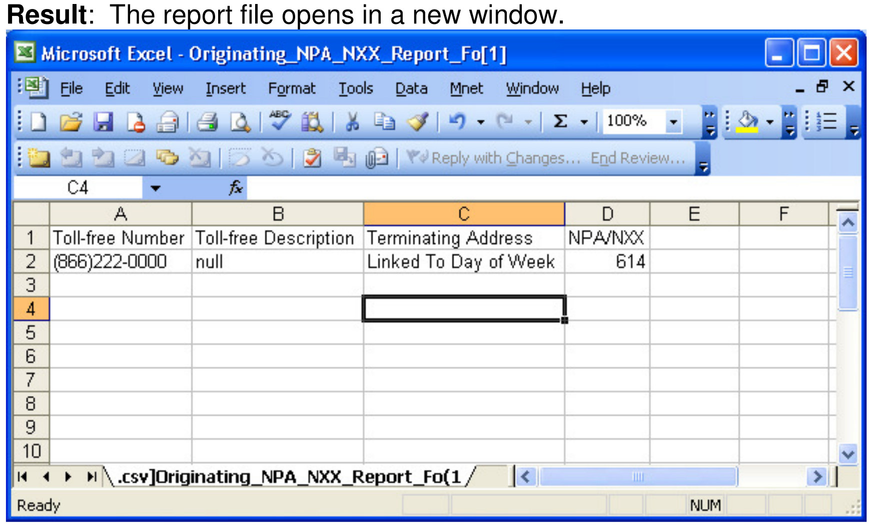
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Originating NPA/NXX Routing screen, click on the column arrow to sort the report by the desired field in ascending or descending order.<br><br>Result: A successful confirmation screen appears; you will need to access the Reports Summary Log to view the sorted report.<br>
</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**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Originating NPA/NXX Routing Report for: screen, click on the CSV or TAB hyperlink to download the detailed report information.<br><br>Result: A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report..<br>


</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 (format = CSV or TAB).<br><br>Result: The report file opens in a new window.<br>


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

# 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**

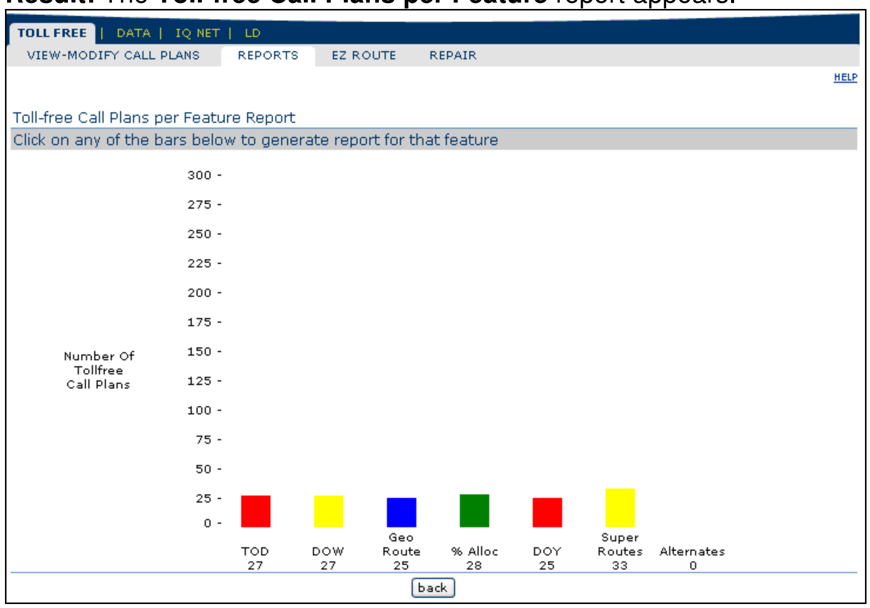
The table below describes the fields and buttons displayed on the **Toll Free Call Plan per Feature** report.

| Field Name | Description |
|---|---|
| **Number of Toll-Free Call Plans** | This axis of the graph indicates the total number of call plans associated with your Qwest Control 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. |
| Back | This button allows you to return to the previous screen viewed. |

# Generating the Toll Free Call Plan per Feature Report

**Procedure**

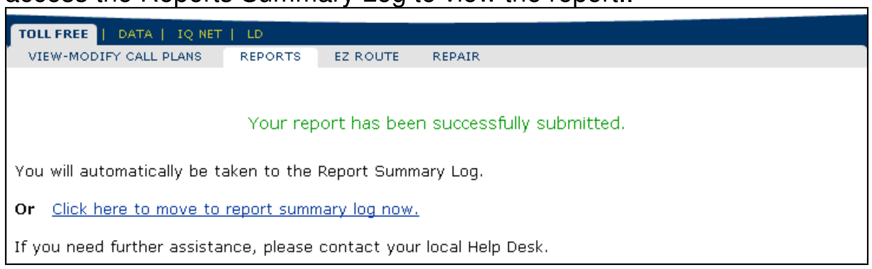
Follow the steps in the procedure below to **generate** the **Toll Free Call Plan per Feature** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Toll-free Call Plans per Feature.<br><br>Result: The Toll-free Call Plans per Feature report appears.

</td></tr>
<tr><td>2</td><td>Click back to return to the Reports Summary Log screen.</td></tr>
</table>

# Generating a Feature Report

**Procedure**

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

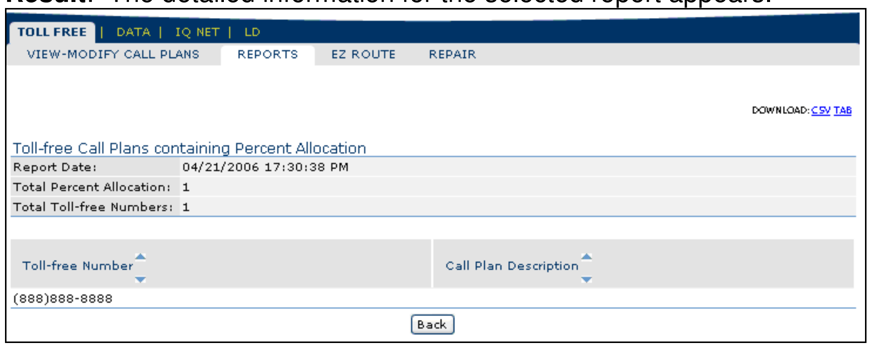
| Step | Action |
| --- | --- |
| 1 | From the **Toll Free Call Plans per Feature** report, click on any of the feature bars to generate a report for the selected feature.<br><br>**Result:** A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report..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

# Viewing the Feature Report

**Procedure**

Follow the steps in the procedure below to **view** the **Feature** 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 Call Plans containing (Feature)** hyperlink under the **Report Title** column.<br><br>**Result**: The detailed information for the selected report appears. |

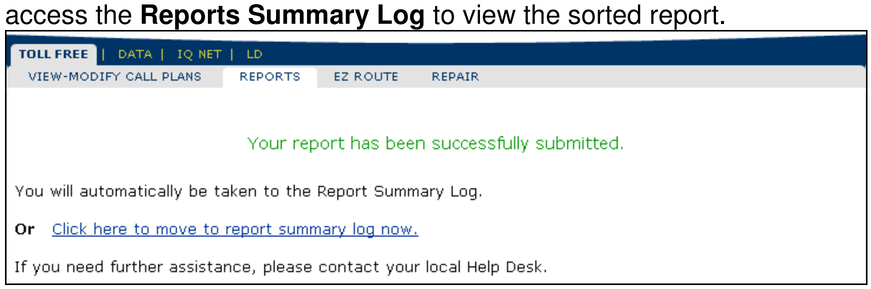



# Sorting the Feature Report

**Procedure**

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

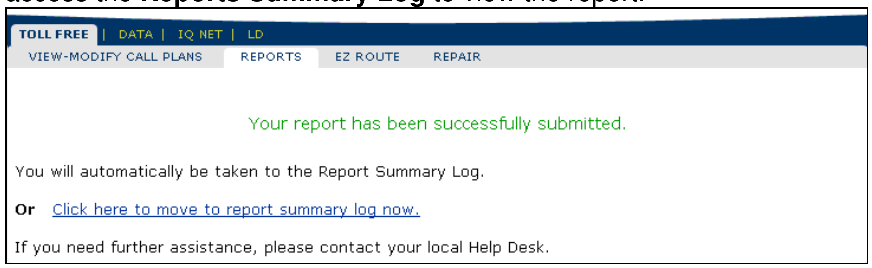
| Step | Action |
|---|---|
| 1 | From the **Toll Free Call Plans containing (Feature)** screen, click on the column arrow to sort the report by the desired field in ascending or descending order.<br><br>**Result:** A successful confirmation screen appears; you will need to access the **Reports Summary Log** to view the sorted report. |

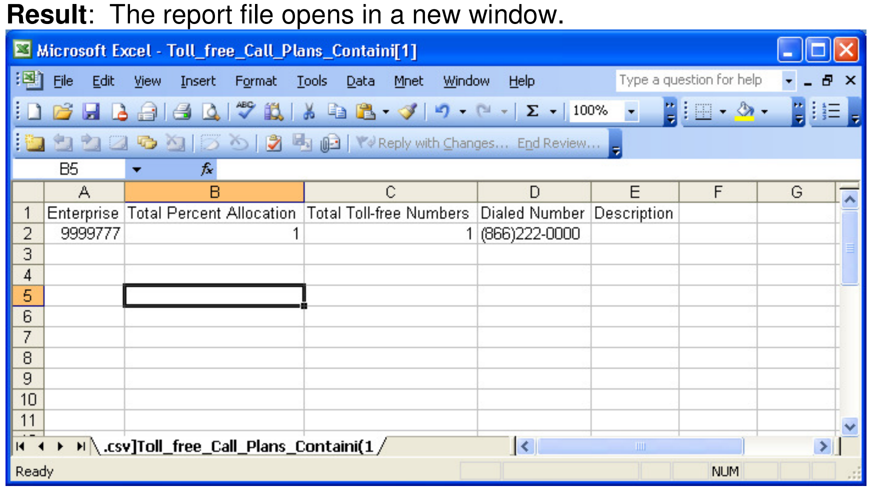


# Downloading the Feature Report

**Procedure**

Follow the steps in the procedure below to **download** 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 CSV or TAB hyperlink to download the detailed report information.<br><br>Result: A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.<br>


</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 (format = CSV or TAB).<br><br>Result: The report file opens in a new window.<br>


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

# 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 Qwest Control**

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**

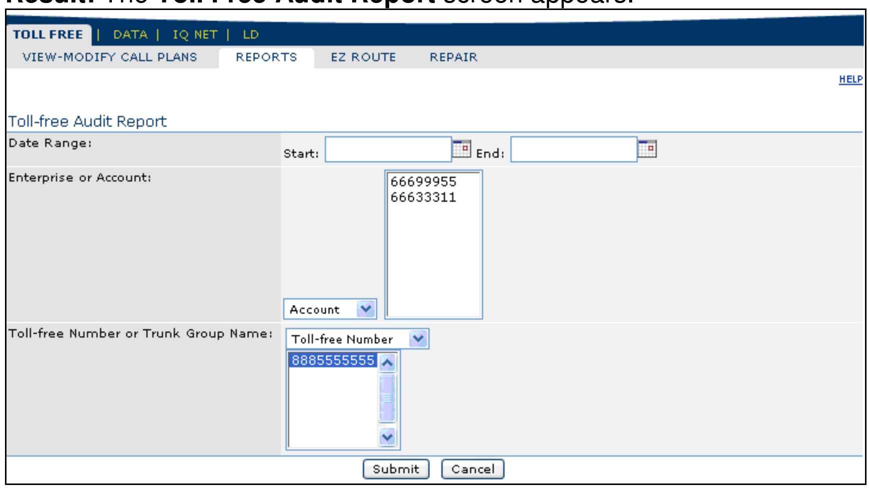
The table below describes the fields and buttons displayed on the **Toll Free Audit** report.

| 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.<br><br>**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. |
| Back | This button allows you to return to the previous screen viewed. |

# Generating the Toll Free Audit Report

**Procedure**

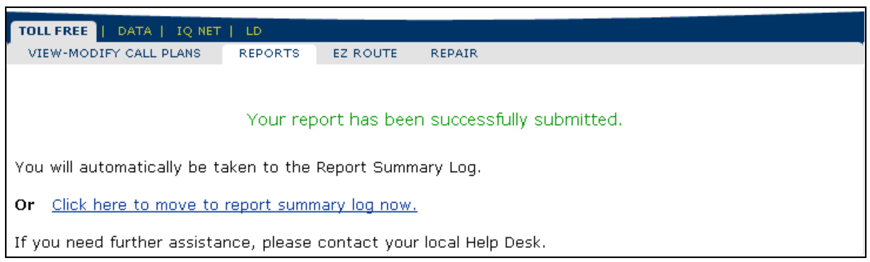
Follow the steps in the procedure below to **generate** the **Toll Free Audit** report.

| Step | Action |
|---|---|
| 1 | From the **Reports** menu, select **Toll Free Audit**.<br><br>**Result:** The **Toll Free Audit Report** screen appears.<br> |
| 2 | In the **Date Range** field, enter the desired **Start** date for your range.<br><br>**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.<br><br>**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 Qwest Control Enterprise ID or Toll Free numbers associated with a specific Qwest Customer Account ID.<br><br>**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

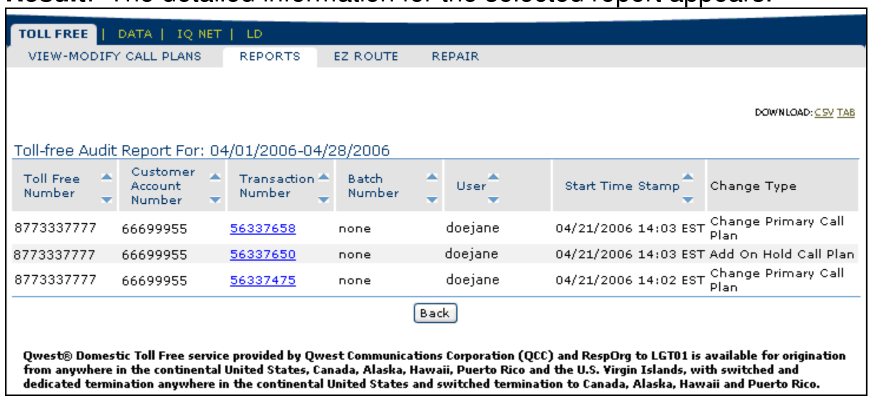
**Procedure** (continued)

| Step | Action |
|---|---|
| 6 | 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.<br><br>**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. |
| 7 | Click  .<br><br>**Result:** A successful confirmation screen appears, you access the **Reports Summary Log** to view it.<br><br> |

# Viewing the Toll Free Audit Report

**Procedure**

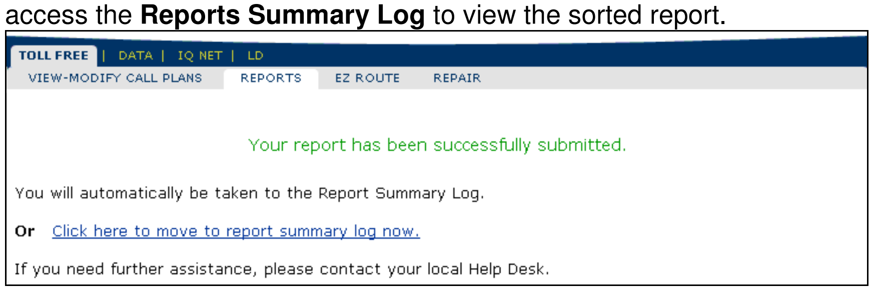
Follow the steps in the procedure below to **view** the **Toll Free Audit** report.

| 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.<br><br>**Result**: The detailed information for the selected report appears.<br> |

# Sorting the Toll Free Audit Report

**Procedure**

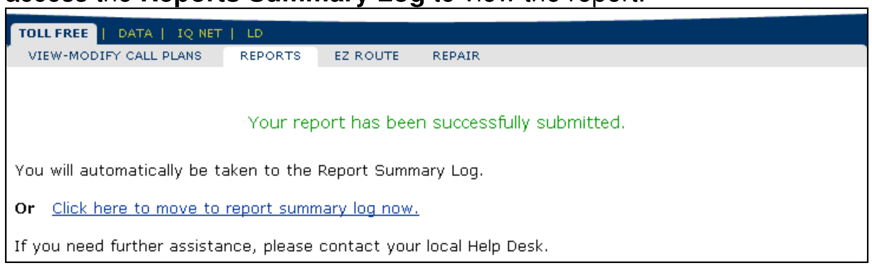
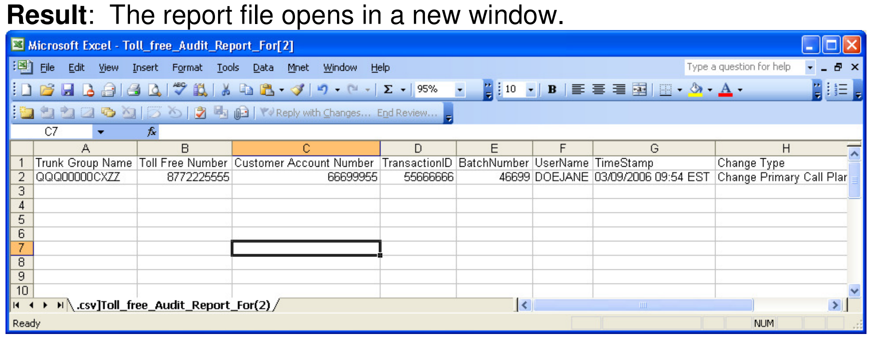
Follow the steps in the procedure below to **sort** the **Toll Free Audit Report**.

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

# Downloading the Toll Free Audit Report

**Procedure**

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

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

# Traffic Utilization Report

**Introduction**

The **Traffic Utilization Report** allows you to generate usage statistics for the Toll Free services associated to your Qwest Control 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.

Qwest Control 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

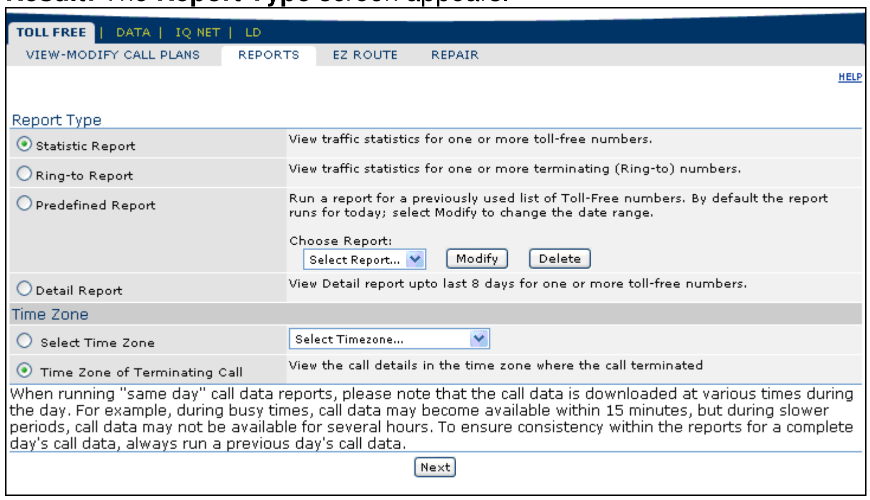
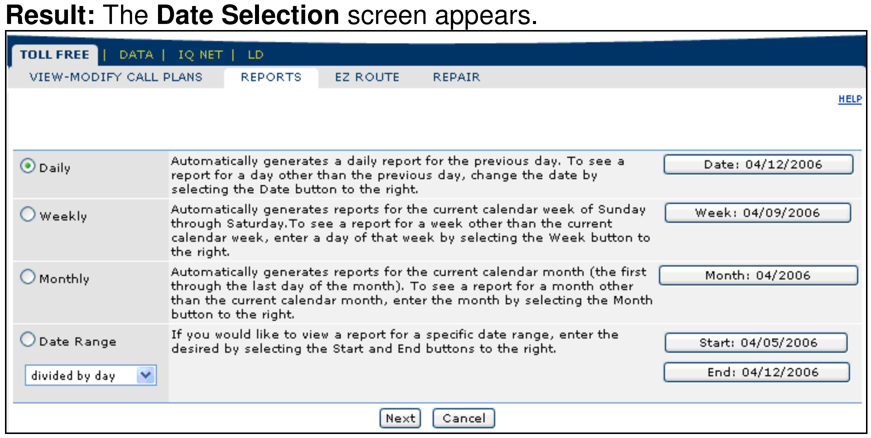
**Procedure** (continued)

| 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.<br><br>**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. |

# Generating the Traffic Utilization Report

**Procedure**

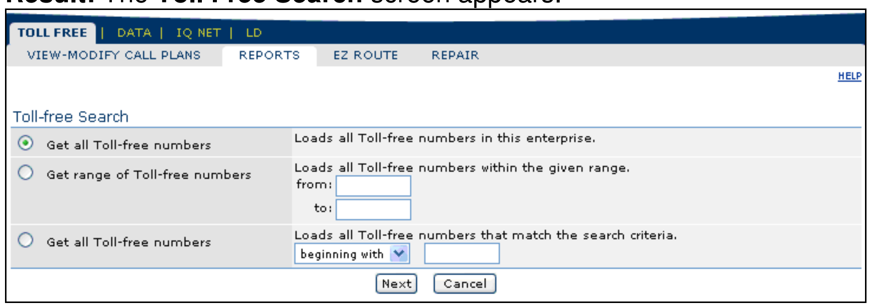
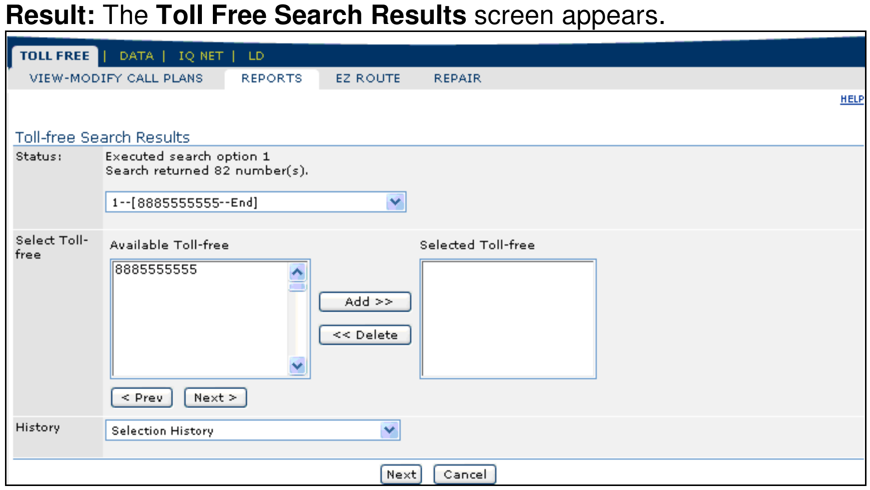
Follow the steps in the procedure below to **generate** the **Traffic Utilization** report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Traffic Utilization.<br><br>Result: The Report Type screen appears.<br>

</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.<br><br>Note: Qwest Control 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 .<br><br>Result: The Date Selection screen appears.<br>

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

*Continued on next page*

# Generating the Traffic Utilization Report, continued

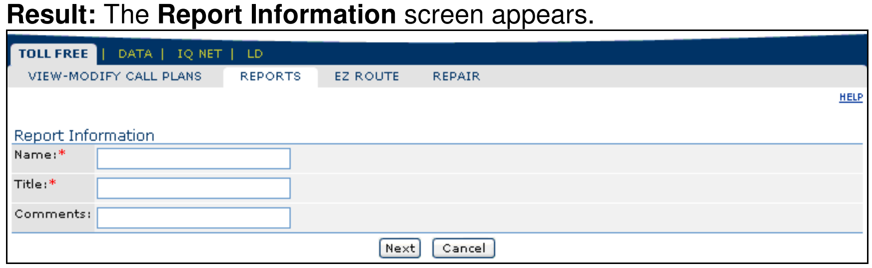
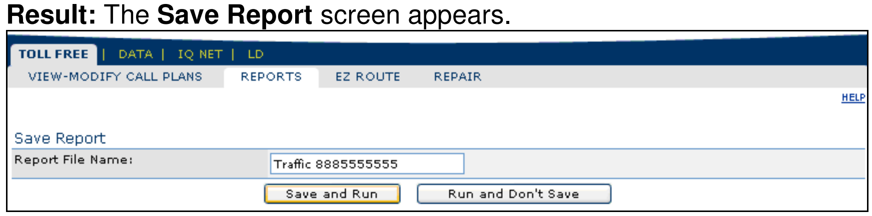
**Procedure** (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>From the Date Selection radio buttons, select the time period you want the report to cover.<br><br>Note: You can generate a monthly, weekly, or daily report or you can choose a specific time period depending on the selected Report Type.</td></tr>
<tr><td>6</td><td>Click Next .<br><br>Result: The Toll Free Search screen appears.<br>
</td></tr>
<tr><td>7</td><td>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.<br><br>Note: You can quickly find a Toll Free number, range of numbers, or numbers beginning with, ending with, or containing certain digits.</td></tr>
<tr><td>8</td><td>Click Next .<br><br>Result: The Toll Free Search Results screen appears.<br>
</td></tr>
</table>

*Continued on next page*

# Generating the Traffic Utilization Report, continued

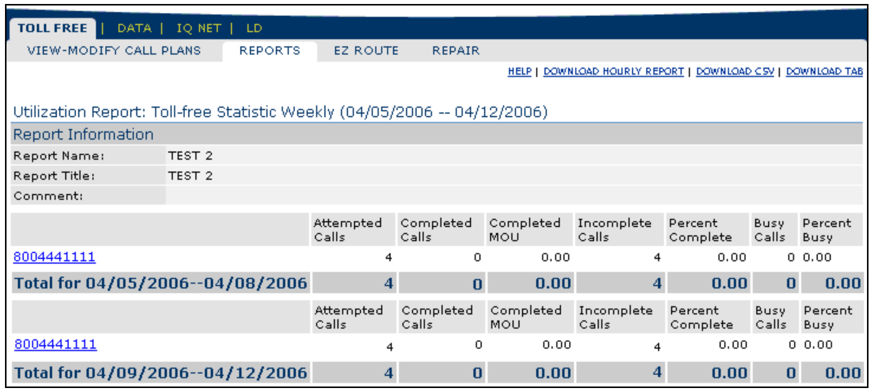
**Procedure** (continued)

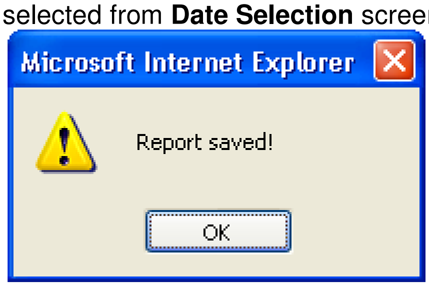
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9</td><td>From the Toll Free Search Results screen, highlight the Toll Free numbers you want to see on the report from the Available Toll Free list box and click Add.</td></tr>
<tr><td>10</td><td>Click Next .<br><br>Result: The Report Information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

*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 Run and Don't Save .<br><br>Result: The report displays in the Qwest Control system; however is not saved.<br>


Utilization Report: Toll-free Statistic Weekly (04/05/2006 -- 04/12/2006)<br>
Report Information
<table>
<tr><td>Report Name:</td><td>TEST 2</td></tr>
<tr><td>Report Title:</td><td>TEST 2</td></tr>
<tr><td>Comment:</td><td></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>8004441111</td><td>4</td><td>0</td><td>0.00</td><td>4</td><td>0.00</td><td>0</td><td>0.00</td></tr>
<tr><td>Total for 04/05/2006--04/08/2006</td><td>4</td><td>0</td><td>0.00</td><td>4</td><td>0.00</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>8004441111</td><td>4</td><td>0</td><td>0.00</td><td>4</td><td>0.00</td><td>0</td><td>0.00</td></tr>
<tr><td>Total for 04/09/2006--04/12/2006</td><td>4</td><td>0</td><td>0.00</td><td>4</td><td>0.00</td><td>0</td><td>0.00</td></tr>
</table>
</td></tr>
<tr><td>17</td><td>Click Save and Run .<br><br>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.<br>


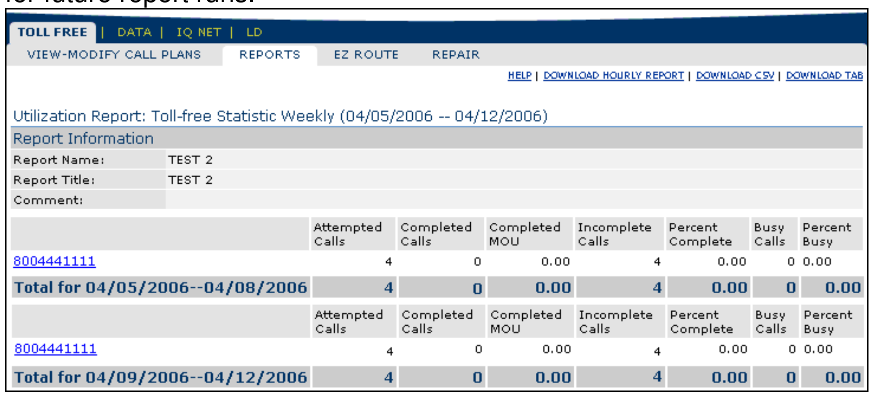
</td></tr>
</table>

*Continued on next page*

# Generating the Traffic Utilization Report, continued

**Procedure** (continued)

| Step | Action |
|---|---|
| 18 | Click **OK**.<br><br>**Result**: The report displays in the Qwest Control system and is saved for future report runs. |




Utilization Report: Toll-free Statistic Weekly (04/05/2006 -- 04/12/2006)

| Report Information | |
|---|---|
| Report Name: | TEST 2 |
| Report Title: | TEST 2 |
| Comment: | |

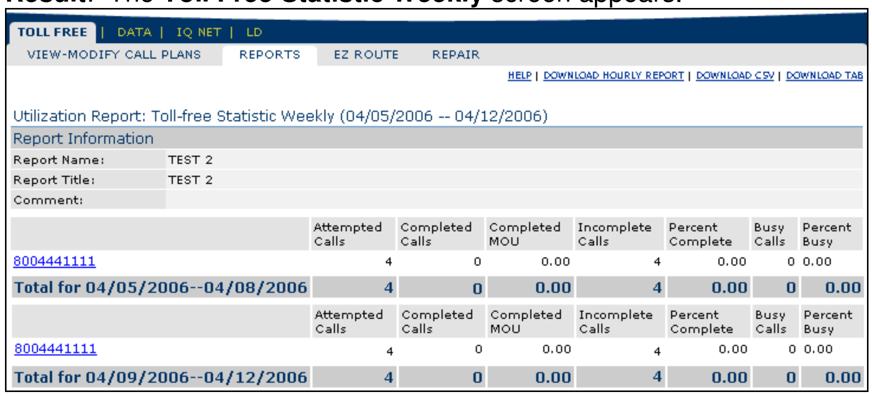
| | Attempted Calls | Completed Calls | Completed MOU | Incomplete Calls | Percent Complete | Busy Calls | Percent Busy |
|---|---|---|---|---|---|---|---|
| 8004441111 | 4 | 0 | 0.00 | 4 | 0.00 | 0 | 0.00 |
| **Total for 04/05/2006--04/08/2006** | **4** | **0** | **0.00** | **4** | **0.00** | **0** | **0.00** |

| | Attempted Calls | Completed Calls | Completed MOU | Incomplete Calls | Percent Complete | Busy Calls | Percent Busy |
|---|---|---|---|---|---|---|---|
| 8004441111 | 4 | 0 | 0.00 | 4 | 0.00 | 0 | 0.00 |
| **Total for 04/09/2006--04/12/2006** | **4** | **0** | **0.00** | **4** | **0.00** | **0** | **0.00** |

# Viewing the Traffic Utilization Report

**Procedure**

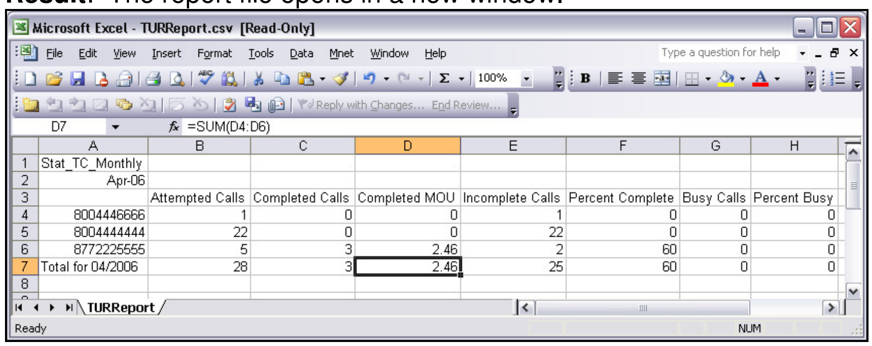
Once the **Traffic Utilization** report displays in the Qwest Control system, you have the option to view additional details via hyperlinks. Follow the steps in the procedure below to **view** these additional screens.

<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.<br><br>Result: The Toll Free Statistic Weekly screen appears.<br>

</td></tr>
<tr><td>2</td><td>From the Toll Free Statistic Weekly report screen, click on the desired Date Range.<br><br>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.<br><br>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.<br><br>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.

| Step | Action |
|---|---|
| 1 | From the **Utilization Report** screen, click on the **Download CSV** or **Download TAB** hyperlink to download the detailed report information.<br><br>**Result**: The report file opens in a new window.<br> |



| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | Stat_TC_Monthly | | | | | | | |
| 2 | Apr-06 | | | | | | | |
| 3 | | Attempted Calls | Completed Calls | Completed MOU | Incomplete Calls | Percent Complete | Busy Calls | Percent Busy |
| 4 | 8004446666 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 5 | 8004444444 | 22 | 0 | 0 | 22 | 0 | 0 | 0 |
| 6 | 8772225555 | 5 | 3 | 2.46 | 2 | 60 | 0 | 0 |
| 7 | Total for 04/2006 | 28 | 3 | 2.46 | 25 | 60 | 0 | 0 |
| 8 | | | | | | | | |

# Generating a Predefined Traffic Utilization Report

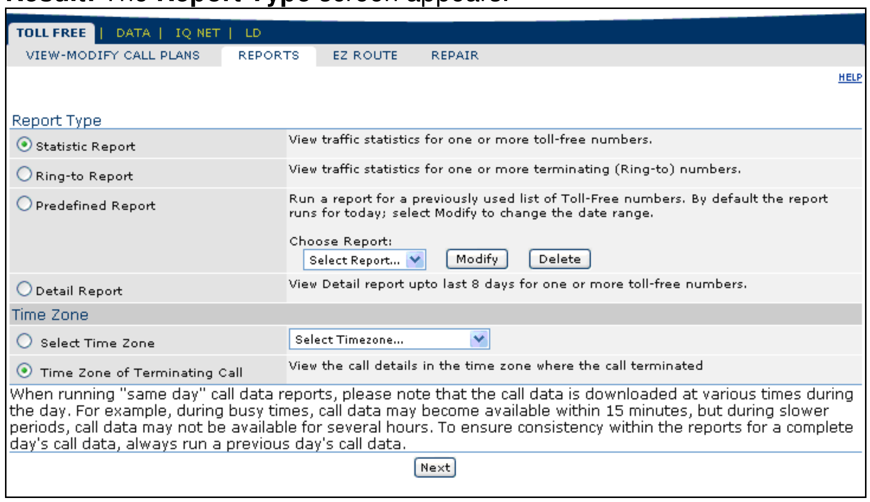
**Procedure**

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**.

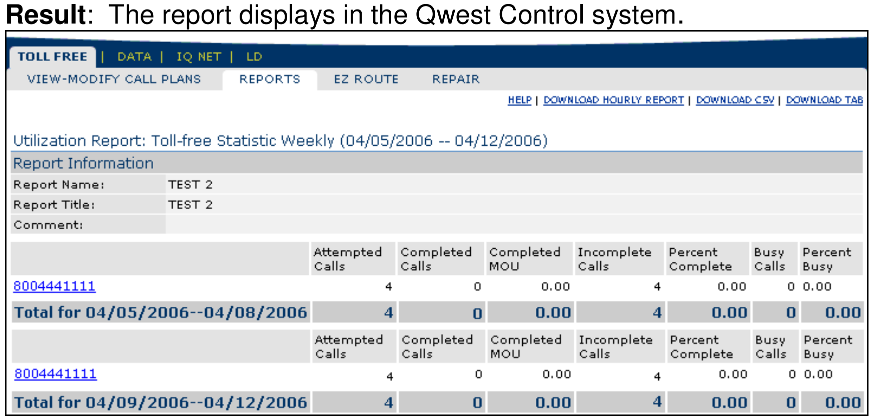
**Result:** The **Report Type** screen appears.




</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 Qwest Control system.

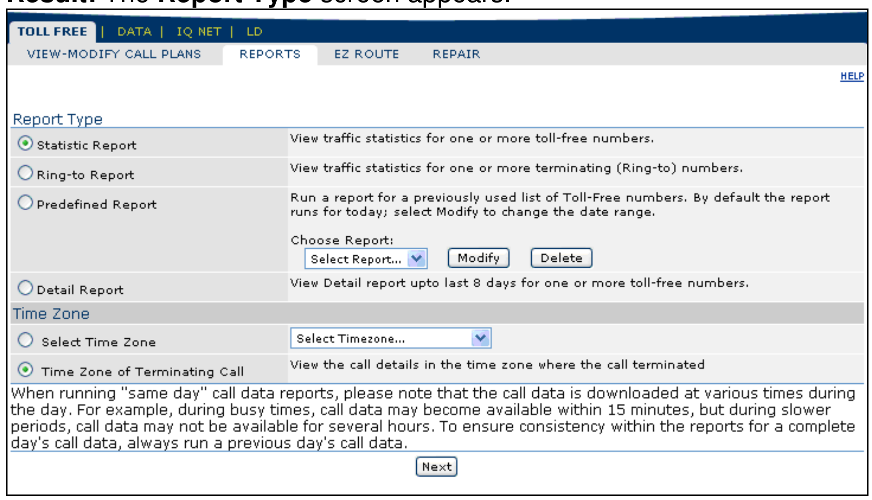
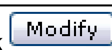



</td></tr>
</table>

# Modify a Predefined Traffic Utilization Report

**Procedure**

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

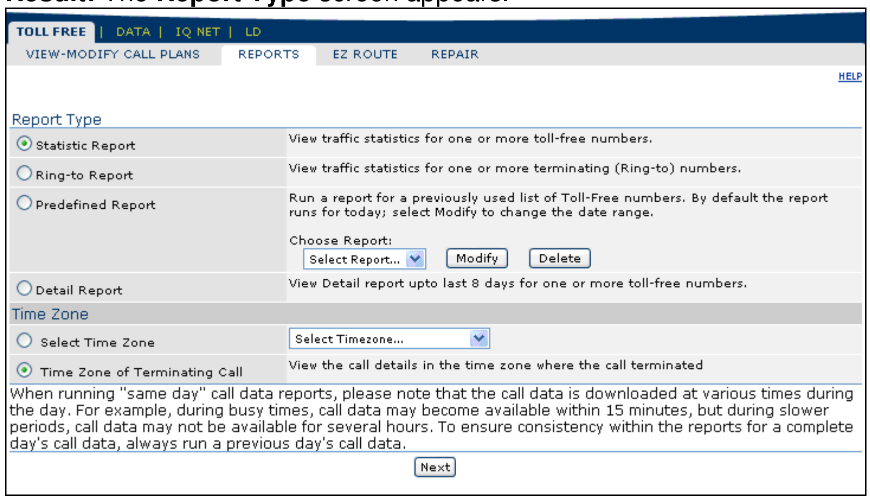
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Traffic Utilization.<br><br>Result: The Report Type screen appears.<br>

</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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Reports menu, select Traffic Utilization.<br><br>Result: The Report Type screen appears.<br>



</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 deletion.</td></tr>
<tr><td>4</td><td>Click Delete.<br><br>Result: A confirmation message dialog box appears.<br>

</td></tr>
<tr><td>5</td><td>Click OK.<br><br>Result: A confirmation message dialog box appears.<br>

</td></tr>
<tr><td>6</td><td>Click OK.</td></tr>
</table>

# 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.<br><br>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**

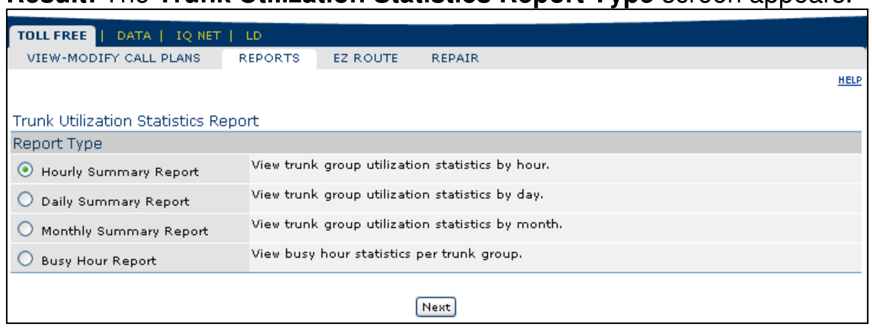
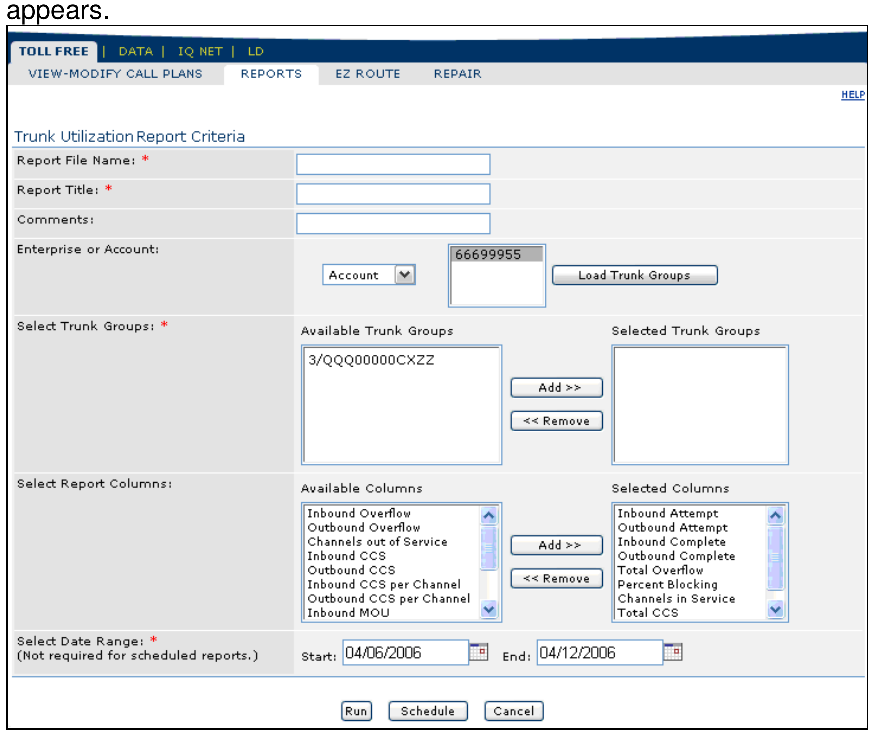
(continued)

| 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.<br><br>Result: The Trunk Utilization Statistics Report Type screen appears.<br><br></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 .<br><br>Result: The corresponding Trunk Utilization Report Criteria screen appears.<br><br></td></tr>
</table>

*Continued on next page*

# Generating the Trunk Utilization Report, continued

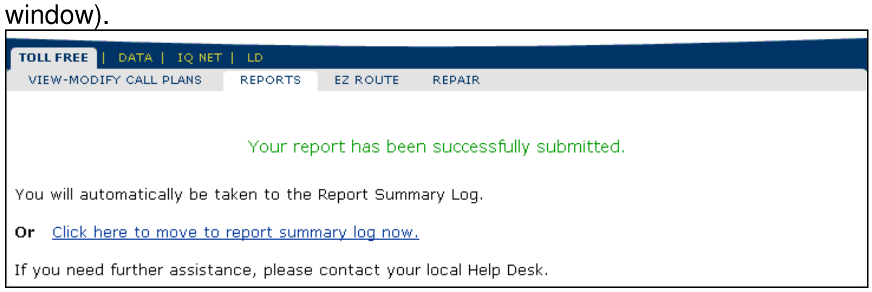
**Procedure** (continued)

| 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 Qwest Control Enterprise ID or from a single account associated with your Qwest Control Enterprise ID.<br><br>**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.<br><br>**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 >>.<br><br>**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).<br><br>**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 >>.<br><br>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

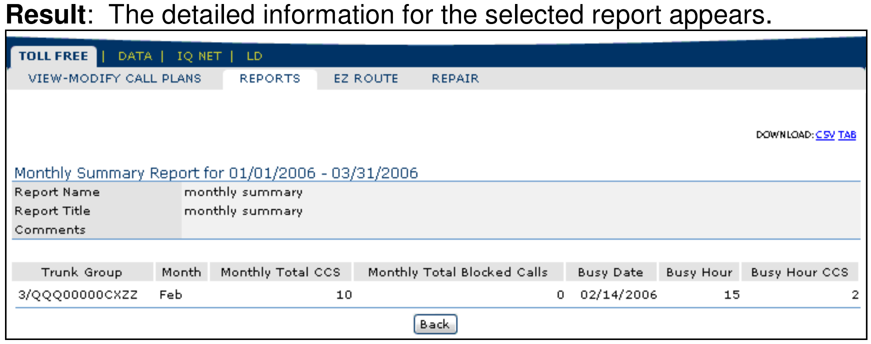
**Procedure** (continued)

| Step | Action |
|---|---|
| 12 | In the **Select Date Range** fields, enter the **Start** date you want the report to cover.<br><br>**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.<br><br>**Note:** You can choose the dates from a pop-up calendar by clicking next to the appropriate field. |
| 14 | Click (if applicable).<br><br>**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).<br> |
| 15 | Click (if applicable – not available on the **Hourly Summary** report).<br><br>**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.

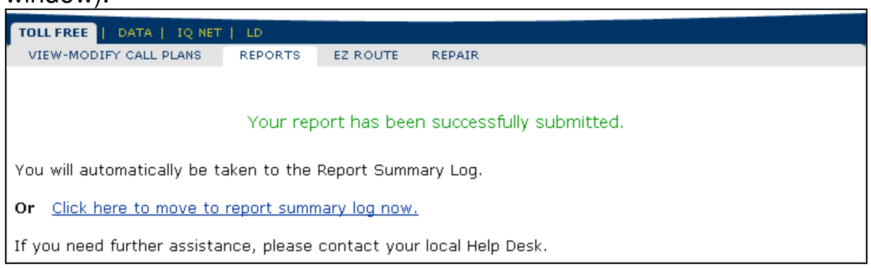
| Step | Action |
|---|---|
| 1 | From the **Toll Free** application, click on the **Reports > Reports Summary Log** menu option. |
| 2 | From the **Reports Summary Log** screen, click on the **Daily**, **Monthly** or **Busy Hour** summary hyperlink(s) under the **Report Title** column.<br><br>**Result**: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

# Downloading the Trunk Utilization Report

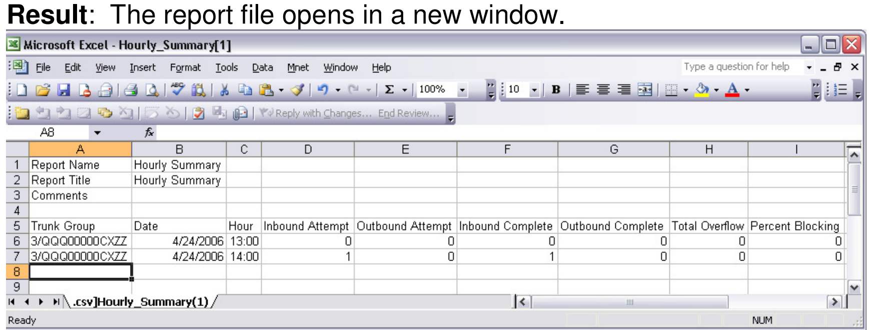
**Procedure**

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>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.<br><br>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).<br>



</td></tr>
<tr><td>2</td><td>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).<br><br>Result: The report file opens in a new window.<br>



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

# EzRoute

**Introduction**

The **EzRoute** functionality is not available for Wholesale customers and has been has been disabled by a Qwest System Administrator

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

# 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 11: Repair Module**.