## Chapter 3: Toll Free Application

#### **Overview**

**Introduction** The **Toll Free Product** application in Qwest Control<sup>®</sup> 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.

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

Field Name	Description
	Filters Section
From	This <i>optional</i> field allows you to enter a range of Toll Free numbers to filter beginning with the first number in the range.
То	This <i>optional</i> 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 <i>optional</i> filed allows you enter a specific Toll Free number to filter.
Description	This <i>optional</i> field allows you to enter the description associated to the Toll Free number(s) you want to filter.
Call Plan	This <i>optional</i> 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.

Step	Action
1	From the Home page, click on the Products module.
	Result: The Products module appears.
	Welcome John Doe QCID: 1234  Uve Help   logout Qwest Control® Home Products eBilling Ordering Repair Administration
	TOLL FREE       DATA   10 NET   LD         Toll Free         Make it easy for your customers to communicate with you. Qwest Toll-free services provide a cost-effective method for customer contact, helping you maximize customer satisfaction and loyalty, increase sales and revenue, and effectively maximize agent productivity and call center ROI.
2	From the <b>Products</b> module, click on the <b>Toll Free</b> application.
	Result: The View-Modify Call Plans screen appears.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Filtere Toll-free Numbere
3	From the View-Modify Call Plans screen, enter your filtering criteria to view your inventory list.(see Filtering the Toll Free Inventory on page 55 for additional details)           Result:         The Toll Free Inventory List         appears.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR HELP
	Filters     Toll-free Numbers     All     Next     Last       Toll-free Number Range     Toll-free Number +     Description     Call Plan       From     800000000     800000000     Primary Call Plan       To     800111111     800111111     Primary Call Plan
	Call Plan Primary Call Plan Reset Go
	<b>Note</b> : If you do not see the Toll Free number you are looking for in the list, use the <b>All</b> , <b>Next</b> , and <b>Last</b> buttons to move through the list of Toll Free numbers. You can also use the <b>Filters</b> section of the screen to limit the list to only those numbers matching your criteria.

## 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 <b>Toll Free Inventory</b> screen, click on the <b>Description</b> 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			een, enter the first T m field (if applicable	
2		Number Range/ er in your range.	o field (if applicable	enter the last
3		Number field (if a	pplicable), enter a s	specific Toll Free
4			ble), enter the Toll F	Free description to
5	In the <b>Call Plan</b> Alternate) to filte		), enter the call plar	ו type (Primary or
		ING YOUR FILTERING CI	st refreshes and dis iteria.	plays only the
	Toll-free Number Range	Toll-free Number +	Description	Call Plan
	From To Toll-free Number 800000000 Description Call Plan Primary Call Plan Reset Go	800000000	800000000	Primary Call Plan
7	If needed, click	Reset to view al	the Toll Free numb	ers 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 <b>Toll Free Inventory</b> screen, click on the <b>Download</b> hyperlink.
	Decute The Devenland File dialog have will appear
2	<b>Result</b> : The <b>Download File</b> dialog box will appear. When prompted to either open the file directly or save the file, select
2	<b>Open File</b> . To save the file, go to <u>step 3</u> .
	Result: The data file opens in a new window.
	🗷 Microsoft Excel - DownloadTFInventory[1]
	:펜 File Edit View Insert Format Iools Data Mnet Window Help _ 문 ×
	i D 🐸 🛃 💪 🗐 🛃 🔍 I ザ 🖏 I 券 🗈 🐔 ▼ 🟈 I 🤊 ▼ (* ▼   Σ ▼   100% ▼ ) i i i = σ
	. 10 • B I U ⊨ ≡ ≡ ⊡ • 3 • A •
	$D1 \leftarrow f_{x}$
	1 Toll-free Number Description Call Plan
	2         8002488571         8002488571         Primary Call Plan           3         8002488576         8002488576         Primary Call Plan
	4 8002488579 8002488579 Primary Call Plan
	5 8002488584 8002488584 Primary Call Plan
	6         8002488587         8002488587         Primary Call Plan         M           I4 ↔ H         .csv]DownloadTFInventory(1)         I         III         IIII         IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
	Ready NUM NUM
	<b>Note</b> : Microsoft <sup>®</sup> 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.
	<b>Result</b> : The <b>Save As</b> dialog box will appear.
4	From the <b>Save In</b> drop down menu, choose your location to save the file.
5	From the <b>File name</b> field, enter your desired filename.
6	From the <b>Save as type</b> drop down menu, select <b>CSV</b> (Comma
	delimited).
	<b>Result</b> : The file is saved and can be opened in Textpad or Notepad.
<u>.</u>	

#### **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
  - o 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
  - $\circ$  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,
  - o 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 <b>Home</b> page, click on the <b>Products</b> module.
	Result: The Products module appears.
2	From the <b>Products</b> module, click on the <b>Toll Free</b> application.
	Result: The View-Modify Call Plans screen appears.
3	From the <b>View-Modify Call Plans</b> screen, enter your filtering criteria to view your inventory list.(see <b>Filtering the Toll Free Inventory</b> on <b>page 55</b> for additional details)
	Result: The Toll Free Inventory List appears.
4	From the <b>Toll Free Inventory</b> screen, click on the desired Toll Free number to view the <b>Call Routing Tree</b> . <b>Result</b> : The <b>Call Routing Tree</b> screen appears.
	TOLL FREE     OATA   12 NET   LO       VIEW-MODIFY CALL PLANS     REPORTS     EZ ROUTE     REPAIR       Call Routing Tree     Toll-free number: (800)111-1111     Terminating Addresses     Call Plan displayed:     PRIMARY       Tall-free Details     Select other Call Plan:     Primary Call Plan     Primary Call Plan       Holidays     Display Mode:     VIEW ONLY       Jabs List     Order Status     Global Default       Terminating Route     (614)555-5555       Status     ENABLED
	Replicate Call Plan     Create Nev Alternate

#### 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 (86111111)
  - 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.

Step			Action		
1	From the <b>Call R</b> details. <b>Result</b> : The Fea	-		branch to view	w the feature
	Call Routing Tree	Toll-free number: (877)9			
	Terminating Addresses	Call Plan displayed:	PRIMARY		
	Add Switched Terminating Address	Select other Call Plan:	Primary Call	Plan 🛩	
	Toll-free Details Holidays	Display Mode:	MODIFY		
	Jobs List	Feature Information			
	Order Status	титтъ Туре	Day of Year		
	> Feature Details	Description	Routes calls to a specific locat originates.	tion or other feature based on th	e calendar day the call
	Save Changes	Default Routing Type		0	
	X Cancel Changes	🖲 Use Global Default	O Linked to Next Feature	O Feature Level Terminating Address	O Blocked Call
		Time Zone	EASTERN		
			Add Rule	Save Clear	
2	When you are fi 1 to view details				
	Note: If you are finished reviewing			click <b>Save</b> whe	en you have

### **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 XXXS
- **Percent Allocation rules** = percent amounts

### **View Routing Instruction Details**

Procedure

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

Step	Action				
1	the feature rule	outing Tree, clic details. uting Instructior		-	on to display
	Call Routing Tree Terminating Addresses Add Switched Terminating Address Toll-free Details Holidays	Toll-free number: (877)999-9 Call Plan displayed: Select other Call Plan: Display Mode:	9999	PRIMARY Primary Call Plan M MODIFY	
	Jobs List Order Status > Routing Instruction Details	Feature Description	Day of Year	pecific location or other feature base	d on the calendar day the call
	♥ Save Changes X Cancel Changes	Default Routing Type <ul> <li>Terminating Address</li> </ul> Terminating Routes Route	уре	C Linked to Next Featu	ire
		Primary Trunk 1st DTO Trunk 2nd DTO Trunk ANI	SWI:	✓ ✓ ✓ Ínone] ✓	
			tart Day 006-09-04	Stop Date 2006-09-04 Delete Rule Save	Time Zone EASTERN
2	view details of o Note: If you are	nished, click <b>Call</b> ther routing instru- e in <b>Modify Mode</b> ng the <b>Feature D</b>	uction b , be sur	ranches of the c	all plan tree.

### **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.

address(es) link :	From the Ca provided. Result: The
Tools Q Q	Call Routing Tree > Terminating Addresses Add Switched Terminating, Toll-free Details Holidays Jobs List Order Status ####################################
م Plan if you desire ot required to only	to modify the
	From the Ca

Continued on next page

## View/Modify Detailed Terminating Address Information,

continued

Procedure

Step	Action			
3	From the <b>Call Routing Tree</b> , click on the tools icon next to the terminating address to view the details. <b>Result:</b> The <b>Terminating Address Maintenance</b> page appears. This page has different functionality depending on whether the terminating address is switched or dedicated.			
	Dedicated	Switched		
	<ul> <li>DNIS can be added, modified or deleted</li> <li>Descriptions can be added, modified or deleted</li> </ul>	<ul> <li>Ring-to can be modified</li> <li>Description can be added modified or deleted</li> </ul>		
4	When you are finished viewing or modifying this page, click <b>Save</b> .			
	Call Routing Tree         Coll Free number: (877)999-9999           Terminating Addresses         Coll Plan displayed:           Add Switched Terminating Address         Select other Call Plan:	PRIMARY Primary Call Plan 💌		
	Call Routing Tree Toll-free number: (877)999-9999 Terminating Addresses Call Plan displayed:	PRIMARY		
	Call Routing Tree Toll-free number: (877)999-9999 Terminating Addresse Call Plan displayed: Add Switchad Terminating Address Select other Call Plan: Toll-free Details Display Mode: Holidays Jobs List Crider Status Toll-free	PRIMARY Primary Call Plan M MODIFY		

Continued on next page

## View/Modify Detailed Terminating Address Information,

continued

Procedure	(continue	d)
	Step	Action
	7	Click Submit.
		<b>Result:</b> The <b>Request Status</b> 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   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
		Request Status Your request has been submitted successfully on 7/27/06 1:12 PM. RMC Order No. is 17042. <u>Click here to track the status of your order request.</u> <u>Load Another 8xx</u>

#### Add a Switched Terminating Address (Ring to Number)

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

Step	Action				
1	From the Call Routing Tree, click Modify Call Plan.				
	Result: The call plan is in modify mode.				
2	Click Add Switched Terminating Address.				
	Result: The Terminating Address Details screen appears.				
	Call Routing Tree Toll-free number: (877)999-9999 Terminating Addresses Call Plan displayed: PRIMARY				
	> Add switched Terminating Address Select other Call Plan: Primary Call Plan M				
	Toll-free Details Display Mode: MODIFY				
	Holidays Jobs List Terminating Address Details:				
	Order Status Termination Method: SWI				
	Ring-To Number:				
	Save Changes Description:				
	X Cancel Changes				
	Save Clear Back				
3	Add the appropriate ring to number and description(optional field) and then click <b>Save</b> .				
4	Click Save Changes.				
	Result: The Replicate Call Plan submit screen returns.				
5	Enter or paste additional toll free numbers (if replication to another call				
_	plan is needed).				
-					
6	Click Submit.				
	<b>Result:</b> The <b>Request Status</b> screen appears. This screen provides you				
	the date/time the order was submitted and the order number. From this				
	screen you can track the status of your order request or load another toll				
	free number for provisioning.				

#### **Modify a Terminating Address**

Procedure 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.

Step	Action				
1	From the <b>Call Routing Tree</b> , click <b>Modify Call Plan</b> . <b>Result</b> : The call plan is in modify mode.				
2	Depending on the route you select to below:				
	To modify a dedicated route:	To modify a switched route:			
	<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>	<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>			
	Click Save	Click Save			
3	Click Save Changes. Result: The Replicate Call Plan su				
4	Enter or paste additional toll free numbers (if replication to another call plan is needed).				
5	Click Submit. Result: The Request Status screen the date/time the order was submitte screen you can track the status of you	ed and the order number. From this			
	free number for provisioning.				

# 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.

Step	Action					
1	From the Call Routing Tree, click Modify Call Plan.					
	Result: The call	plan is in moo	lify mode	9.		
2	Click on the Rou	-		ile page appears		
				ails page appears	•	
	Call Routing Tree	Toll-free number: (877)9	99-9999			
	Terminating Addresses	Call Plan displayed:		PRIMARY		
	Add Switched Terminating Address	Select other Call Plan:		Primary Call Plan 🚩		
	Toll-free Details Holidays	Display Mode:		MODIFY		
	Jobs List	Routing Instruction Info	rmation			
	Order Status	Feature Type	Day of Year			
	<ul> <li>Routing Instruction Details</li> </ul>			a specific location or other feature base	ed on the calendar day the call	
	🖋 Save Changes	Default Routing Type				
	X Cancel Changes	Terminating Address     O Linked to Next Feature				
		Terminating Routes				
		Route	Туре	Value		
		Primary Trunk		×		
		1st DTO Trunk		×		
		2nd DTO Trunk				
		ANI	SWI:	/ [none] 💌		
		Routing Criteria				
		Holiday	Start Day	Stop Date	Time Zone	
		Labor Day 💌	2006-09-04	2006-09-04	EASTERN	
				Delete Rule Save		
3		-		nd then click <b>Sav</b> e		
	Result: The new instructions.	w terminating a	ddress(e	es) is added to the	e routing	
4	Click Save.					

Continued on next page

## Change the Terminating Address on a Routing

Instruction, continued

Procedure (continued)

Step	Action
5	Click Save Changes.
	Result: The Replicate Call Plan submit screen returns.
6	Enter or paste additional toll free numbers (if replication to another call plan is needed).
7	Click Submit.
	<b>Result:</b> The <b>Request Status</b> 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.					
	Result: The call plan is in modify mode.					
2	Click on the Terminating Addresses link.					
3	Click the tools icon on the terminating address to be changed.					
	Result: The Terminating Address Details page appears.					
	Call Routing Tree Toll-free number: (877)999-9999					
	Terminating Addresses Call Plan displayed: PRIMARY > Terminating Address Details Select other Call Plan: Primary Call Plan					
	Terminating Address Details Select other Call Plan: Primary Call Plan  Toll-free Details Display Mode: MODIFY					
	Holidays					
	Jobs List Terminating Address Details: 01/ACC Order Status Termination Method: DED					
	Trunk Group Name: ACC					
	DNIS:					
	X Cancel Changes Description:					
	Save Clear Back					
4	Both the <b>DNIS</b> and/or <b>Description</b> information can be changed.					
5	Click Save.					
6	Click Save Changes.					
	Result: The Replicate Call Plan submit screen returns.					
7	Enter or paste additional toll free numbers (if replication to another call					
	plan is needed).					
8	Click Submit.					
	Result: The Request Status screen appears. This screen provides yo	11				
	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 to	11				
	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 R	From the Call Routing Tree, click Modify Call Plan.			
	<b>Bocult</b> : The call	nlan is in mo	dify mod	0	
	nesult. The call	Result: The call plan is in modify mode.			
2	Click Toll-free D	)etails.			
2					
	Result: The Tol	I-free Details	informa	tion page appears.	
				lion page appeale.	
	Call Routing Tree	Toll-free number: (877	)999-99 <u>9</u> 9		
	Terminating Addresses	Call Plan displayed:	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	PRIMARY	
	Add Switched Terminating Address	Select other Call Plan:		Primary Call Plan 💌	
	> Toll-free Details	Display Mode:		MODIFY	
	Holidays				
	Jobs List	Toll-free Number Info	rmation		
	Order Status	Status	ENABLED		
		Routing Type	SIMPLE		
		Last Modified Date	2005-03-28		
	Save Changes	Last Modified By	LAP_TCOP_H	IGH	
	X Cancel Changes	Provisioning Status	COMPLETE		
		Terminating Routes			
		Route	Туре	Value	
		Primary Trunk		~	
		1st DTO Trunk		×	
		2nd DTO Trunk		×	
		ANI	SWI:	/[none] 💌	

Continued on next page

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

continued

Procedure	(continued)
Troccaure	(continucu)

Step	Act	ion		
3	Select the Terminating Route(s).			
	Dedicated Options	Switched Options		
	Primary Trunk     1st DTO	• ANI		
	<ul> <li>2nd DTO</li> <li>ANI, if accompanied by a Trunk or DTO</li> </ul>			
4	Click Save.			
	Result: The system returns you to the	e Call Routing Tree.		
5	Click Save Changes.	-		
	Result: The Replicate Call Plan sub	omit screen returns.		
6	Enter or paste additional toll free nur plan is needed).	nbers (if replication to another call		
7	Click Submit.			
	<b>Result:</b> The <b>Request Status</b> screen the date/time the order was submitte screen you can track the status of you free number for provisioning.	d and the order number. From this		

### **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.

Step	Action				
1	From the Call R	outing Tree, click	Modify	Call Plan.	
	Result: The call	plan is in modify r	node.		
2		g Instruction (i.e.			s.
	Call Routing Tree Terminating Addresses Add Switched Terminating Address Toll-free Details Holidays Jobs Lust Order Status Routing Instruction Details Save Changes Cancel Changes	Peature Description     Rouging       Default Routing Type     Orgen       Orgen     Terminating Address       Terminating Routes     Type       Route     Type       Primary Trunk     Interface       1st DTO Trunk     Interface       2nd DTO Trunk     Interface       Routing Criteria     Holiday	PRIM Prim MODI of Year tes calls to a specifi nates. Value	ny Call Plan 💌 FY c location or other feature bas O Linked to Next Fea	sed on the calendar day the call ature Time Zone EASTERN
3	Select the <b>Term</b>	inating Route(s).	Del	lete Rule Save	
_		3			
	Dedicat	ed Options		Switched	Options
	<ul> <li>Primary</li> <li>1st DTC</li> <li>2nd DT</li> <li>ANI, if a Trunk of</li> </ul>	) O accompanied by a	•	ANI	

Continued on next page

## Changing a Call Plan Termination (Enhanced Feature),

continued

**Procedure** (continued)

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

#### **Geographic Routing**

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

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

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

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

## **Adding Geographic Routing**

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

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

## Time Zones

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

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

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

## **Changing Time Zones**

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

Step	Action				
1	From the Call Routing Tree, click Modify Call Plan.				
	Result: The call plan is in modify mode.				
2	Click the <b>Feature</b> link from the call routing tree for each feature to be			ure to be	
	changed.				
	Result: The Fea	ature Details p	age appears.		
	Call Routing Tree	Toll-free number: (877)9	99-9999		
	Terminating Addresses	Call Plan displayed: Select other Call Plan:	PRIMARY		
	Add Switched Terminating Address Toll-free Details		Primary Cal	Plan 🚩	
	Holidays	Display Mode:	MODIFY		
	Jobs List	Feature Information			
	Order Status > Feature Details	Туре	Day of Year		
	> reature becans	Description	originates.	tion or other feature based on th	e calendar day the call
	🖌 Save Changes	Default Routing Type			
	X Cancel Changes	⊙ Use Global Default	O Linked to Next Feature	O Feature Level Terminating Address	O Blocked Call
		Time Zone	EASTERN		
			Add Rule	Save Clear	
					,
3	Select the appropriate <b>time zone</b> from the drop-down list.				
4	Click Save.				
5	Click Save Char	nges.			
	Result: The Rep	olicate Call Pla	<b>an</b> submit scre	en returns.	
6	· · · · · · · · · · · · · · · · · · ·			replication to a	nother call
	plan is needed).				
7	Click Submit.				
	<b>Result</b> : The <b>Request Status</b> 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.				
				another toll	

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Qwest Control allows you to add a number of routing features to a toll free number. The <b>Feature Details</b> page describes the characteristics that apply to a specific feature.
<ul> <li>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).</li> <li>The Default Type identifies where the 8XX number is routed when no criterion for the feature is met. Options for the Default Types are: <ul> <li>Next Feature - Link a feature to another feature and route to it when no criterion is met</li> <li>Blocked Call - Blocked the call when no criterion is met</li> <li>Feature Level Terminating Address - Route to a terminating address that is different from the Global Default Terminating Address when no criterion is met</li> </ul> </li> </ul>
<ul> <li>Use Global Default - Route to Global Default when no criterion is met</li> <li>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.</li> </ul>

# **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	ls 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.
	Result: The call plan is in modify mode.
2	Click Toll Free Details.
	<b>Result:</b> The Toll Free Details information page appears.
3	From the <b>Feature Type</b> field, select <b>Day of Year</b> and then click <b>Save</b> .
4	Click Add Rule.
	Note: The time zone can be changed at this time, if applicable.
5	Select the terminating address(es).
6	Select the holiday from the drop-down list, and then click <b>Save</b> .
7	Click on the <b>Day of Year</b> feature details.
	Result: The Day of Year feature information page appears.
8	Click Linked to Next Feature.
9	From the <b>Linked Feature</b> field, select the appropriate feature (example Day Of Week) and then click <b>Save</b> .
10	Click Add Rule.
	Note: The time same can be changed at this time, if applicable
	<b>Note:</b> 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 <b>Save</b> .
13	Click on the feature (Day Of Week) details.
	<b>Result</b> : The <b>Day of Week</b> 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 <b>Save</b> .
16	Click Add Rule.
	Note: The time zone can be changed at this time, if applicable.
17	Select the terminating address(es).
10	Select the Start Time and then the Stop Time, and then click <b>Save</b> .
18	
19	Click Save Changes.
	Result: The Replicate Call Plan submit screen returns.
20	Enter or paste additional toll free numbers (if replication to another call
	plan is needed).
21	Click Submit.
	Result: The Request Status screen appears. This screen provides you
	the date/time the order was submitted and the order number. From this
	screen you can track the status of your order request or load another toll
	free number for provisioning.

## **Insert a Feature Between Two Features**

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

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

# **Delete a Linked Feature**

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

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

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

## **Routing Instruction or Rule**

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

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

- **Terminating Address** •
- Linked Feature •

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

## Add a Rule

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

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

# Delete a Rule

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

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

## **Linking Rules**

Procedure

When linking rules you must consider how the call flow is going to work. Generally, rules are linked from least specific to most specific. The hierarchy for 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.
	Result: The call plan is in modify mode.
2	Click Toll Free Details.
	Result: The Toll Free Details information page appears.
3	From the Feature Type field, select Day of Year and then click Save.
4	Click Add Rule.
	Notes The time wave can be chosened at this time. If eaching he
	<b>Note:</b> 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 <b>Save</b> .
7	Click on routing instruction details for Day of Year.
8	Click Linked to Next Feature.
9	From the <b>Linked Feature</b> field, select the appropriate feature (example - Day Of Week) and then click <b>Save</b> .
10	Click Add Rule.
	Note: The time zone can be changed at this time, if applicable.
11	Select the terminating address(es).
12	Select the Start Day and then the Stop Day, and then click <b>Save</b> .
13	Click on routing instructions for Day of Week.
14	Click Linked to Next Feature.
15	From the <b>Linked Feature</b> field, select the appropriate feature (example - Time Of Day) and then click <b>Save</b> .
16	Click Add Rule.
17	Select the terminating address(es).
18	Select the Start Time and then the Stop Time, and then click <b>Save</b> .

Continued on next page

# Linking Rules, continued

#### Procedure

#### (continued)

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

# **Delete a Linked Rule**

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

Step	Action
1	From the Call Routing Tree, click Modify Call Plan.
	Result: The call plan is in modify mode.
2	Click on the routing instruction detail.
	Note: You must select the rule <b>above</b> the one that is to be deleted.
	Result: The Rule Details page appears.
	Note: The feature that is being deleted is displayed in the Linked Feature field.
3	Click Delete Linked Rule and then click Save.
	<b>Result:</b> The rule and any linked features below the rule being deleted are removed from the call plan routing tree.
4	Click Save Changes.
	Result: The Replicate Call Plan submit screen returns.
5	Enter or paste additional toll free numbers (if replication to another call plan is needed).
6	Click Submit.
	<b>Result</b> : The <b>Request Status</b> 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 <b>Save</b> on each screen within the call plan.
	<ul> <li>Terminating Address</li> <li>Add Terminating Address</li> <li>Toll Free Details</li> <li>Features</li> <li>Rules (i.e. Routing Instructions)</li> </ul>
	<b>Result:</b> The call plan is ready for submission.
2	Click Save Changes.
	Result: The Replicate Call Plan submit screen returns.
	<b>Note:</b> When replicating toll free call plans, DNIS (Dialed Numbered Identification System) may be changed on the <b>Replicate Call Plans</b> screen.
	One option is to select the "Use 8XX as DNIS" checkbox; this will assign the Toll Free number as the DNIS digits for each Toll Free number in the order request.
	Second option is to enter the Toll Free number - comma - and then the DNIS digits in the Toll Free Number text box.
3	Enter or paste additional toll free numbers if replication of the call plan is needed and click <b>Submit</b> .
	<b>Result</b> : The <b>Request Status</b> 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.

tep	Action			
1 From the <b>Request Status</b> screen, click on the "Click here to t				
	status of your orde	r request" link.		
	Result: The Orde	r <b>Status</b> screen appear	S.	
	TOLL FREE   DATA			
	VIEW-MODIFY CALL PLANS	REPORTS EZ ROUTE REPAIR		
	Order Status			
	RMC Order No.: 55555		Su	ubmi
	8××	Status	Order Date	
	8881234567	In Progress	2006-10-02 08:20:13.0	

# Load Another 8XX

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

Step			A	Action		
1	From the <b>Request Status</b> screen, click on the "Load Another 8XX" link.					
			II Free Inventory	screen appears		
	TOLL FREE	DATA				
	VIEW-MOD	IFY CALL PLAN	S REPORTS EZ ROUTE	REPAIR		
						HELP
	Filters	1 0	Toll-free Numbers	5 11	Call Plan	
	Toll-free Num		Toll-free Number +	Description	Call Plan	
		8000000000	Toll-free Numbers			
	L	8889999999				
	Toll-free Num	nber				
	Description					
	Call Plan					
	Reset	Go				

### Job List

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

tep			Action			
1	From the <b>Call Routing Tree</b> screen, click on the "Job List" link.					
	Result: Th	e <b>Job List</b> scre	en appears.			
	Toll-free number:					
	Call Plan displayed:		PRIMARY			
	Select other Call Plan:		Primary Call Plan 👻			
	Display Mode:		VIEW ONLY			
	Provisioning Orders	to the Network				
	Toll-free Number	Call Plan Description	Target Date	Job Type	Status	Submitted By
	(877)555-5555		2006-10-02 09:20 CDT	Unknown	PENDING	QWEST

## 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.

	Action	
From the Call Rout	ing Tree screen, click on the	<b>Holidays</b> link.
	ard Holidays page appears.	
Toll-free number:		
Call Plan displayed: Select other Call Plan:	PRIMARY	
	Primary Call Plan 💌	
Display Mode:	VIEW ONLY	
Standard Holidays		
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.		
	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.		
	<b>Result</b> : The <b>Request Status</b> 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.		
	Result: The first Alternate template is provided.		
2	Modify the Alternate Call Plan as needed; remember to save your changes after each lower level change.		
3	Click Save Changes.		
	Result: The Replicate Call Plan submit screen returns.		
4	Enter or paste additional toll free numbers (if replication to another call plan is needed).		
5	Click Submit.		
	<b>Result</b> : The <b>Request Status</b> 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
Step	
1	From the Call Routing Tree, click Select Other Call Plan and then
	choose the alternate for deletion.
	Result: The system returns the selected Alternate Call Plan.
2	Click <b>Delete Alternate</b> .
	Result: The Delete Alternate submit screen returns.
3	Click Save Changes.
	Result: The Replicate Call Plan submit screen returns.
4	Enter or paste additional toll free numbers (if replication to another call
4	plan is needed).
	Click <b>Submit</b> .
5	
	<b>Result</b> : The <b>Request Status</b> 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
Siep	
1	From the Call Routing Tree, click Select Other Call Plan and then
	choose the alternate for swapping.
	Result: The system returns the selected Alternate Call Plan.
2	Click Make Primary.
	Result: The Activate Alternates submit screen returns.
3	Click Save Changes.
	Result: The Replicate Call Plan submit screen returns.
4	Enter or paste additional toll free numbers (if replication to another call plan is needed).
5	Click <b>Submit</b> .
	<b>Result</b> : The <b>Request Status</b> 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 The table below describes the fields and buttons displayed on the Reports Descriptions 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	<ul> <li>This column displays the format in which each report was created, these include:</li> <li>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.</li> <li>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.</li> </ul>				
Status	This column identifies the current status of each report listed.				

Continued on next page

## Reports Summary Log, continued

Fields and Descriptions (continued)

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

# Viewing the Reports Summary Log

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

Step	Action						
1	From the <b>Toll Free</b> application, click on the <b>Reports &gt; Reports</b> <b>Summary Log</b> menu option.						
	Result: The Re	eports S	umma	ary Log	screen appe	ears.	
	TOLL FREE   DATA   IC						
	VIEW-MODIFY CALL PLAN	IS REPORT	S EZ R	OUTE RE	PAIR		HELP
	Reports						
	Submitted:	2					
	Reports Created:	1					
	Reports Emailed: Reports Scheduled:	0					
	Delete Reports (1-2 o Report Title	f 2) User	Format	Status	Submission Date 🕇	Completion/Scheduled	Size
	TEST <u>[Edit]</u>	doejane	csv	Scheduled	2006-04-12 11:18:15	2006-04-13 08:00:00	
	Toll-free Audit Report For:	doejane	HTML	Completed	2006-03-28 15:21:35	2006-03-28 15:21:38	57KB
	Delete Reports (1-2 o	f 2)		Back R	efresh		

# **Viewing a Completed Report**

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

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 <b>Reports Summary Log</b> screen, click on the <b>Size</b> 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 .
	<b>Note:</b> 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 <b>Daily</b> , <b>Weekly</b> , and <b>Monthly</b> radio buttons, select the desired frequency for the report.
7	In the <b>Start Date</b> 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 <b>End Date</b> 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 <b>No End Date</b> radio button.
9	In the <b>Email Address</b> field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
10	Click Submit to request your changes.

## **Delete a Report**

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

Step	Action			
1	From the <b>Reports Summary Log</b> screen, click on the checkbox(es) next			
	to each report title that you would like to delete.			
2	Click Delete to remove the selected report(s).			
	Result: A confirmation message dialog box appears.			
	Microsoft Internet Explorer			
	Are you sure you want to delete this report?			
	OK Cancel			
	<b>Note</b> : Only reports created under your username can be deleted by you.			
3	Click OK			
	Result: A successful confirmation screen appears.			
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR			
	Your report has been successfully deleted.			
	You will automatically be taken to the Report Summary Log.			
	Or <u>Click here to move to report summary log now.</u>			
	If you need further assistance, please contact your local Help Desk.			

### **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 andThe table below describes the fields and buttons displayed on the ScheduledDescriptionsReports 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 <b>Reports</b> menu, select the <b>Scheduled Reports</b> menu. <b>Result:</b> The <b>Scheduled Reports</b> screen appears.				
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR           Scheduled Reports         (1 - 1 of 1)           Delete         Active         Report Title         Start Date         Frequency         Next Scheduled           Schedules Schedules         +         04-12-2006 11:29:57         04-14-2006 11:29:57         Date           Image: Stress         EST         04-12-2006 11:29:57         EST         Date				
	Delete/Update Scheduled Reports (1 - 1 of 1)				

## **Sorting the Scheduled Reports**

#### Procedure

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

Step	Action
1	From the <b>Scheduled Reports</b> screen, click on the <b>Report Title</b> column label to sort the list by the report title.
2	From the <b>Scheduled Reports</b> screen, click on the <b>Start Date</b> column label to sort the list by the date and time the report started.
3	From the <b>Scheduled Reports</b> screen, click on the <b>End Date</b> column label to sort the list by the date and time the scheduled report will stop running.
4	From the <b>Scheduled Reports</b> screen, click on the <b>Frequency</b> column label to sort the list by the frequency in which the report is generated.
5	From the <b>Scheduled Reports</b> screen, click on the <b>Next Scheduled</b> <b>Date</b> 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.
	<b>Note:</b> 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 <b>Daily</b> , <b>Weekly</b> , and <b>Monthly</b> radio buttons, select a frequency for the report.
7	In the <b>Start Date</b> 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 <b>End Date</b> 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 <b>No End Date</b> radio button.
9	In the Email Address field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
10	Click Submit to request your changes.

# **Updating Report Frequency**

Procedure

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

Step	Action
1	From the Scheduled Reports screen, click on the hyperlink in the
	Frequency column.
	Result: The Schedule Report Frequency screen appears.
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	HEP
	Schedule Report Frequency
	© Daily
	O weekly Email a daily report for the previous day every day by 8:00 AM EST.
	O Monthly Frequency range
	Start Date:* 04/12/2006
	End Date:  End By: 04/14/2006
	O No end date
	NOTE: This report will be sent to the e-mail address XXX@qwest.com. To update your e-mail address, please contact your product System Administrator.
	If you would like this report to be sent to additional email addresses, please enter them here separated by commas:
	Submit Cancel Reset
	Note: You can also access the Scheduled Reports screen by clicking
	on the Scheduled link from the Status column in the Reports
2	Summary Log screen. From the Daily, Weekly, and Monthly radio buttons, select a frequency
-	for the report.
3	In the <b>Start Date</b> 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 <b>End Date</b> 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 <b>No End Date</b> radio button.
5	In the <b>Email Address</b> field (if applicable), enter any additional email
Ŭ	addresses for users that should receive this report.
	Note: All email addresses must be separated by commas.
6	Click Submit to submit your changes.
7	Olicit Cancel
	Click
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 <b>Scheduled Reports</b> screen, select each checkbox next to the report(s) you want to delete under the <b>Delete Schedules</b> column.
2	Click Delete/Update to delete the selected scheduled reports.
	Result: A confirmation message dialog box appears Microsoft Internet Explorer
	Are you sure you want to delete/update this report?
	OK Cancel
3	Click OK
	Result: A successful confirmation message appears.
	TOLL FREE         DATA         I Q NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Report Schedules have been successfully updated/deleted. Scheduled Reports No Data Found
	No Data Found

### **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**.

Step	Action
1	From the <b>Scheduled Reports</b> screen, select each checkbox next to the report(s) you want to deactivate under the <b>Active Schedules</b> column.
2	Click Delete/Update to deactivate the selected scheduled reports.
	Result: A confirmation message dialog box appears           Microsoft Internet Explorer
	Are you sure you want to delete/update this report?
	OK Cancel
3	Click .
	<b>Result</b> : A successful confirmation message appears.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Report Schedules have been successfully updated/deleted. Scheduled Reports (1 - 1 of 1)
	Delete Active Report Title Start Date End Date Frequency Date
	TEST         04-12-2006 10:29:23         04-24-2006 10:29:23         Weekly         04-24-2006 08:00:00           EST         EST         EST         EST         EST         EST
	Delete/Update Scheduled Reports (1-1 of 1)

### **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.

Step	Action
1	From the <b>Scheduled Reports</b> screen, select each checkbox next to the report(s) you want to re-activate under the <b>Active Schedules</b> column.
2	Click Delete/Update to activate the selected scheduled reports.
	Result: A confirmation message dialog box appears
	Are you sure you want to delete/update this report?
3	Click OK
	Result: A successful confirmation message appears.
	TOLL FREE         DATA         IQ         NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ         ROUTE         REPAIR
	Report Schedules have been successfully updated/deleted. Scheduled Reports (1-1of1)
	Delete         Active         Report Title         Start Date         End Date         Frequency         Next Scheduled           Schedules         +         Start Date         End Date         Frequency         Date
	V         TEST         04-12-2006 10:29:23 EST         04-24-2006 10:29:23 EST         Weekly Weekly EST         04-24-2006 08:00:00 EST
	Delete/Update Scheduled Reports (1-1 of 1)

#### **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. The table below describes the fields and buttons displayed on the Geographic Fields and NPA/NXX Routing report. Descriptions Field Name Description Report Date This column displays the calendar date and time the report was generated. Terminating This field provides the termination (switched or dedicated) Address 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 The field displays a list of specific area codes/exchanges Code/Exchange below the NPA Count field. This button allows you to return to the previous screen viewed. Back

### 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 <b>Reports</b> menu, select <b>Geographic NPA/NXX Routing</b> .
	Result: The first data screen for the Generate Geographic NPA/NXX Routing Report appears.
	TOLL FREE   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	HEP
	Geographic NPA/NXX Routing Report
	Enterprise or Account: Account V 66699955 V
	Toll-free Number: 8004446666 💌
	Back Reset Next
	En en the Enternaise of Account days down list as lost whether we
2	From the <b>Enterprise</b> or <b>Account</b> 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. <b>Note:</b> If you choose <b>Account</b> , a second drop down list appears. From this menu, select the desired <b>Account</b> ID for the selected report.
3	From the <b>Toll Free Number</b> drop-down list, select the Toll Free number
0	the selected report should cover.
	<b>Note:</b> If the desired Toll Free number does not appear in the list, go back to step 2 and select <b>Enterprise</b> or another <b>Account</b> ID.
4	Click Next .
	Result: The second data screen for the Generate Geographic NPA/NXX Routing Report appears.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Geographic NPA/NXX Routing Report Call Plan: Call Plan (22233355) V
	Back Reset Next

Continued on next page

# Generating the Geographic NPA/NXX Routing Report,

continued

Procedure (continued)

Step	Action
5	From the Call Plan drop-down list, select the call plan the report should
	cover.
6	Click Next . Result: A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report
	VIEW-MODIFY CALL PLANS       REPORTS       EZ ROUTE       REPAIR         Your report has been successfully submitted.         You will automatically be taken to the Report Summary Log.         Or       Click here to move to report summary log now.         If you need further assistance, please contact your local Help Desk.

### 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 <b>Toll Free</b> application, click on the <b>Reports &gt; Reports</b> <b>Summary Log</b> menu option.
2	From the <b>Reports Summary Log</b> screen, click on the <b>Geographic</b> <b>NPA/NXX Routing Report for:</b> hyperlink under the <b>Report Title</b> column. <b>Result</b> : The detailed information for the selected report appears.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	DOWNLOAD: <u>CRY TAB</u>
	Geographic NPA/NXX Routing Report For: (877)333-7777 Call Plan
	Report Date: 04/26/2006 09:52:07 AM
	Primary:
	Alternate:
	Sec. Alternate: Switched/DTO:
	Switched pro:
	(303)-
	(614)-
	(707)-
	Back
1	

### **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 <b>Geographic NPA/NXX Routing Report for:</b> screen, click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.
	TOLL FREE         DATA         IQ         NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ         ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
	NPA/NXX Routing Report for hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Geographic_NPA_NXX_Routing_Re[1]         Elle Edit View Insert Format Iools Data Mnet Window Help         File Edit View Insert Format Iools Data Mnet Window Help         Image: State
	$C6 \neq f_{A}$
	A     B     C     D     E     F       1     Primary Alternate     Secondary Alternate     Switched/DTO     Linked To     NPA/NXX       2     (303)-     (303)-       3
	9
	H ↔ H \.csv]Geographic_NPA_NXX_Routing_F <
	Ready NUM

#### **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<br/>DescriptionsThe table below describes the fields and buttons displayed on the Switched<br/>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 <b>Reports</b> menu, select Switched Terminating Address.
	Result: The Switched Terminating Address Report screen appears.
	TOLL FREE         DATA         I Q NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Switched Terminating Address Report Enterprise or Account: Account
	Terminating Address: Routing Type: O Enhanced O Both
	Back Reset Next
2	From the <b>Enterprise</b> or <b>Account</b> 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.
	<b>Note:</b> If you choose <b>Account</b> , a second drop down list appears. From this menu, select the desired <b>Account</b> ID for the selected report.
3	In the <b>Terminating Address</b> field, enter the switched terminating address (i.e. 614, 614555 or 61455555555) the report should cover.
4	From the <b>Simple/Enhanced/Both</b> radio buttons, select the type of call routing the report should cover.
5	Click Next .
	<b>Result:</b> A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

## **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 <b>Toll Free</b> application, click on the <b>Reports &gt; Reports</b> <b>Summary Log</b> menu option.			
2	Terminating column.	Address Repo	<b>Log</b> screen, click on the screen screen screen screen screen the screen s	the <b>Report Title</b>
	Result: The	detailed informa	ation for the selected re	port appears.
I	TOLL FREE   DATA	IQ NET   LD		
	VIEW-MODIFY CALL F	PLANS REPORTS EZ	ROUTE REPAIR	
	Switched Terminating	g Address Report for:(61: 04/21/2006 14:29:33 PM	1	DOWNLOAD: <u>CEV TAB</u>
	Routing Type:	Both	1	
	Toll-free Number	Terminating Address	Terminating Address Description	Enhanced/Simple
	(800)444-6666	(614)555-5555		Enhanced+N00
	(888)888-1111	(614)555-5555		Enhanced+N00
l .	(800)444-2222	(614)555-5555		Simple+N00
	Total Toll-free Numb	ers: 3		
1			Back	

# 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 <b>Switched Terminating Address Report</b> screen, click on the column arrow to sort the report by the desired field in ascending or descending order.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the sorted report.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

### **Downloading the Switched Terminating Address Report**

#### Procedure

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

Step	Action
1	From the <b>Switched Terminating Address Report for:</b> screen, click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.
	TOLL FREE   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
2	From the <b>Reports Summary Log</b> screen, click on the <b>Switched</b> <b>Terminating Address Report for:</b> hyperlink under the <b>Report Title</b> column (format = <b>CSV</b> or <b>TAB</b> ).
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB). Result: The report file opens in a new window.
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Image: File Edit View Insert Format Tools Data Minet Window Help
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Image: File Edit View Insert Format Tools Data Minet Window Help         Image: File Edit View Insert Format Tools Data Minet Window Help         Image: File Edit View Insert Format Tools Data Minet Window Help         Image: File Edit View Insert Format Tools Data Minet Window Help         Image: File Edit View Insert Format Tools Data Minet Window Help         Image: File Edit View Insert Format Tools Data Minet Window Help         Image: File Edit View Insert Format Tools Data Minet Window Help
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Image: File Edit View Insert Format Tools Data Minet Window Help
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Image: Second S
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Image: State of the
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Ele Edit View Insert Format Iools Data Minet Window Help         Image: Del Edit View Insert Format Iools Data Minet Window Help         A2       M (800)444-6666         A       B       C       D         Image: Terminating Address Terminating Address Description Enhanced/Simple       Enhanced+N00
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating_Address         Image: Stress of the stress o
2	Terminating Address Report for: hyperlink under the Report Title column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Switched_Terminating Address         Ele Edit View Insert Format Tools Data Minet Window Help         A2       A       B       C       D         A2       A       B       C       D         1       Toll-free Number Terminating Address Terminating Address Description Enhanced/Simple       2       Image: Address Terminating Address Description Enhanced/Simple       2         3       4

# **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<br/>DescriptionsThe table below describes the fields and buttons displayed on the Dedicated<br/>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.
	<b>Note</b> : 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 <b>Reports</b> menu, select <b>Dedicated Terminating Address</b> .
	Result: The Dedicated Terminating Address Report screen appears.
	TOLL FREE   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	HELP
	Dedicated Terminating Address Reports
	Enterprise or Account
	Trunk Group Description:
	Trunk Group:
	DNIS Number:
	Routing Type: O Simple O Enhanced O Both
	Submit Cancel
0	From the Enternaise or Account drep down list, calact whether you
2	From the <b>Enterprise</b> or <b>Account</b> 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.
	<b>Note:</b> If you choose <b>Account</b> , a second drop down list appears. From this menu, select the desired <b>Account</b> 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.
	Nata Var much acta a value in at least and of the Townly Orean
	Note: You must enter a value in at least one of the Trunk Group
4	Description, Trunk Group, or DNIS Number fields. In the Trunk Group field (if applicable), enter the unique identifier
4	assigned to the trunk group associated with the terminating address (i.e.
	QQQ00000CXZZ).
L	

Continued on next page

# Generating the Dedicated Terminating Address Report,

continued

Procedure

	Action
5	In the <b>DNIS Number</b> field (if applicable), enter the DNIS number associated with the terminating address.
6	From the <b>Simple/Enhanced/Both</b> radio buttons, select the type of call routing.
7	Click Submit . <b>Result:</b> A successful confirmation screen appears, you will need to access the Reports Summary Log to view the report.
	TOLL FREE   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.

## **Viewing the Dedicated Terminating Address Report**

Procedure

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

)	Action				
From the Toll Free a Summary Log men			•	ck on the <b>Reports</b> >	Reports
				screen, click on the I : hyperlink under the	
	Result: The	e detailed i	information f	or the selected repor	t appears.
	TOLL FREE   DAT/		ORTS EZ ROUTE	REPAIR	
	Dedicated Termina Report Date:	ating Address Re 04/21/2006 :	port for Enterprise: 15:50:03 PM		DOWNLOAD: 5
	DNIS No:				
	Trunk Group:	QQQ00000C	XZZ		
	Routing Type:	Both		•	
	Toll-free Number	DNIS Number	Trunk Group	Trunk Group Description	Enhanced/Simple
	(888)888-1111	8006666666	66666	N/A	Enhanced+N00
	(800)444-2222	8006666666	66666	N/A	Enhanced+N00
	(888)888-1111	8006666666	66666	N/A	Simple+N00
	Total Toll-free Numbers:3				
				Back	

## Sorting the Dedicated Terminating Address Report

#### Procedure

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

Step	Action
1	From the <b>Dedicated Terminating Address Report</b> screen, click on the column arrow to sort the report by the desired field in ascending or descending order.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the sorted report.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

### **Downloading the Dedicated Terminating Address Report**

#### Procedure

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

Step	Action
1	From the <b>Dedicated Terminating Address Report for:</b> screen, click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
	<b>Terminating Address Report for:</b> hyperlink under the <b>Report Title</b> column (format = <b>CSV</b> or <b>TAB</b> ).
	column (format = CSV or TAB). Result: The report file opens in a new window.
	column (format = CSV or TAB).  Result: The report file opens in a new window.  Microsoft Excel - Dedicated_Terminating_Address[1]
	column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Dedicated_Terminating_Address[1]         Image: Second Content of Second Content
	column (format = CSV or TAB).  Result: The report file opens in a new window.  Microsoft Excel - Dedicated_Terminating_Address[1]  Elle Edit View Insert Format Iools Data Mnet Window Help  -
	column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Dedicated_Terminating_Address[1]         Image: Second Secon
	column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Dedicated_Terminating_Address[1]         Image: Second Secon
	column (format = CSV or TAB). Result: The report file opens in a new window. Microsoft Excel - Dedicated_Terminating_Address[1] Ble Edit View Insert Format Tools Data Mnet Window Help Ele Edit View Insert Format Tools Data Mnet View Insert Format Tools Help Help View Insert Format Tools Data Mnet View Insert Format Tools
	column (format = CSV or TAB). Result: The report file opens in a new window. Microsoft Excel - Dedicated_Terminating_Address[1] Ble Edit View Insert Format Tools Data Mnet Window Help Ble Edit View Insert Format Tools Data Mnet Window Help Edit View Insert Format Data Mnet Window Help Edit View Insert Format Tools Data Mnet Window Help Edit View Insert Format Data Mnet Window
	column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Dedicated_Terminating_Address[1]         Image: Second Secon
	column (format = CSV or TAB). Result: The report file opens in a new window. Microsoft Excel - Dedicated_Terminating_Address[1] Ble Edit View Insert Format Iools Data Minet Window Help Ele Edit View Insert Format Iools Data Minet View Ioons Ele Edit View Insert Format Iools Data Minet View Ioons Ele Edit View Ioons
	column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Dedicated_Terminating_Address[1]         Image: Stress of the second stress of th
	column (format = CSV or TAB). Result: The report file opens in a new window. Microsoft Excel - Dedicated_Terminating_Address[1] Elle Edit View Insert Format Iools Data Mnet Window Help Elle Edit View Insert Format Iools Data Mnet Window Help E2
	column (format = CSV or TAB). Result: The report file opens in a new window. Microsoft Excel - Dedicated_Terminating_Address[1] Ble Edit View Insert Format Iools Data Mnet Window Help Ele Edit View Insert Format Iools Data Mnet View Iools Data Mnet View Iools Data Mnet View
	column (format = CSV or TAB).         Result: The report file opens in a new window.         Microsoft Excel - Dedicated_Terminating_Address[1]         Image: Stress of the second

#### **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. The table below describes the fields and buttons displayed on the **Originating** Fields and Descriptions 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** This column displays a brief text description for each Toll Free Description number listed. This column displays the terminating address for each Toll Terminating Address Free number listed. NPA/NXX This column lists the originating NPA/NXX for each Toll Free number listed. This button allows you to return to the previous screen viewed. Back

### 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.
	Results The Oviningting NDA/NYY Deuting Depart covers appears
	Result: The Originating NPA/NXX Routing Report screen appears.
	TOLL FREE         I D ATA         I Q NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	MELP
	Originating NPA/NXX Routing Report
	Enterprise or Account  Account  NPA/NXX - LINE:
	Back Reset Next
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.
	specific Qwest Customer Account ID.
	Note: If you choose Account, a second drop down list appears. From
	this menu, select the desired Account ID for the selected report.
3	In the <b>NPA/NXX - LINE</b> field, enter the area code/exchange (i.e. 6, 614,
4	614555 or 6145555555).
4	Click
	<b>Result:</b> A successful confirmation screen appears, you will need to
	access the Reports Summary Log to view the report.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

#### Viewing the Originating NPA/NXX Routing Report

Procedure

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

step	Action				
1	From the <b>Toll Free</b> application, click on the <b>Reports &gt; Reports</b> <b>Summary Log</b> menu option.				
2	NPA/NXX Rout column.	ing Report for: h	screen, click on the	Report Title	
	Result: The det	tailed information	for the selected re	oort appears.	
	TOLL FREE   DATA   IQ NET   LD				
	VIEW-MODIFY CALL PLAN:	REPORTS EZ ROUTE	REPAIR		
	Originating NPA/NXX Rep	ort For NPA/NXX's starting w	vith: 614	DOWNLOAD: <u>⊆SV T</u>	
	Report Date: 04	4/21/2006 16:40:57 PM			
	Toll-free Number	Toll-free Description	Terminating Address		
	(800)444-2222	none	Linked To Day of Week	614	
	(888)888-1111	none	Linked To Day of Week	614	
			Back		

## Sorting the Originating NPA/NXX Routing Report

Procedure

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

Step	Action
1	From the <b>Originating NPA/NXX Routing</b> screen, click on the column arrow to sort the report by the desired field in ascending or descending order.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the sorted report.
	TOLL FREE         I D ATA         I Q NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

### **Downloading the Originating NPA/NXX Routing Report**

Procedure

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

Step	Action
1	From the <b>Originating NPA/NXX Routing Report for:</b> screen, click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
	<ul> <li>NPA/NXX Routing Report for: hyperlink under the Report Title column (format = CSV or TAB).</li> <li>Result: The report file opens in a new window.</li> </ul>
	Microsoft Excel - Originating_NPA_NXX_Report_Fo[1]
	Elle Edit View Insert Format Iools Data Mnet Window Help _ & ×
	1 2 - 100% - 2 + 100\% - 2 + 10\% - 2 + 100\% - 2 + 100\% - 2 + 100\% - 2 + 100\% - 2 + 100\% - 2 + 10
	🔁 🖄 🚵 🐼   🖉 🏷   🖉 🦓 🖗 🖓 Y Reply with Changes End Review
	1     Toll-free Number     Toll-free Description     Terminating Address     NPA/NXX       2     (866)222-0000     null     Linked To Day of Week     614       3
	4
	7
	10
	Ready NUM

#### **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.

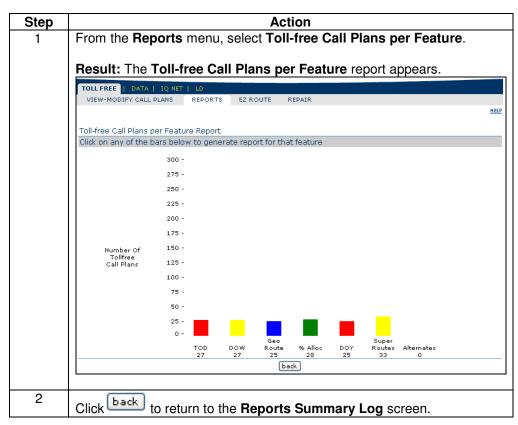
Fields and<br/>DescriptionsThe table below describes the fields and buttons displayed on the Toll Free Call<br/>Plan per Feature report.

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.



Procedure

# **Generating a Feature Report**

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.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the Reports Summary Log to view the report.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

### **Viewing the Feature Report**

Procedure

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

Step	Action	
1	From the <b>Toll Free</b> application, click on the <b>Reports &gt; Re</b> <b>Summary Log</b> menu option.	ports
2	From the <b>Reports Summary Log</b> screen, click on the <b>Tol</b> <b>Plans containing (Feature)</b> hyperlink under the <b>Report T</b>	itle column.
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REPORTS       EZ ROUTE       REPAIR	DPEARS.
	Toll-free Call Plans containing Percent Allocation	
	Report Date: 04/21/2006 17:30:38 PM	
	Total Percent Allocation: 1	
	Total Toll-free Numbers: 1 Toll-free Number (898)888-8888 Back	

# Sorting the Feature Report

Procedure

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

Step	Action			
1	From the <b>Toll Free Call Plans containing (Feature)</b> screen, click on the column arrow to sort the report by the desired field in ascending or descending order. <b>Result:</b> A successful confirmation screen appears; you will need to assess the <b>Penerte Summary Log</b> to view the serted report.			
	access the <b>Reports Summary Log</b> to view the sorted report.			
	TOLL FREE     DATA     IQ NET     LD       VIEW-MODIFY CALL PLANS     REPORTS     EZ ROUTE     REPAIR			
	Your report has been successfully submitted.			
	You will automatically be taken to the Report Summary Log.			
	Or Click here to move to report summary log now.			
	If you need further assistance, please contact your local Help Desk.			

## **Downloading the Feature Report**

Procedure

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

Step	Action
1	From the <b>Toll Free Call Plans containing (Feature)</b> screen, click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the report.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
2	From the <b>Reports Summary Log</b> screen, click on the <b>Toll Free Call Plans containing (Feature)</b> hyperlink under the <b>Report Title</b> column (format = <b>CSV</b> or <b>TAB</b> ). <b>Result</b> : The report file opens in a new window.  Microsoft Excel - Toll_free_Call_Plans_Contain[1]  Microsoft Excel - Toll_free_Call_Plans_Cont
	🛅 🖄 🖄 🖉 🥱 🏹   茨 🏷   🔰 💀 🏳 I 🕅 Reply with Changes End Review
	B5       A       B       C       D       E       F       G         1       Enterprise       Total Percent Allocation       Total Toll-free Numbers       Dialed Number       Description       1         2       9999777       1       1       (866)22-0000       1       1       1         3       1       1       (866)22-0000       1       1       1       1         4       1 <t< th=""></t<>
	It     +     +     .csv]Toll_free_Call_Plans_Containi(1/     >
	Ready NUM

#### **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 andThe table below describes the fields and buttons displayed on the Toll Free AuditDescriptionsreport.

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.		
	<b>Note</b> : 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.		

Procedure

# **Generating the Toll Free Audit Report**

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

Step	Action		
1	From the Reports menu, select Toll Free Audit.		
	Result: The Toll Free Audit Report screen appears.		
	TOLL FREE   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR		
	HEP		
	Toll-free Audit Report		
	Date Range: Start: End:		
	Enterprise or Account: 66633311		
	Toll-free Number or Trunk Group Name:		
	Submit Cancel		
	La tha Data Davies ("ald a starthe daviest Otart data (see a second		
2	In the <b>Date Range</b> field, enter the desired <b>Start</b> date for your range.		
	Note: You can also click III to select a date from a calendar.		
3	In the <b>Date Range</b> field, enter the desired <b>End</b> date for your range.		
	Note: You can also click 🛅 to select a date from a calendar.		
4	From the <b>Enterprise</b> or <b>Account</b> 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.		
	<b>Note:</b> If you choose <b>Account</b> , a second drop down list appears. From this menu, select the desired <b>Account</b> ID for the selected report.		
5	From the <b>Toll Free Number</b> or <b>Trunk Group Name</b> 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 <b>Toll Free Number</b> or <b>Trunk Group</b> drop- down menu, select one or multiple ( <b>Toll Free</b> or <b>Trunk Group</b> ) components.
	<b>Note</b> : 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 Submit
	<b>Result:</b> A successful confirmation screen appears, you access the <b>Reports Summary Log</b> to view it.
	TOLL FREE   DATA   1Q NET   LD
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REPORTS       EZ ROUTE       REPAIR
	TOLL FREE         DATA   10 NET   LD
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REPORTS       EZ ROUTE       REPAIR
	TOLL FREE DATA 1 10 NET 1 LD         VIEW-MODIFY CALL PLANS       REPORTS       EZ ROUTE       REPAIR         YOUR report has been successfully submitted.

### **Viewing the Toll Free Audit Report**

#### Procedure

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

Summary Log menu option.         2       From the Reports Summary Log screen, click on the Toll F Report For : hyperlink under the Report Title column.         2       Result: The detailed information for the selected report app         Toll FREE       DATA   JQ NET   L0         VIEW-MODIFY CALL PLANS       REPORTS       EZ ROUTE         Toll Free       Customer Account       Transaction       Batch Number       User         8773337777       66699955       56337659       nome       doejane       04/21/2006 14:03 EST         8773337777       66699955       56337659       nome       doejane       04/21/2006 14:03 EST			
Report For : hyperlink under the Report Title column.         Result: The detailed information for the selected report app         Toll FREE DATA   10 NET   LD         VIEW-MODIFY CALL PLANS         REPORTS       EZ ROUTE       REPAIR         Toll Free Audit Report For: 04/01/2006-04/28/2006         Number       User Start Time Stamp         8773337777       66699955       56337658       none       doejane       04/21/2006 14:03 EST         8773337777       66699955       56337659       none       doejane       04/21/2006 14:03 EST	From the <b>Toll Free</b> application, click on the <b>Reports &gt; Reports</b> <b>Summary Log</b> menu option.		
TOLL FREE       DATA       I Q NET       LD         VIEW-MODIFY CALL PLANS       REPORTS       E2 ROUTE       REPAIR         Toll-free Audit Report For:       04/01/2006-04/28/2006       User       Start Time Stamp         Toll Free       Customer       Transaction       Batch       User       Start Time Stamp         Number       Mumber       Transaction       Batch       User       Start Time Stamp         8773337777       66699955       56337659       none       doejane       04/21/2006 14:03 EST         8773337777       66699955       56337650       none       doejane       04/21/2006 14:03 EST	From the <b>Reports Summary Log</b> screen, click on the <b>Toll Free Audit</b> <b>Report For :</b> hyperlink under the <b>Report Title</b> column.		
VIEW-MODIFY CALL PLANS     REPORTS     EZ ROUTE     REPAIR       Toll-free Audit Report For:     04/01/2006-04/28/2006       Toll Free     Customer Account Number     Transaction Number     Batch Number     User     Start Time Stamp       8773337777     66699955     56337658     none     doejane     04/21/2006 14:03 EST       8773337777     66699955     56237659     none     doejane     04/21/2006 14:03 EST	ears.		
Toll-free Audit Report For: 04/01/2006-04/28/2006           Toll Free         Customer Account Number         Transaction Number         Batch Number         User         Start Time Stamp           8773337777         66699955         56337658         none         doejane         04/21/2006 14:03 EST           8773337777         66699955         56337659         none         doejane         04/21/2006 14:03 EST           8773337777         66699955         56337650         none         doejane         04/21/2006 14:03 EST			
Toll Free         Customer Account         Transaction         Batch Number         User         Start Time Stamp           8773337777         66699955         56337658         none         doejane         04/21/2006 14:03 EST           8773337777         66699955         56337650         none         doejane         04/21/2006 14:03 EST           8773337777         66609055         56337650         none         doejane         04/21/2006 14:03 EST			
Ioli Free         Account         Iransation         Batch         User         Start Time Stamp           Number         Number         Number         Number         User         Start Time Stamp           877333777         66699955         56337658         none         doejane         04/21/2006 14:03 EST           8773337777         66699955         56337650         none         doejane         04/21/2006 14:03 EST           8773337777         66699955         56337650         none         doejane         04/21/2006 14:03 EST	DOWNLOAD: <u>CSV</u> <u>TA</u>		
0//333////         bbb99955         2553/558         none         dbejane         04/21/2005 14:03 EST           8773337777         66699955         56337650         none         dbejane         04/21/2006 14:03 EST           8773337777         66609055         56337650         none         dbejane         04/21/2006 14:03 EST	Change Type		
8773337777 666000EE 56227475 popp doeiape 04/01/2006 14/02 557	Change Primary Call Plan		
	Change Primary Call Plan		
Back			
Qwest® Domestic Toll Free service provided by Qwest Communications Corporation (QCC) and RespOrg to LGT01 is a from anywhere in the continental United States, Canada, Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands, wit dedicated termination anywhere in the continental United States and switched termination to Canada, Alaska, Hawa	h switched and		

## 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 <b>Toll Free Audit Report For:</b> screen, click on the column arrow to sort the report by the desired field in ascending or descending order.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the sorted report.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.

## **Downloading the Toll Free Audit Report**

Procedure

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

Step	Action
1	From the <b>Toll Free Audit Report For</b> screen, click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information.
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the report.
	TOLL FREE         DATA         IQ NET         LD           VIEW-MODIFY CALL PLANS         REPORTS         EZ ROUTE         REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
2	From the <b>Reports Summary Log</b> screen, click on the <b>Toll Free Audit</b> <b>Report For</b> hyperlink under the <b>Report Title</b> column (format = <b>CSV</b> or <b>TAB</b> ).
	Result: The report file opens in a new window.
	Microsoft Excel - TolL_free_Audit_Report_For[2]     E     Fig. Fig. Edt. Yew Insert Format Iools Data Minet Window Help     Type aquestion for help ▼ _ ♂ ×
	□       □
	A         B         C         D         E         F         G         H           1         Trunk Group Name         Toll Free Number         Customer Account Number         TransactionID         BatchNumber         UserName         TimeStamp         Change Type           2         QOQQ000000CXZZ         8772225555         666999955         556666666         46699         DOEJANE         03.09/2006         09:54         EST         Change Primary Call Plan           3         4         5         6         7         6         6         7         6         6         6         7         6         6         6         6         6         6         6         7         6         6         7         6         6         6         7         6         6         7         6         7         6         6         7         6         6         7         6         7         6         7         7         6         7         7         6         7         7         7         7         7         7         7         7         7         7         7         7         7         7         7         7         7         7         7
	8

#### **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 andThe table below describes the fields and buttons displayed on the Traffic UtilizationDescriptionsreport.

**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)

Description
This column displays the percentage of the total calls that were
flagged busy.
Details
This column displays the date each call in the report ended.
This column displays the time each call in the report ended.
This column displays the number or trunk group name to which
the network routed each call listed in the report.
· ·
Note: This value may be a telephone number (for Switched
terminating addresses) or a Trunk identifier (for Dedicated
terminating addresses).
This column displays the telephone number from which each
call to one of your Toll Free numbers in the report originated
This column displays the telephone number from which each
call to one of your Toll Free numbers in the report terminated.
This column displays the total number of minutes used for
each Toll Free number in your report.
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.

Step		Action	
1	From the <b>Reports</b> menu, select <b>Traffic Utilization</b> .		
	Result: The	Report Type screen appears.	
	TOLL FREE   DATA		
	VIEW-MODIFY CAL	L PLANS REPORTS EZ ROUTE REPAIR	
	Report Type		
	<ul> <li>Statistic Report</li> </ul>	View traffic statistics for one or more toll-free numbers.	
	○ Ring-to Report	View traffic statistics for one or more terminating (Ring-to) numbers.	
	O Predefined Repo	Choose Report:	
	~	Select Report Modify Delete View Detail report upto last 8 days for one or more toll-free numbers.	
	O Detail Report		
	Time Zone	Colore Timore a	
	Select Time Zon		
	Time Zone of Te		
	the day. For examp periods, call data r	me day" call data reports, please note that the call data is downloaded at various times during ole, during busy times, call data may become available within 15 minutes, but during slower nay not be available for several hours. To ensure consistency within the reports for a complete rays run a previous day's call data.	
		Next	
2		<b>port Type</b> radio buttons, select the desired type of report	
_	you want to	generate.	
2 3	you want to From the <b>Tii</b> option.	generate. <b>me Zone</b> radio buttons, select the appropriate time zone	
_	you want to From the <b>Til</b> option. <b>Note</b> : Qwes	generate.	
_	you want to From the <b>Til</b> option. <b>Note</b> : Qwes one time zor Click Next	generate. <b>me Zone</b> radio buttons, select the appropriate time zone st Control provides you the option to either view all calls in the <i>or</i> the time zone where the call terminates.	
3	you want to From the <b>Til</b> option. <b>Note</b> : Qwes one time zor Click Next	generate. <b>me Zone</b> radio buttons, select the appropriate time zone st Control provides you the option to either view all calls in	
3	you want to From the <b>Til</b> option. <b>Note</b> : Qwes one time zor Click Next	generate.         me Zone radio buttons, select the appropriate time zone         st Control provides you the option to either view all calls in         st Control provides you the option to either view all calls in         ne or the time zone where the call terminates.         Date Selection screen appears.         A   10 MET   LO         LI PLANS       REPORTS	
3	you want to From the <b>Til</b> option. <b>Note</b> : Qwes one time zor Click Next <b>Result</b> : The	generate.         me Zone radio buttons, select the appropriate time zone         st Control provides you the option to either view all calls in         st Control provides you the option to either view all calls in         the or the time zone where the call terminates.         Date Selection screen appears.         A   IQ NET   LO         LPLANS       REPORTS         Automatically generates a daily report for the previous day. To see a	
3	you want to From the <b>Til</b> option. <b>Note</b> : Qwest one time zor Click Next <b>Result</b> : The	generate.         me Zone radio buttons, select the appropriate time zone         st Control provides you the option to either view all calls in the or the time zone where the call terminates.         Date Selection screen appears.         A I O NET   LO         LIPLANS       REPORTS         EZ ROUTE       REPAIR	
3	you want to From the <b>Til</b> option. <b>Note</b> : Qwes one time zor Click Next <b>Result</b> : The	generate.         me Zone radio buttons, select the appropriate time zone         st Control provides you the option to either view all calls in         st Control provides you the option to either view all calls in         the or the time zone where the call terminates.         Date Selection screen appears.         Automatically generates a daily report for the previous day. To see a report for a day other than the previous day, change the date by	
3	you want to From the Til option. Note: Qwes one time zor Click Next Result: The TOLL FREE DAT VIEW-MODIFY CAL	generate.  me Zone radio buttons, select the appropriate time zone  st Control provides you the option to either view all calls in the or the time zone where the call terminates.  Date Selection screen appears.  A   10 NET   L0  LI PLANS REPORTS EZ ROUTE REPAIR  H  Automatically generates a daily report for the previous day. To see a report for a day other than the previous day, change the date by selecting the Date button to the right.  Automatically generates reports for the current calendar week of Sunday through Saturday. To see a report for a way other store a day of that week by selecting the Week button to	
3	you want to From the Til option. Note: Qwest one time zor Click Next Result: The TOLL FREE DAT VIEW-MODIFY CAL	generate.         me Zone radio buttons, select the appropriate time zone         st Control provides you the option to either view all calls in         e or the time zone where the call terminates.         Date Selection screen appears.         A TONET TO         LIPLANS       REPORTS         EZ ROUTE       REPAIR         Mutomatically generates a daily report for the previous day. To see a report for a day other than the previous day, change the date by selecting the Date button to the right.         Automatically generates reports for the current calendar week of Sunday through Statuday. To see a report for a week other than the current calendar week of sunday.         Automatically generates reports for the current calendar month (the first through the last day of that week by selecting the Week button to the right.         Automatically generates reports for the current calendar month by selecting the Month button to the right.         If you would like to view a report for a specific date range, enter the deside by selecting the Start: 04/05/2006         Gesied by selecting the Start and End buttons to the right.	
3	you want to From the <b>Til</b> option. <b>Note</b> : Qwess one time zor Click Next <b>Result:</b> The <b>TOLL FREE OAT</b> VIEW-MODIFY CAL O Daily Weekly Monthly Date Range	generate.         me Zone radio buttons, select the appropriate time zone         st Control provides you the option to either view all calls in         e or the time zone where the call terminates.         Date Selection screen appears.         A TONET TO         LIPLANS       REPORTS         EZ ROUTE       REPAIR         Mutomatically generates a daily report for the previous day. To see a report for a day other than the previous day, change the date by selecting the Date button to the right.         Automatically generates reports for the current calendar week of Sunday through Statuday. To see a report for a week other than the current calendar week of sunday.         Automatically generates reports for the current calendar month (the first through the last day of that week by selecting the Week button to the right.         Automatically generates reports for the current calendar month by selecting the Month button to the right.         If you would like to view a report for a specific date range, enter the deside by selecting the Start: 04/05/2006         Gesied by selecting the Start and End buttons to the right.	

Continued on next page

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# Generating the Traffic Utilization Report, continued

#### Procedure

(continued)

Step	Action
5	From the <b>Date Selection</b> radio buttons, select the time period you want the report to cover.
	<b>Note</b> : You can generate a <b>monthly</b> , <b>weekly</b> , or <b>daily</b> report or you can choose a specific time period depending on the selected <b>Report Type</b> .
6	Click Next.
	Toll Free     Data   10 NET   10       Toll Free     Data   10 NET   10
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR HELP Toll-free Search
	Get all Toll-free numbers     Loads all Toll-free numbers in this enterprise.
	O Get range of Toll-free numbers Loads all Toll-free numbers within the given range. from: to:
	Get all Toll-free numbers       Loads all Toll-free numbers that match the search criteria.         beginning with
	Next Cancel
7	From the <b>Toll Free Search</b> radio buttons, select the grouping of Toll Free numbers from which you want to select the Toll Free numbers for your report.
	<b>Note</b> : You can quickly find a Toll Free number, range of numbers, or numbers beginning with, ending with, or containing certain digits.
8	Click Next .
	Result: The Toll Free Search Results screen appears.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR <u>HELP</u>
	Toll-free Search Results
	Status: Executed search option 1 Search returned 82 number(s).
	1[888555555End]
	Select Toll- free 8elected Toll-free 9elected Toll-free
	Add >>
	<pre>     Next&gt; </pre>
	History Selection History
	Next Cancel

Continued on next page

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# Generating the Traffic Utilization Report, continued

Procedure

(continued)

<u> </u>	A
Step	Action
9	From the Toll Free Search Results screen, highlight the Toll Free
	numbers you want to see on the report from the Available Toll Free list
	box and click <b>Add</b> .
10	Click Next.
	Click
	Result: The Report Information screen appears.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	нер
	Report Information
	Name:*
	Title:*
	Comments:
	Next Cancel
11	In the <b>Name</b> field, enter the name you want to assign to the report.
12	In the <b>Title</b> field, enter the name you want to assign to the report.
13	In the <b>Comments</b> field (if applicable), enter any additional notes you
	want to attach to the report.
	Note: The Name, Title and Comments will appear on the report and in
	the Reports Summary Log so you can reference previously generated
	reports.
14	
14	Click Next.
	Result: The Save Report screen appears.
	TOLL FREE   DATA   IQ NET   LD VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Sava Papart
	Save Report Report File Name: Traffic 888555555
	Save and Run Run and Don't Save
1	

Continued on next page

# Generating the Traffic Utilization Report, continued

#### Procedure

(continued)

Step	Action
15	In the <b>Report File Name</b> field, enter the name you would like to assign
	to the report.
16	Click Run and Don't Save
	<b>Result</b> : The report displays in the Qwest Control system; however is not saved.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR HELP   DOWNLOAD HOURLY REPORT   DOWNLOAD CBY   DOWNLOAD TAB
	Utilization Report: Toll-free Statistic Weekly (04/05/2006 04/12/2006) Report Information
	Report Name: TEST 2 Report Title: TEST 2 Comment:
	Attempted Completed Completed Incomplete Percent Busy Percent Calls Calls MOU Calls Complete Calls Busy 8004441111
	8004441111 4 0 0.00 4 0.00 0 0.00 Total for 04/05/200604/08/2006 4 0 0.00 4 0.00 0 0.00
	Attempted Completed Completed Incomplete Percent Busy Percent
	Calls         Calls         MOU         Calls         Complete         Calls         Busy           8004441111         4         0         0.00         4         0.00         0.00
	Total for 04/09/200604/12/2006 4 0 0.00 4 0.00 0 0.00
17	Click Save and Run
	<b>Result</b> : 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 <b>Date Selection</b> screen.
	Microsoft Internet Explorer 🔀
	Report saved!
	ОК

## Generating the Traffic Utilization Report, continued

#### Procedure

(continued)

Step				Action					
18	Click <b>OK</b> .								
	Result: The for future re	e report displa oort runs.	ays in th	e Qwes	t Contro	ol syster	n and is	s sav	/ed
	VIEW-MODIFY CAL		EZ ROUT	E REPAIR					
	VIEW-MODIFI CA	LE PERIOS REPORTS	- 22 KOOT	e Repair	HELP   DOWN	LOAD HOURLY REP	ORT   DOWNLOAD		WINLOAD TAB
	Utilization Report:	Toll-free Statistic We	eekly (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 Busy
	8004441111		4	0	0.00	4	0.00	0	0.00
	Total for 04/05/	200604/08/200	5 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/	200604/12/200	5 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.

Step			Action					
1	From the Toll Free Statis			port scr	een, clio	ck on th	e To	oll
	Free number or Trunk G	roup Na	ame.					
	Result: The Toll Free St	atistic	Weekly	screen	appear	s.		
	TOLL FREE   DATA   IQ NET   LD							
	VIEW-MODIFY CALL PLANS REPORTS	EZ ROUT	E REPAIR					
				HELP   DOWN	ILOAD HOURLY REP	ORT   DOWNLOAD		DWNLOAD TAB
	Utilization Report: Toll-free Statistic We	ekly (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			4	0.00		0.00
	Total for 04/05/200604/08/2006	i 4	0	0.00	4	0.00	0	0.00
		Attempted Calls	Completed Calls	Completed MOU	Incomplete Calls	Percent Complete	Busy Calls	Percent Busy
	<u>8004441111</u>	4	0	0.00	4	0.00	0	0.00
	Total for 04/09/200604/12/2006	i 4	0	0.00	4	0.00	0	0.00
2	From the Toll Free Statis	stic We	ekly rep	ort scre	en, clic	k on the	e des	sired
	Date Range.							
	Result: The Toll Free Sta	atistic I	Daily rep	port scr	een app	ears.		
3	From the Toll Free Statis						cific	;
	Date.		•			•		
	Result: The Toll Free Sta	atistic I	Hourly r	report se	creen a	opears.		
4	From the Toll Free Hourl						Time	<u>,                                     </u>
		,		., onore e				-
	Result: The Toll Free De	tail rep	ort scre	en appe	ears.			
L			0.10010	<u> ~ppc</u>				

## **Downloading the Traffic Utilization Report**

#### Procedure

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

Step				Actio	n				
1		From the <b>Utilization Report</b> screen, click on the <b>Download CSV</b> or <b>Download TAB</b> hyperlink to download the detailed report information.							
	Result: Th	e report fi	ile opens	in a new	window.				
	Kicrosoft Excel -	TURReport.csv [F	Read-Only]						
	Eile Edit View	Insert Format	<u>T</u> ools <u>D</u> ata <u>M</u> net	<u>W</u> indow <u>H</u> elp		Тур	e a question f	or help 🔹 🗕 🗧	5 ×
	i 🗅 📂 🖬 🖪 🔒	🔒 💁 I 💝 🚉 I	🌡 🗈 🔁 • 🕩	🗳 🔹 🖓 🔺 🛛 Σ	• 100% • "	B 📑 🗃 🔤	🖽 • 🦄 •	<u>A</u> - 🙄	Ξ
	🔁 地 🖄 📿 🤏 🕻	S S S 🖗	🔄 🕕   🕬 Reply w	vith ⊆hanges… E <u>n</u> d R	leview 🖕				
	D7 💌	<i>f</i> ∗ =SUM(D4:	D6)						
	A	В	С	D	E	F	G	Н	17
	1 Stat_TC_Monthly								-1
	2 Apr-08								
	3		Completed Calls	Completed MOU	Incomplete Calls	Percent Complete	Busy Calls	Percent Busy	
	4 8004446666		U	U	1	U	U	U	1
	5 8004444444 6 8772225555		U	2.46	22		0		
	7 Total for 04/2006	28	3	2.46		60	0		
	8	20	J	2.40	20	00	0	0	+
	TURRepo	rt /			<	1		>	
	Ready				1.1		ы	JM	
	Troday						14		

#### **Generating a Predefined Traffic Utilization Report**

#### Procedure

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

Step		Actio	n				
1	From the Reports menu,	, select Traffi	c Utilizati	on.			
	Result: The Report Type	<b>e</b> screen app	ears.				
	TOLL FREE   DATA   IQ NET   LD						
	VIEW-MODIFY CALL PLANS REPORTS	EZ ROUTE REI	PAIR				HELP
	Report Type     Statistic Report	iew traffic statistics for (	one or more toll-fr	ee numbers.			
		iew traffic statistics for (	one or more termi	nating (Ring-te	o) numbers.		
	O Bundafinad Banast	un a report for a previo uns for today; select Mo			ers. By defau	lt the re	port
	c	hoose Report: Select Report 💌 🌘	Modify Dele	te			
	O Detail Report	iew Detail report upto la	st 8 days for one	or more toll-fr	ee numbers.		
	Time Zone						
		Select Timezone iew the call details in th	- +:		<b>4</b>		
	• Time Zone of Terminating Call When running "same day" call data rep					c timos	during
	the day. For example, during busy time periods, call data may not be available day's call data, always run a previous o	es, call data may beco for several hours. To	ome available w	ithin 15 minu	tes, but dur	ring slo	wer
	,,, _, _, _, _, _,	Next	)				
2	From the Depart Type r	dia huttana	a ala at tha	Dradafi	nad Da	nord	
2	From the <b>Report Type</b> rates type.	adio buttoris,	select the	Preden	пеа не	por	
3	From the Choose Repor	<b>t</b> drop down	menu, sel	ect the d	lesired	repo	rt for
	generation.						
4	Click Next .						
	Result: The report displa	ays in the Qw	est Contro	ol systen	n.		
	TOLL FREE   DATA   IQ NET   LD						
	VIEW-MODIFY CALL PLANS REPORTS	EZ ROUTE REI	PAIR				
			HELP   DOW	NLOAD HOURLY REP	ORT   DOWNLOAD	<u>. Cav   Do</u>	WINLOAD TAB
	Utilization Report: Toll-free Statistic We	eekly (04/05/2006	04/12/2006)				
	Report Information Report Name: TEST 2						
	Report Title: TEST 2						
	Comment:	Attempted Comple	ted Completed	Incomplete	Percent	Busy	Percent
	9004441111	Calls Calls	MOU	Calls	Complete	Calls	Busy
	8004441111 Total for 04/05/200604/08/200		o o.oo		0.00 <b>0.00</b>	0	0.00 0.00
		Attempted Comple	ted Completed	Incomplete	Percent	Busy	Percent
	8004441111	Calls Calls	MOU 0.00	Calls	Complete 0.00		Busy 0.00
	Total for 04/09/200604/12/200		0 0.00				
	, , , , , , , , , , , , , , , , , , , ,						

### **Modify a Predefined Traffic Utilization Report**

Procedure

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

Step		Action			
1	From the <b>Reports</b> r	nenu, select Traffic Utilization.			
	Result: The Repor	<b>t Type</b> screen appears.			
	TOLL FREE   DATA   IQ NET	LD			
	VIEW-MODIFY CALL PLANS	REPORTS EZ ROUTE REPAIR			
	Report Type				
	• Statistic Report	View traffic statistics for one or more toll-free numbers.			
	ORing-to Report	View traffic statistics for one or more terminating (Ring-to) numbers.			
	O Predefined Report	Run a report for a previously used list of Toll-Free numbers. By default the report runs for today; select Modify to change the date range.			
		Choose Report: Select Report Modify Delete			
	O Detail Report	View Detail report upto last 8 days for one or more toll-free numbers.			
	Time Zone				
	Select Time Zone	Select Timezone 😪			
	<ul> <li>Time Zone of Terminating Ca</li> </ul>	II View the call details in the time zone where the call terminated			
	When running "same day" call data reports, please note that the call data is downloaded at various times during the day. For example, during busy times, call data may become available within 15 minutes, but during slower periods, call data may not be available for several hours. To ensure consistency within the reports for a complete day's call data, always run a previous day's call data.				
1		Next			
2	From the Report Ty	ype radio buttons, select the Predefined Report			
	type.				
3	From the Choose F	Report drop down menu, select the desired report for			
4	Click Modify				
5	Modify the report pa	arameters, as needed.			

### **Deleting a Predefined Traffic Utilization Report**

Procedure

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

Step	Action
1	From the <b>Reports</b> menu, select <b>Traffic Utilization</b> .
	Result: The Report Type screen appears.
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	HEP
	Report Type
	Statistic Report     View traffic statistics for one or more toll-free numbers.
	ORing-to Report View traffic statistics for one or more terminating (Ring-to) numbers.
	O Predefined Report Run a report for a previously used list of Toll-Free numbers. By default the report runs for today; select Modify to change the date range.
	Choose Report: Select Report 💟 Modify Delete
	O Detail Report View Detail report upto last 8 days for one or more toll-free numbers.
	Time Zone
	O Select Time Zone Select Timezone
	• Time Zone of Terminating Call View the call details in the time zone where the call terminated
	When running "same day" call data reports, please note that the call data is downloaded at various times during the day. For example, during busy times, call data may become available within 15 minutes, but during slower periods, call data may not be available for several hours. To ensure consistency within the reports for a complete day's call data, always run a previous day's call data.
	Next
2	From the <b>Report Type</b> radio buttons, select the <b>Predefined Report</b> type.
3	From the <b>Choose Report</b> drop down menu, select the desired report for
_	deletion.
4	Olial Delete
	Click Click
	Result: A confirmation message dialog box appears.
	Microsoft Internet Explorer
	Are You Sure You Want To Delete This Report ?
	OK Cancel
5	Click OK
	Result: A confirmation message dialog box appears.
	Microsoft Internet Explorer 🔀
	ОК
	line in the second s
6	
	Click Click

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#### **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. The table below describes the fields and buttons displayed on the Trunk Utilization. Fields and Descriptions **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 TBA Service Hourly and/or Daily Summary This column displays the unique identifier for the trunk group Trunk Group associated to your report generation. This column displays the calendar date for which the utilization Date in each row listed took place. Hour This column displays the hour for which the utilization in each row listed took place. Day of Week This column identifies the day of the week for which the utilization in each row listed took place. Note: This field is only visible on the **Daily Summary** report. **Inbound Attempt** This column identifies the total number of calls that attempted to use each trunk in an inbound direction. **Outbound Attempt** This column identifies the total number of calls that attempted to use each trunk in an outbound direction. This column identifies the number of calls that successfully **Inbound Complete** used each trunk in an inbound direction. This column identifies the number of calls that successfully Outbound Complete 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 This column identifies the total number of selected trunks that Service were fully functional during the specified time period.

### 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	This column identifies the total amount of inbound and
Channel	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	This column identifies the calls that attempted to use the trunk
Overflow	in an outbound direction and failed.
Channels Out of	This column identifies the total number of selected trunks that
Service	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).

# Trunk Utilization Report, continued

Fields and Descriptions (continued)

Field Name	Description
	-
Outbound MOU	This column identifies the amount of inbound usage carried by
per Channel	each trunk in Minutes of Use (MOU) units (one Minute of Use
<b>T</b>	represents one circuit busy for 60 seconds).
Total MOU per	This column identifies the total amount of inbound and
Channel	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	This column displays the total number of calls that were
Blocked Calls	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
··· <b>,</b> ····	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	This column identifies the total number of selected trunks that
Service	were fully functional during the specified time period.
Carried Load	This column provides the trunk usage.
(CCS)	
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
Diocked Calls	each listed item.
Current GOS %	This column displays percentage of incoming calls turned away
Offered Lead	during a busy hour.
Offered Load	This column displays the peak busy hour traffic that would
(CCS)	have occurred if resources allowed all the calls to be delivered
Channala	successfully.
Channels	This column identifies the number of circuits that would be
Recommended	needed to achieve the Target GOS.

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## **Generating the Trunk Utilization Report**

Procedure

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

tep		Action				
1	From the Reports menu, select Trunk Utilization.					
	Result: The Trunk Ut	ilization Statistics Rep	port Type screen appears.			
	TOLL FREE   DATA   IQ NET   LD					
	VIEW-MODIFY CALL PLANS REP	ORTS EZ ROUTE REPAIR				
			HELF			
	Trunk Utilization Statistics Report					
	Report Type	ew trunk group utilization statistics by hou	ır.			
	<ul> <li>Houny Summary Report</li> </ul>	ew trunk group utilization statistics by day				
		ew trunk group utilization statistics by mor	nth.			
		ew busy hour statistics per trunk group.				
		Next				
		e radio buttons, select th	he desired type of report			
	you want to generate.					
	Oliek					
	Click Mext.					
	<b>Result:</b> The correspo	onding <b>Trunk Utilizatio</b> r	n Report Criteria screen			
	needan ine eeneepe					
	appears.					
	Appears.					
	Appears.		нец			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria					
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *					
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *					
	<b>TOLL FREE</b> DATA   IQ NET   LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria       Report File Name: *         Report Title: *       Comments:					
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *	ORTS EZ ROUTE REPAIR	HEL			
	<b>TOLL FREE</b> DATA   IQ NET   LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria       Report File Name: *         Report Title: *       Comments:	ORTS EZ ROUTE REPAIR				
	<b>TOLL FREE</b> DATA   IQ NET   LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria       Report File Name: *         Report Title: *       Comments:	ORTS EZ ROUTE REPAIR	HEL			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:	ORTS EZ ROUTE REPAIR	HEL			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:	ORTS EZ ROUTE REPAIR	HEL			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:	ORTS EZ ROUTE REPAIR	HEU Load Trunk Groups Selected Trunk Groups			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:	ORTS EZ ROUTE REPAIR	HEL Load Trunk Groups Selected Trunk Groups			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *	ORTS EZ ROUTE REPAIR	HEL Load Trunk Groups Selected Trunk Groups Remove			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:	ORTS EZ ROUTE REPAIR	HEL Load Trunk Groups Selected Trunk Groups Remove Selected Columns			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *	ORTS EZ ROUTE REPAIR	Add >> Selected Trunk Groups Add >> Remove Selected Columns Inbound Attempt			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *	ORTS EZ ROUTE REPAIR	HEU Load Trunk Groups Selected Trunk Groups Add >> Selected Columns Inbound Attempt Inbound Attempt Inbound Complete Add >>			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *	ORTS EZ ROUTE REPAIR	Add >> Remove Re			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *	ORTS EZ ROUTE REPAIR	Add >> Selected Trunk Groups Selected Trunk Groups Selected Columns Selected Columns Inbound Attempt Outbound Attempt Outbound Attempt Outbound Attempt Outbound Attempt Outbound Complete Outbound Complete Outbound Complete Outbound Complete			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *	ORTS EZ ROUTE REPAIR	Add >> Remove Rem			
	TOLL FREE       DATA       IQ NET       LD         VIEW-MODIFY CALL PLANS       REP         Trunk Utilization Report Criteria         Report File Name: *         Report Title: *         Comments:         Enterprise or Account:         Select Trunk Groups: *         Select Report Columns:         Select Date Range: *	ORTS EZ ROUTE REPAIR	Add >> Selected Trunk Groups Selected Trunk Groups Add >> Remove Selected Columns Inbound Attempt Jouthound Complete Total Complete T			

Continued on next page

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# Generating the Trunk Utilization Report, continued

#### Procedure

#### (continued)

Step	Action
4	In the <b>Report File Name</b> field, enter the name you would like to assign
	to the report.
5	In the <b>Report Title</b> 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.
	Result: The items listed in the Available Trunk Groups box change to
	reflect your selection.
8	From the Available Trunk Groups list box, select the trunk group(s) you
	want to include in the report.
	Note: To colority yourse of twysic systems alight the first system hadd down
	<b>Note:</b> To select a range of trunk groups, click the first group, hold down your <b>Shift</b> key, then click the last group. To select multiple individual
	trunk groups, hold down the <b>Ctrl</b> key and click all the groups you want to
	select.
9	Click Add >>
	Result: The trunk group(s) you selected moved to the Selected Trunk
	Groups list box. To remove a selected trunk, highlight the trunk group
	and click << Remove
10	In the <b>Available Columns</b> list box, select the column information you
10	want to include on the requested report (this option is not available for
	Monthly Summary and Busy Hour reports).
	, , , ,
	Note: To select a range of columns, click the first column, hold down
	your <b>Shift</b> key, then click the last column. To select multiple individual
	columns, hold down the <b>Ctrl</b> key and click all the columns you want to
11	select.
	Click Add >>
	Result: The report column(s) you selected moved to the Available
	Columns list box. To remove a selected column, highlight the column
	and click << Remove.

## Generating the Trunk Utilization Report, continued

#### Procedure

(continued)

Step	Action
12	In the <b>Select Date Range</b> fields, enter the <b>Start</b> date you want the report to cover.
	<b>Note:</b> You can choose the dates from a pop-up calendar by clicking next to the appropriate field.
13	In the <b>Select Date Range</b> fields, enter the <b>End</b> date you want the report to cover.
	<b>Note:</b> You can choose the dates from a pop-up calendar by clicking next to the appropriate field.
14	Click Run (if applicable).
	<b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the requested report (with the exception of the <b>Hourly Summary Report</b> , it will display in a new window).
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
15	Click Schedule (if applicable – not available on the Hourly Summary report).
	<b>Result:</b> The system saves your criteria and opens the <b>Schedule Report</b> screen. See <b>Updating Report Frequency</b> on <u>page 69</u> 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.

ep	Action	
1	From the <b>Toll Free</b> application, click on the <b>Reports &gt; Reports</b>	
	Summary Log menu option.	
2	From the <b>Reports Summary Log</b> screen, click on the <b>Daily</b> , <b>Mont</b> <b>Busy Hour</b> summary hyperlink(s) under the <b>Report Title</b> column.	hly o
	<b>Result</b> : The detailed information for the selected report appears.	
	TOLL FREE   DATA   IQ NET   LD	
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR	
	DOWN	OAD: CSV T
	Monthly Summary Report for 01/01/2006 - 03/31/2006 Report Name monthly summary	
	Report Title monthly summary Comments	
	Report Title monthly summary Comments	lour CCS
	Report Title monthly summary Comments	lour CCS

## **Downloading the Trunk Utilization Report**

Procedure

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

Step	Action
1	From the <b>Trunk Utilization</b> report screens ( <b>Hourly</b> , <b>Daily</b> , <b>Monthly</b> or <b>Busy Hour</b> summaries), click on the <b>CSV</b> or <b>TAB</b> hyperlink to download the detailed report information. <b>Result:</b> A successful confirmation screen appears; you will need to access the <b>Reports Summary Log</b> to view the report (with the exception of the <b>Hourly Summary Report</b> , it will display in a new window).
	TOLL FREE   DATA   IQ NET   LD
	VIEW-MODIFY CALL PLANS REPORTS EZ ROUTE REPAIR
	Your report has been successfully submitted.
	You will automatically be taken to the Report Summary Log.
	Or <u>Click here to move to report summary log now.</u>
	If you need further assistance, please contact your local Help Desk.
2	From the <b>Reports Summary Log</b> screen, click on the <b>Daily</b> , <b>Monthly</b> or <b>Busy Hour</b> summary hyperlink(s) under the <b>Report Title</b> (format = <b>CSV</b> or <b>TAB</b> ). <b>Result</b> : The report file opens in a new window.
	Microsoft Excel - Hourly_Summary[1]
	Image: Bile gate years       Figure a question for help
	🔁 🛬 🛬 🗵 🧐 🏷 ) 🔗 🖏 📦 🕅 Verlages End Review 💂
	Image: Second
	AB C D E F G H I Report Name Hourly Summary 2 Report Title Hourly Summary
	A8 A A B C D E F G H I A8 A A B C D E F G H I A8 A A B C D C D C C D C C C C C C C C C C C C
	AB     C     D     E     F     G     H       AB     AB     C     D     E     F     G     H     I       AB     AB     C     D     E     F     G     H     I       1     Report Name     Hourly Summary     B     C     D     E     F     G     H     I       2     Report Title     Hourly Summary     B     C     D     E     F     G     H     I       4     S     Trunk Group     Date     Hour     Inbound Attempt     Outbound Complete     Outbound Complete     Total Overflow Percent Blocking       6     3/G0G00000CXZZ     4/24/2006 (13:00     0     0     0     0     0       7     3/G0G00000CXZZ     4/24/2006 (14:00     1     0     1     0     0

EzRoute	
Introduction	The <b>EzRoute</b> 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 F	Repair
Introduction	The <b>Repair</b> 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.