

450-1301-103

DMS-100 Family

TOPS Voice Service Node

AABS Voice Announcements, United States

VSN05 and up Standard 07.01 February 1996

NORTEL

DMS-100 Family

TOPS Voice Service Node

AABS Voice Announcements, United States

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- adds Account Code Billing voice announcements

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- modifies several existing AABS voice announcements

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About this document

When to use this document

Automated Alternate Billing Service (AABS) is a Northern Telecom (NT) product that enables telephone operating companies to fully or partially automate certain types of toll calls that would otherwise require operator assistance. This document describes the voice announcements that are provided to assist callers using automated services in the United States.

How to check the version and issue of this document

The version and issue of the document are indicated by numbers, for example, 01.01.

The first two digits indicate the version. The version number increases each time the document is updated to support a new software release. For example, the first release of a document is 01.01. In the *next* software release cycle, the first release of the same document is 02.01.

The second two digits indicate the issue. The issue number increases each time the document is revised but rereleased in the *same* software release cycle. For example, the second release of a document in the same software release cycle is 01.02.

To determine which version of this document applies to the software in your office and how documentation for your product is organized, check the release information in *Product Documentation Directory*, 297-8991-001.

This document is written for all DMS-100 Family offices. More than one version of this document may exist. To determine whether you have the latest version of this document and how documentation for your product is organized, check the release information in *Product Documentation Directory*, 297-8991-001.

References in this document

The following documents are referred to in this document:

- *Product Documentation Directory*, 297-8991-001
- *System Administration and Maintenance Operating Procedures*, 450-1301-310

What precautionary messages mean

The types of precautionary messages used in NT documents include danger, warning, and caution messages. Danger, warning, and caution messages indicate possible risks.

Examples of the precautionary messages follow.

- **DANGER** Possibility of personal injury



DANGER
Risk of electrocution

Do not open the front panel of the inverter unless fuses F1, F2, and F3 have been removed. The inverter contains high-voltage lines. Until the fuses are removed, the high-voltage lines are active, and you risk being electrocuted.

- **WARNING** Possibility of equipment damage



WARNING
Damage to the backplane connector pins

Align the card before seating it, to avoid bending the backplane connector pins. Use light thumb pressure to align the card with the connectors. Next, use the levers on the card to seat the card into the connectors.

- **CAUTION** Possibility of service interruption or degradation



CAUTION
Possible loss of service

Before continuing, confirm that you are removing the card from the inactive unit of the peripheral module. Subscriber service will be lost if you remove a card from the active unit.

Description

Automated Alternate Billing Service

Automated Alternate Billing Service (AABS) is a Northern Telecom (NT) product which enables telephone operating companies to fully or partially automate certain types of toll calls that would otherwise require operator assistance. In doing so, the amount of operator intervention is reduced. The long-term benefit is a reduction in operator expenditures.

The 0+ calls which can be automated are:

- collect calls
- third-number billing calls
- calling card billing calls
- commercial credit card billing calls

Additionally, collect and third-number calls that arrive at the operator can be handed off to AABS for call completion.

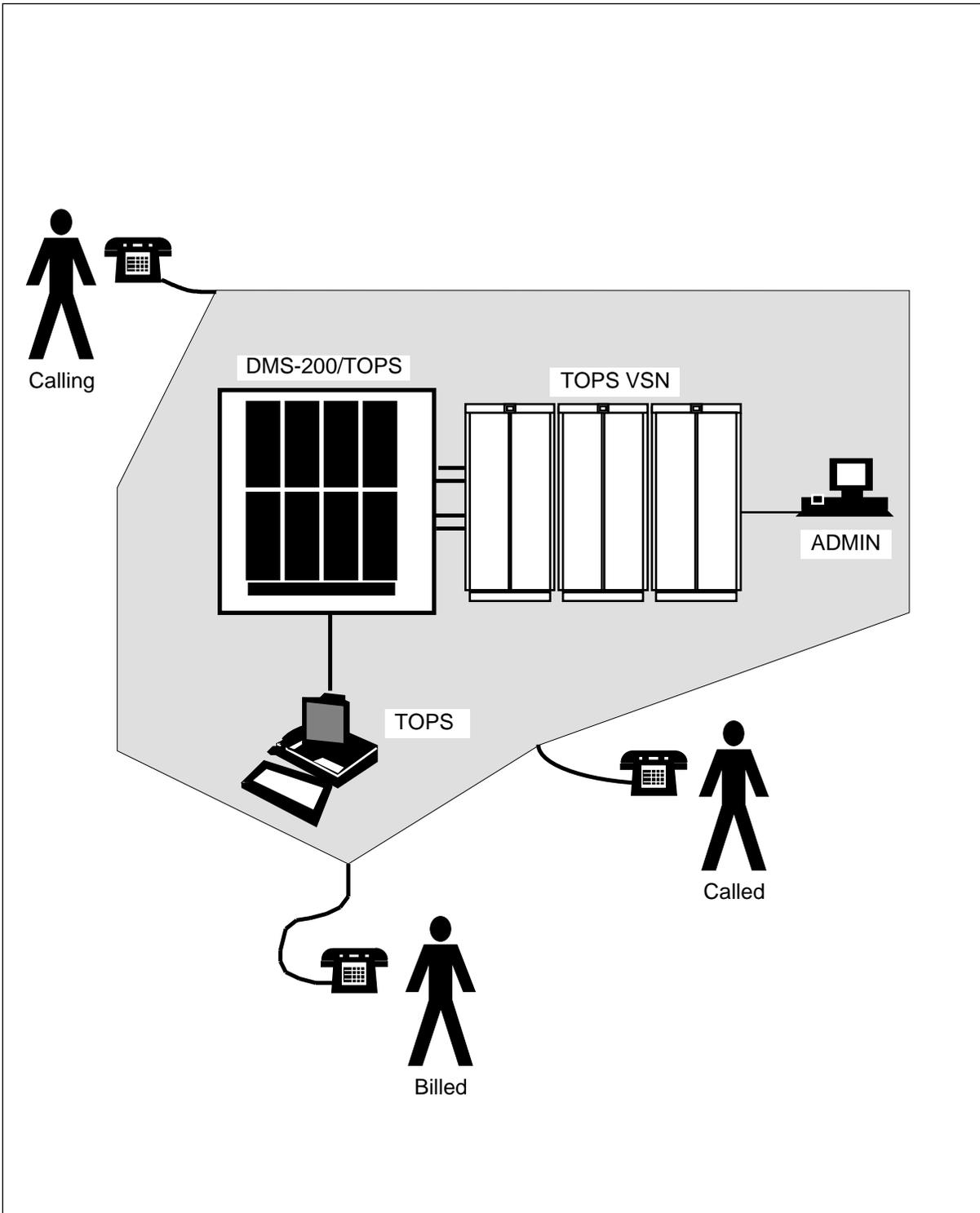
Although AABS is designed to supersede the current automated billing service, Mechanized Calling Card Service (MCCS) in America or Automated Calling Card Service (ACCS) in Canada, is still needed for sequence calling and database queries, and is used to handle any overflow traffic.

In the United States, AABS handles intraLATA calls and works in conjunction with TOPS InterLATA Carrier Service (TICS). In Canada, AABS handles all calls within North America. Automated Alternate Billing Service is offered on DMS-200 TOPS, DMS-200 Remote, and DMS 100/200 Remote nodes.

Automated Alternate Billing Service has two distinct components: the DMS hardware and software, and the Traffic Operator Position System - Voice Service Node (TOPS-VSN) hardware and software. These two components must necessarily interact with the traffic operator position system. The interaction between the systems (TOPS, TOPS VSN, and DMS) and with the subscribers is illustrated in Figure 1-1.

1-2 Description

Figure 1-1
AABS system and subscriber interaction



An overview of AABS operation

Calls that arrive at the DMS switch are screened for AABS suitability. Calls that cannot be handled by the TOPS VSN are routed to the operator. Calls that are suitable for TOPS VSN handling are sent directly to TOPS VSN.

Calls that are routed to the operator can be subsequently handed off to the TOPS VSN if they are collect calls or third-number billed calls, and if they meet suitability requirements following the operator interaction.

When calls are sent directly to the TOPS VSN for automated handling, the callers are prompted to specify the type of service required by a special tone, called a bong tone. If there is no response to the tone, a prerecorded speech message is delivered which identifies the range of acceptable subscriber actions.

The caller responds by making an entry on the telephone keypad or by signaling for the operator. A special number sequence identifies each type of service.

Once the TOPS VSN recognizes the caller request, it must obtain billing information. If the caller selects collect call service, the TOPS VSN already has the necessary billing information and proceeds to the next step automatically. For calling card calls and third party calls, the caller enters one of the following number patterns depending on the type of service requested: a calling card number or personal identification number (PIN); or a third party billing number.

After the billing information is known, the TOPS VSN accesses several databases on the DMS to verify billing data. In the case of calling card calls, billing is accepted by virtue of a valid calling card number. In the case of collect calls and third-number billing calls, the caller's name is usually recorded and used to verify billing acceptance. The DMS rings the billed party, delivers a recorded message from the TOPS VSN requesting billing acceptance. The message can include a playback of the calling party name. The TOPS VSN then waits for a verbal or DTMF response that indicates whether or not charges will be accepted.

The interaction of hand-off calls with the TOPS VSN is abbreviated. It consists of an optional welcome message, followed by the billing acceptance and the record of the name of the caller and the locality.

When the verification process is complete, the TOPS VSN instructs the DMS to complete the call.

Call processing features

TOPS VSN is unique among the Northern Telecom (NT) DNC-based products. It can identify and then process calls using the following interactive features:

- speech or DTMF tone recognition
- real-time voice recording
- DTMF digit processing
- announcement delivery

The complex series of tasks required to perform these call processing features is orchestrated by the application call processing engine (ACPE). The ACPE uses state tables to ensure sequence control and execution of all its call processing tasks.

Call processing of 0+ calls is divided into two phases, the service selection phase and billing service phase. Operator Handoff calls are processed using an abbreviated form of the 0+ procedure; service selection and billing validation is made before the calls are handed off to the VSN.

Service selection phase

During the service selection phase, the caller must either select one of the billing methods listed below or signal for the operator.

- collect calls
- third party billing
- calling card billing
- commercial credit card billing

Service selection begins with a bong tone and a service selection message. Some companies use a bong tone only and no introductory message. Following the bong tone the subscriber is expected to select a service by dialing one of the following numbers:

- dial 11 for collect call selection
- dial 12 for third-number billing selection
- dial the 10 digit billed number for third-number billing
- dial the calling card number or the calling card PIN number
- dial the commercial credit card number AND the credit card PIN number
- dial 0 or hook-flash for the operator

Billing service phase

There are four types of billing services, one for each billing method the caller can choose. A description of each type follows.

Collect call service

Collect call service begins when the DMS switch checks the line information database (LIDB) or the billing validation authority (BVA) database to ensure that the billed number is not flagged as one that never accepts collect calls.

If required, the caller is prompted by the TOPS VSN to say his or her name. This name is recorded. (In some cases the operating company may choose to disable this feature). The call is then placed. When answered, the caller talking path is disabled to allow the TOPS VSN to deliver the billing acceptance message to the billed party.

During the billing acceptance message that is delivered from the TOPS VSN, the recorded name is announced to the billed party. The billed party must accept or reject charges by answering yes or no to the question posed by the TOPS VSN, or by entering the digit 1 if DTMF billing is enabled. If charges are accepted, the call is connected and the caller talking path is enabled. If charges are rejected, the caller is informed and asked to hang up.

Third-number billing service

Third-number billing service begins with a prompt from the TOPS VSN for the 10 digit number to bill. This number is checked by the DMS switch against data in the LIDB or BVA databases to ensure that it is not flagged as one that never accepts third-number billing charges.

Once this is done, the caller is prompted to say his or her name. The name is recorded and announced to the billed party during billing acceptance provided the operating company has not disabled this option.

Verbal or DTMF billing acceptance may only be required during certain times of the day. Ordinarily, verbal billing acceptance is not required between 12:00 midnight and 6:00 A.M. hours for all noncoin originated calls. Refer to the description of the User Interaction table in 450-1301-310 for an explanation of the parameters controlling this function. When verbal or DTMF billing acceptance is required, the billed party must answer yes or no to accept or reject the charges. If the charges are accepted, the caller is connected to the called number. If the charges are rejected, the caller is asked to hang up or to select another billing option.

Calling card number billing service

Calling card number billing service begins when the caller enters either a complete calling card number or a personal identification number (PIN) after the bong tone. The calling card number is then validated by the DMS switch. The call as dialed is also checked against the list of valid numbers the calling card may be used for. If the call can be billed to the calling card number, then it is connected. If the call cannot be billed to the calling card number, the caller is informed.

Commercial credit card number billing service

Commercial credit card (CCC) billing service provides callers with the option of billing calls to a valid CCC number.

A CCC number may be entered at any point in the call where entry of a standard calling card number is allowed. No special prompt is given asking the caller to enter a CCC number.

The CCC number is made up of the 11 digit number printed on the credit card and the 4 digit PIN associated with the credit card. When the VSN detects that the digits of a CCC have been entered, a timer is activated while waiting for the 4 digit PIN to be entered. If the timer expires before any of the PIN digits are entered, an announcement is played to remind the caller to enter the PIN.

Once all required digits have been entered, a validation request is passed to the DMS. If CCC billing is accepted, the call is connected. If the credit card database repeatedly denies billing to the CCC number specified, a referral announcement is played instructing the caller to contact an agent at the credit card company, and the call is terminated.

Signaling for an operator

The subscriber, either caller or billed party, may signal for an operator in a number of ways at various stages of call processing. During service selection, the caller may either dial 0, hook-flash, or wait for the service selection timeout to expire.

During billing verification, the operator can be signaled only for collect and third-number billing calls. The operator is connected when timeout and retry limits have been reached, or when the billed party stays on the line in response to a TOPS VSN message.

Interactive voice features

Interactive voice features are all functions of the Voice Interface (VI) SRU. Each feature is controlled by the ACPE which ensures that the function of each feature is executed at the proper time. Interactive voice features are discussed in the following paragraphs:

Speech recognition

Speech recognition is a unique feature of the VI and is used during billing acceptance. The TOPS VSN is programmed to recognize two words, yes and no.

Real-time voice recording

Real-time voice recording is also a feature of the VI. The name of the caller is recorded during the initial stage of billing service for playback to the billed party during billing acceptance. Any utterance is recorded by the TOPS VSN during the time frame allowed. If the caller speaks too soon, too long, or not at all, an error message is played and the caller is given another chance to record his or her name.

DTMF digit processing

Dual tone multifrequency (DTMF) digit processing is a function of the VI. The VI is capable of decoding and interpreting tones dialed from a DTMF telephone. This capability is required for service selection tasks, for dialing the billed number for third-number billing calls, and for dialing the calling card or PIN number for calling card calls.

Announcement delivery

Announcements are played to the caller and to the billed party. The purpose of the announcements may be any one of the following: instruction, error messages, information, or acceptance of charges. Announcement delivery is controlled by the ACPE.

The announcements listed in the following sections are made by the TOPS VSN. They are divided into four groups: service selection, collect calls, third-number billing calls, and calling card calls, as well as particular prompts for individual operating companies.

1-8 Description

Prompts Table Default Datafill

The Prompts Table shown next displays only a part of each tuple in the table. The fields that are missing (Prompt 6-Prompt 16; Silence 5-Silence 15) from each tuple, or that are shown as blank in the table, contain zeros as the default datafill. (Fields Silence 1 through Silence 4 are represented in the table as S1 through S4.)

Table 2-1
Prompts Table

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
REC	RECORDED								
LOC	LOCALITY								
SS0	SS-0								
SS0_CB	SS-0								
SS2	SS-2								
SS3	SS-3								
SS4	SS-4								
SS5	SS-5								
SS6	SS-6								
SS7	SS-7								
SS8	SS-8								
SS9	SS-9								
SS10	SS-10								
SS11	SS-11								
SS12	SS-12								
SS13	SS-13								
SS14	SS-14								
SS15	SS-15								
SS16	SS-16								
-continued-									

2-2 Prompts Table Default Datafill

Table 2-1
Prompts Table (continued)

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
SS17	SS-17								
SS18	SS-18								
SS19	SS-19								
SS20	SS-20								
SS21	SS-21								
SS22	SS-22								
SS23	SS-23								
SS24	SS-0								
SS24_CB	SS-0								
SS25	SS-0								
SS25_CB	SS-0								
SS26	SS-0								
SS26_CB	SS-0								
BRAND_BONG	MPLPC_SILENCE								
CS1	CS-1								
CS1_CB	CS-1								
CS2	CS-2								
CS3	CS-3								
CS4	CS-4								
CS5	CS-5								
CS6	CS-6								
CS7	CS-7								
CS8	CS-8								
CS9	CS-9								
CS10	CS-10								
CS11	CS-11								
CS12	CS-12								
CS13	CS-13								
CS14	CS-14								
CS15	CS-15								
CS16	CS-16								
CS17	CS-17								
-continued-									

Table 2-1
Prompts Table (continued)

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
CS18	CS-4								
CS19	CS-9								
CS20	CS-10								
CS21	CS-15								
CC1	CC-1								
CC2	CC-2								
CC3	CC-3								
CC4	CC-1								
CC5	CC-1								
CC6	CC-1								
CC7	CC-1								
CC8	CC-3								
CC9	CC-9A								
CC_REF	REF-0A								
TP1	TP-1								
TP2	TP-2								
TP3	TP-3								
TP4	TP-4								
TP5	TP-5								
TP6	TP-6								
TP7	TP-7								
TP8	TP-8								
TP8_CB	TP-8								
TP9	TP-9								
TP10	TP-10								
TP11	TP-11								
TP12	TP-12								
TP13	TP-13								
TP14	TP-14								
TP15	TP-15								
TP16	TP-16								
TP17	TP-17								
-continued-									

2-4 Prompts Table Default Datafill

Table 2-1
Prompts Table (continued)

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
TP18	TP-19								
TP19	TP-19								
TP20	TP-20								
TP21	TP-21								
TP22	OT-12A								
TP23	OT-6								
TP24	OT-20								
TP25	OT-42								
TP26	OT-43								
TP27	TP-27								
TP28	TP-28								
TP29	TP-29								
TP30	TP-30								
MPLPC_SIL	MPLPC_SILENCE								
OT0	OT-0								
OT0_CB	OT-0								
OT1	OT-1								
OT2	OT-2								
OT3	OT-3								
OT4	OT-4								
OT5	OT-5								
OT6	OT-6								
OT7	OT-7								
OT8	OT-8								
OT9	OT-9								
OT10	OT-10								
OT11	OT-11								
OT12	OT-12								
OT12_CB	OT-12								
OT13	OT-13								
OT14	OT-14								
OT15	OT-15								
-continued-									

Table 2-1
Prompts Table (continued)

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
OT16	OT-16								
OT17	OT-17								
OT18	OT-18								
OT19	OT-19								
OT20	OT-20								
OT21	OT-21								
OT22	OT-22								
OT23	OT-23								
OT24	OT-24								
OT25	OT-6								
OT26	OT-26								
OT27	OT-27								
OT28	OT-28								
OT29	OT-29								
OT30	OT-30								
OT31	OT-31								
OT32	OT-32								
OT33	OT-33								
OT34	OT-34								
OT35	OT-35								
OT36	OT-36								
OT37	OT-37								
OT38	OT-38								
OT39	OT-39								
OT42	OT-42								
OT43	OT-43								
OT44	OT-44								
OT45	SS-8								
OT46	OT-12A								
OT47	OT-47A								
OT48	OT-48A								
OT49	OT-49								
-continued-									

2-6 Prompts Table Default Datafill

Table 2-1
Prompts Table (continued)

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
OT50	OT-50								
OT51	OT-51								
OT52	OT-52								
OT53	OT-53								
OT54	OT-54								
OT55	OT-55								
OT56	OT-56								
OT57	OT-57								
OT58	OT-58								
OT59	OT-59								
OT60	OT-60								
OT61	OT-61								
OT62	OT-62A								
LS1									
LS2									
LS3									
LS4									
LS5									
LS6									
LS7									
LS8									
LS9									
LS10									
LS11									
LS12									
AC1	AC-1A								
AC2	AC-2A								
AC3	AC-3A								
AC4	OT-12								
AC5	AC-5A								
MD1	MD-B2	0	MD-32A	0	MD-37X	2	MD-33A		
MD2	MD-B2	0	OT-7A	5	MD-27B	0	MD-37X	2	MD-33A
-continued-									

Table 2-1
Prompts Table (continued)

Prompt Name	Prompt 1	S 1	Prompt 2	S 2	Prompt 3	S 3	Prompt 4	S 4	Prompt 5
MD3	MD-B2	0	OT-21A	5	MD-27B	0	MD-37X	2	MD-33A
MD4	MD-4C								
MD5	MD-5A								
MD6	MD-B2	0	MD-32A	0	MD-37X	2	MD-33A		
MD7	MD-B2	0	MD-32A	0	MD-37X	2	MD-33A		
MD10	MD-22A	5	MD-21A	5	MD-23A	5	MD-10A		
MD11	MD-21A	5	MD-23A	5	MD-20A	5	MD-10A		
MD12	MD-22A	5	MD-23A	5	MD-20A	5	MD-10A		
MD13	MD-22A	5	MD-21A	5	MD-20A	5	MD-10A		
MD14	MD-21A	5	MD-23A	5	MD-10A				
MD15	MD-22A	5	MD-23A	5	MD-10A				
MD16	MD-22A	5	MD-21A	5	MD-10A				
MD17	MD-23A	5	MD-20A	5	MD-10A				
MD18	MD-22A	5	MD-20A	5	MD-10A				
MD19	MD-21A	5	MD-20A	5	MD-10A				
MD20	MD-20A	5	MD-10A						
MD21	MD-21A	5	MD-10A						
MD22	MD-22A	5	MD-10A						
MD23	MD-23A	5	MD-10A						
MD24	MD-24A								
MD25	MD-25C								
MD26	MD-26B								
MD27A	MD-B2	0	OT-7A	5	MD-27B	0	MD-37X	2	MD-30A
MD27B	MD-B2	0	OT-21A	5	MD-27B	0	MD-37X	2	MD-30A
MD28	MD-28B	0	MD-37X	2	MD-31A				
MD29	MD-B2	0	MD-29B	0	MD-37X	2	MD-30A		
-end-									

Audio file: Service Selection

Prompt Identifier SS-1

Reference

- Service Selection: S1210
- Calling Card Handling: S4530

Context

- User interaction begins.
- The card number entered in the service selection state is invalid and the subscriber does not respond to the error announcement twice in the calling card handling state.

Intent

- enable AT&T Smart phone keypad
- prompt calling party to enter billing option
- indicate to M CCS users that they are in the service

Text

bong tone

Prompt Identifier: SS-2

Reference

Service Selection S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* the call is not restricted to any billing types.

Intent

- prompt for billing options
- indicate available billing methods
- indicate that for person-to-person calls, the subscriber can enter zero
- calling card is not placed in the first position so that MCCS subscribers will listen to the service options
- Ameritech recommended message requirement: no more than 3 options in any service selection prompt
- *dial* is used instead of *enter*, *press* is used because it is well-known to the subscriber

Text

- For collect calls, dial one.
- To charge this call to another number, dial the complete billing number now.
- For person-to person and other calls, dial zero for the operator.

Prompt Identifier: SS-2A

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and the call is not restricted to any billing types.

Intent

- prompt for billing options
- indicate available billing methods
- indicate that for person-to-person calls, the subscriber can enter zero
- calling card is not placed in the first position so that MCCS subscribers will listen to the service options
- modify prompt to explicitly request the area code and number to fix the problem of the subscriber entering 7 digits instead of 10

Text

- For collect calls, enter one one.
- To charge this call to another number, enter the area code and number now.
- For person-to-person and other calls, enter zero for the operator.

Prompt Identifier: SS-2B

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* the call is not restricted to any billing types.

Intent

- prompt for billing options
- indicate available billing methods
- indicate that for person-to-person calls, the subscriber can enter zero
- calling card is not placed in the first position so that MCCS subscribers will listen to the service options
- modify prompt to explicitly request the area code and number to fix the problem of the subscriber entering 7 digits instead of 10

Text

- For collect calls, press one one.
- To charge this call to another number, enter the area code and number now.
- For person-to-person and other calls, press zero for the operator.

Prompt Identifier: SS-2C

Reference

Service Selection: S1242

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and the call is not restricted to any billing types.

Intent

- prompt for billing options
- indicate available billing methods
- indicate that for person-to-person calls, the subscriber can enter zero
- calling card is not placed in the first position so that MCCS subscribers will listen to the service options

Text

- From a pushbutton telephone, press one one for collect calls.
- To charge this call to another number, enter the complete number now.
- For person-to-person and other calls, press zero for the operator.
- From a dial telephone, flash the switchhook for the operator.

Prompt Identifier: SS-2D

Reference

Service Selection: S1242

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* the call is not restricted to any billing types.

Intent

- prompt for billing options
- indicate available billing methods
- indicate that for person-to-person calls, the subscriber can enter zero
- calling card is not placed in the first position so that M CCS subscribers will listen to the service options

Text

- From a pushbutton telephone, press one one for collect calls.
- To charge this call to another number, enter the complete number now.
- For person-to-person and other calls, press zero for the operator.
- From a dial telephone, please hold for the operator.

Prompt Identifier: SS-3

Reference

Service Selection: S125A

Context

- The subscriber entered an incomplete pattern after an announcement.
- The number of input digits is greater than 2 and less than 14 digits.
- An error announcement was played before this.

Intent

Prompt for the billing number again.

Text

Please dial the complete number again.

Prompt Identifier: SS-4

Reference

Service Selection S125D

Context

- Reprompt after a format error on input digits.
- An error announcement has been played before this prompt.

Intent

Prompt for the billing number again.

Text

Please dial the number again from the beginning.

Prompt Identifier: SS-5

Reference

Service Selection: S1241, S1281

Context

The subscriber entered zero after the bong tone

- *or* prison call
- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls.
- The message can not be interrupted for prison calls; determine by office parameter D1.
- *Dial* is used instead of *enter*, *press* is used because it is well-known to the subscriber.

Text

- If you will speak to anyone who answers, please hold while your call is being placed.
- If this call is person to person, please dial zero now.

Prompt Identifier: SS-5A

Reference

Service Selection: S1241, S1281

Context

Variation of SS5.

The subscriber entered zero after the bong tone

- *or* prison call
- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls.
- The message can not be interrupted for prison calls; determine by office parameter D13.
- *Dial* is used instead of *enter*, *press* is used because it is well-known to the subscriber.

Text

- Your collect call is being processed.
- For person to person calls, dial zero for the operator now.

Prompt Identifier: SS-5B

Reference

Service Selection: S1241, S1281

Context

The subscriber entered zero after the bong tone

- *or* prison call
- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls
- The message can not be interrupted for prison calls; determine by office parameter D13.

Text

- If you will speak to anyone who answers, please hold while your call is being placed.
- If this call is person-to-person, please enter zero now.

Prompt Identifier: SS-5C

Reference

Service Selection: S1241, S1281

Context

Variation of SS-5.

The subscriber entered zero after the bong tone

- *or* prison call
- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls.
- The message can not be interrupted for prison calls; determine by office parameter D13.

Text

- Your collect call is being processed.
- For person-to-person calls, enter zero for the operator now.

Prompt Identifier: SS-5D

Reference

Service Selection: S1241, S1281

Context

The subscriber entered zero after the bong tone

- *or* prison call
- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls.
- The message can not be interrupted for prison calls; determine by office parameter D13.

Text

- If you will speak to anyone who answers, please hold while your call is being placed.
- If this call is person-to-person, please press zero now.

Prompt Identifier: SS-5E

Reference

Service Selection: S1241, S1281

Context

Variation of SS5.

The subscriber entered zero after the bong tone

- *or* prison call
 - *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls.
- The message can not be interrupted for prison calls; determine by office parameter D13.

Text

- Your collect call is being processed.
- For person-to-person calls, press zero for the operator now.

Prompt Identifier: SS-5F

Reference

Service Selection: S1241, S1281

Context

Variation of SS5.

The subscriber entered zero after the bong tone

- *or* prison call
 - *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only collect billing is allowed.

Intent

- Request subscribers to stay on the line if they will speak to anyone who answers the phone.
- Discourage dialing zero if this is a collect call.
- The message can be interrupted for collect nonprison calls.
- The message can not be interrupted for prison calls; determine by office parameter D13.

Text

- If this call is person-to-person, please press zero now.
- If you will speak to anyone who answers, please hold while your call is being placed.

Prompt Identifier: SS-6

Reference

Service Selection: S1281

Context

No response to this message after 5 seconds

- *or* one of the following errors has occurred:
 - only 1 digit was entered
 - 2 digits were entered but not 11 or 12
 - incomplete DTMF pattern
- *and* the call is not restricted to any billing types.

An error announcement was played before this.

Intent

- Prompt for the billing option.
- Indicate available billing methods.
- Indicate that for operator assistance, the subscriber can enter zero.
- The calling card is not placed in the first position so that MCCS subscribers will listen to the service options.
- The third-number is placed after calling card to avoid confusion of another number with the calling card number.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* is used because it is well-known to the subscriber.

Text

- If you want to place a collect call dial one one.
- To charge this call to your calling card, dial your calling card number.
- To charge this call to another number, dial one two.
- To speak to the operator, dial zero.

Prompt Identifier: SS-7

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* collect is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- The third-number is placed after calling card to avoid confusion of another number with the calling card number.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter*, *press* is used because it is well-known to the subscriber.

Text

- If you want to charge this call to your calling card, dial your calling card number.
- To charge this call to another number, dial one two.
- To place a person-to-person call, dial zero for the operator.

Prompt Identifier: SS-7A

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 seconds or 5 seconds
- *or* no response to this prompt after 5 seconds

and collect is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- The third-number is placed after calling card to avoid confusion of another number with the calling card number.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to your calling card, enter your calling card number.
- To charge this call to another number, enter one two.
- To place a person-to-person call, enter zero for the operator.

Prompt Identifier: SS-7B

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 seconds or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* collect is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- The third-number is placed after calling card to avoid confusion of *another number* with the calling card number.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to your calling card, enter your calling card number.
- To charge this call to another number, enter one two.
- To place a person-to-person call, press zero for the operator.

Prompt Identifier: SS-7C

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 seconds or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* collect is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- The third-number is placed after the calling card to avoid confusion of another number with the calling card number.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to your calling card, enter your calling card number.
- To charge this call to another number, press one two.
- To place a person-to-person call, press zero for the operator.

Prompt Identifier: SS-8

Reference

Service Selection: S1258

Context

One of the following dialling errors has occurred:

- 1 digit was input other than zero
- 2 digits were input other than 11 or 12
- incorrect pattern

Intent

- Indicate that an error has occurred.
- Do not use *you have dialed* or *the number you have dialed*, the customer may find it offensive.

Text

The number as dialed is incorrect.

Prompt Identifier: SS-9

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds
and third-number billing is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- Calling card is not placed in the first position so that M CCS subscribers will listen to the service options.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* because it is well-known to the subscriber.

Text

- If you want to place a collect call, dial one one.
- To charge this call to your calling card, dial your calling card number.
- To place a person to person call, dial zero for the operator.

Prompt Identifier: SS-9A

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* third-number billing is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- Calling card is not placed in the first position so that M CCS subscribers will listen to the service options.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to place a collect call, enter one one.
- To charge this call to your calling card, enter your calling card number.
- To place a person-to-person call, enter zero for the operator.

Prompt Identifier: SS-9B

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* third-number billing is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- Calling card is not placed in the first position so that MCCS subscribers will listen to the service options.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to place a collect call, press one one.
- To charge this call to your calling card, enter your calling card number.
- To place a person-to-person call, press zero for the operator.

Prompt Identifier: SS-10

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* calling card is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter*; *press* is used because it is well-known to the subscriber.

Text

- If you want to place a collect call, dial one one.
- To charge this call to another number, dial one two.
- To place a person to person call, dial zero for the operator.

Prompt Identifier: SS-10A

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
- *or* no response to this prompt after 5 seconds

and calling card is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to place a collect call, enter one one.
- To charge this call to another number, enter one two.
- To place a person-to-person call, enter zero for the operator.

Prompt Identifier: SS-10B

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* calling card is not allowed.

Intent

- Indicate all available billing methods.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to place a collect call, press one one.
- To charge this call to another number, press one two.
- To place a person-to-person call, press zero for the operator.

Prompt Identifier: SS-11

Reference

Service Selection: S1281

Context

- No response to this message after 5 seconds
 - *or* one of the following errors has occurred
 - a restricted billing type was selected
 - only one digit was entered
 - 2 digits were entered, but not 11 or 12
 - incomplete DTMF pattern
 - *and* third-number billing is not allowed.
- An error announcement was played before this.

Intent

- Prompt for billing option.
- Indicate available billing options.
- Indicate that for operator assistance, the subscriber can enter zero.
- Calling card is not placed in the first position so that MCCS subscribers will listen to the service options.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* because it is well-known to the subscriber.

Text

- If you want to place a collect call, dial one one.
- To charge this call to your calling card, dial your calling card number.
- To speak to the operator, dial zero.

Prompt Identifier: SS-12

Reference

Service Selection: S1281

Context

- No response to this message after 5 seconds
 - *or* one of the following errors has occurred
 - a restricted billing type was selected
 - only one digit was entered
 - 2 digits were entered, but not 11 or 12
 - incomplete DTMF pattern
 - *and* calling card billing is not allowed.
- An error announcement was played before this.

Intent

- Prompt for billing option.
- Indicate available billing options.
- Indicate that for operator assistance, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* because it is well-known to the subscriber.

Text

- If you want to place a collect call, dial one one.
- To charge this call to another number, dial one two.
- To speak to the operator, dial zero.

Prompt Identifier: SS-13

Reference

Service Selection: S1201

Context

- Error condition.
- The call information indicates that the call is restricted to all billing types and datafill error is suspected.

Intent

Ask the subscriber to hang up and dial zero to complete the call.

Text

Your call cannot be completed as dialed. Please hang up and dial your operator for assistance.

Prompt Identifier: SS-13A

Reference

Service Selection: S1201

Context

- Error condition.
- The call information indicates that the call is restricted to all billing types and datafill error is suspected.

Intent

Ask the subscriber to hang up and dial zero to complete the call.

Text

Your call cannot be completed as entered. Please hang up and enter zero for the operator.

Prompt Identifier: SS-13B

Reference

Service Selection: S1201

Context

- Error condition.
- The call information indicates that the call is restricted to all billing types and datafill error is suspected.

Intent

Ask the subscriber to hang up and dial zero to complete the call.

Text

Your call cannot be completed as entered. Please hang up and press zero for the operator.

Prompt Identifier: SS-14

Reference

Service Selection: S1251

Context

Billing type is collect and has been selected for DA call.

Intent

Inform the subscriber of the error.

Text

Directory assistance cannot accept collect calls.

Prompt Identifier: SS-15

Reference

none

Context

The call is restricted from collect calls and the collect billing type was selected.

Intent

Inform the subscriber of the error.

Text

Collect calls cannot be made from this telephone.

Prompt Identifier: SS-16

Reference

Service Selection: S1251

Context

The call is restricted from third-number billing and third-number billing type was selected.

Intent

Inform the subscriber of the error.

Text

Calls cannot be charged to another number from this telephone.

Prompt Identifier: SS-17

Reference

Service Selection: S1251

Context

The call is restricted from the calling card billing and the calling card billing type has been selected.

Intent

Inform the subscriber of the error.

Text

Calling card calls cannot be made from this telephone.

Prompt Identifier: SS-18

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only calling card is allowed.

Intent

- Indicate that only the calling card is allowed.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter*; *press* is used because it is well-known to subscriber.

Text

- If you want to charge this call to your calling card, dial your calling card number.
- To place a person to person call, dial zero for the operator.

Prompt Identifier: SS-18A

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only calling card is allowed.

Intent

- Indicate that only the calling card is allowed.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to your calling card, enter your calling card number.
- To place a person-to-person call, enter zero for the operator.

Prompt Identifier: SS-18B

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only calling card is allowed.

Intent

- Indicate that only a calling card is allowed.
- Prompt for input digits.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to your calling card, enter your calling card number.
- To place a person-to-person call, press zero for the operator.

Prompt Identifier: SS-19

Reference

Service Selection: S1241

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only third-number billing is allowed.

Intent

- Prompt for input digits.
- Use the area code and number to indicate that only bill-to-third is allowed.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter*, *press* is used because it is well-known to the subscriber.

Text

- If you want to charge this call to another number, dial the area code and number now.
- To place a person-to-person call, dial zero for the operator.

Prompt Identifier: SS-19A

Reference

Service Selection: S1241 Modification of SS-19

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only third-number billing is allowed.

Intent

- Prompt for input digits.
- Use the area code and number to indicate that only bill-to-third is allowed.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to another number, enter the area code and number now.
- To place a person-to-person call, enter zero for the operator.

Prompt Identifier: SS-19B

Reference

Service Selection: S1241 Modification of SS-19A

Context

The subscriber entered zero after the bong tone

- *or* no response after the bong tone, either in 1 second or 5 seconds
 - *or* no response to this prompt after 5 seconds
- and* only third-number billing is allowed.

Intent

- Prompt for input digits.
- Use the area code and number to indicate that only bill-to-third is allowed.
- Indicate that for other types of calls, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.

Text

- If you want to charge this call to another number, enter the area code and number now.
- To place a person-to-person call, press zero for the operator.

Prompt Identifier: SS-20

Reference

Service Selection: S1281

Context

- No response to this message after 5 seconds
 - *or* one of the following errors has occurred
 - a restricted billing type was selected
 - only one digit was entered
 - 2 digits were selected, but not 11 or 12
 - incomplete DTMF pattern
 - *and* only third-number billing is allowed
- An error announcement was played before this.

Intent

- Prompt for billing option.
- Use *dial the area code and number* to indicate that only bill-to-third is allowed.
- Indicate that for operator assistance, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* because it is well-known to the subscriber.

Text

- If you want to charge this call to another number, dial the area code and number now.
- To speak to the operator, dial zero.

Prompt Identifier: SS-21

Reference

Service Selection: S1281

Context

- No response to this message after 5 seconds
 - *or* one of the following errors has occurred
 - a restricted billing type was selected
 - only one digit was entered
 - 2 digits were selected, but not 11 or 12
 - incomplete DTMF pattern
 - *and* only calling card billing is allowed.
- An error announcement was played before this.

Intent

- Prompt for billing option.
- Indicate that only calling card billing is allowed.
- Indicate that for operator assistance, the subscriber can enter zero.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* because it is well-known to the subscriber.

Text

- If you want to charge this call to your calling card number, dial your calling card number.
- To speak to the operator, dial zero.

Prompt Identifier: SS-22

Reference

Service Selection: S1281

Context

- No response to this message after 5 seconds
 - *or* one of the following errors has occurred
 - a restricted billing type was selected
 - only one digit was entered
 - 2 digits were selected, but not 11 or 12
 - incomplete DTMF pattern
 - *and* collect is not allowed.
- An error announcement was played before this.

Intent

- Prompt for billing option.
- Indicate available billing options.
- Indicate that for operator assistance, the subscriber can enter zero.
- The third-number is placed after the calling card to avoid confusion of another number with the calling card number.
- *If you want* allows the listener to *tune-in* to the announcement.
- *To place, to charge* give parallel structure in the announcement.
- *Dial* is used instead of *enter, press* because it is well-known to the subscriber.

Text

- If you want to charge this call to your calling card, dial your calling card number.
- To charge this call to another number, dial one two.
- To speak to the operator, dial zero.

Prompt Identifier: SS-23

Reference

Service Selection: S1251

Context

- The subscriber has selected collect charges.
- The call is restricted from collect charges because either the calling or called station is restricted from collect charges.

Intent

- Indicates to the subscriber that collect is not allowed.
- Do not mention which station is restricted from collect.

Text

This call may not be billed as collect.

Audio file: Collect

Prompt Identifier: CS-1

Reference

Collect call handling: S2461, S24B1

Context

Collect billing has been accepted by the billed party.

Intent

- Indicate to the billed party that he or she has accepted the charges.
- Indicate to the calling party that the charges were accepted.
- Indicate to both parties that they can begin talking.

Text

Thank you. Please go ahead.

Prompt Identifier: CS-2

Reference

Collect call handling: S2120

Context

- The database response indicates that the called number is not in service.
- The call will be terminated after this message.

Intent

Indicate to the calling party that the called number is not in service and ask him or her to hang up.

Specify *check the number*, so that the subscriber will not dial the error number again.

Text

The number you have dialed is not in service. Please check the number and try your call again.

Prompt Identifier: CS-3

Reference

Collect call handling: S2420, S2461, S24A0, S24B1

Context

The calling party went on-hook during the billing verification process.

Intent

Inform the billed party that the calling party has gone and that he or she will not be charged for the call.

Text

<On-hook click> The person calling you has hung up. You will not be billed for this call. Please hang up now.

Prompt Identifier: CS-4

Reference

Collect call handling: S2420, S24A0

Context

- The first announcement to the called party with operating company branding was played.
- Prompt for billing acceptance.

Intent

Indicate to called party that he or she has a collect call from <prerecorded name>.

Text

You have a collect call from <prerecorded name>.

Prompt Identifier: CS-4A

Reference

Collect call handling: S2420, S24A0

Context

- The generic message for CS-4.
- The first announcement to the called party.
- Prompt for billing acceptance.

Intent

Indicate to called party that he or she has a collect call to <prerecorded name>.

Text

You have a collect call from <prerecorded name>.

Prompt Identifier: CS-4B

Reference

Collect call handling: S2420, S24A0

Context

- The generic message for CS-4.
- The first announcement to the called party.
- Prompt for billing acceptance.

Intent

Indicate to the called party that he or she has a collect call from <prerecorded name>.

Text

This is a collect call from <prerecorded name>.

Prompt Identifier: CS-4C

Reference

Collect call handling: S2420, S2425, S2430, S3435

Context

- A variation of the message for CS-4.
- The first announcement to the called party.
- Prompt for billing acceptance.

Intent

Indicate to called party that he or she has a collect call from <prerecorded name>.

Text

If you will pay for a call from <prerecorded name>.

Prompt Identifier: CS-4D

Reference

Collect call handling: S2420, S2425, S2430, S3435

Context

- A variation of the message for CS-4.
- The first announcement to the called party.
- Prompt for billing acceptance.

Intent

Indicate to the called party that he or she has a collect call from <prerecorded name>.

Text

If you will pay for a collect call from <prerecorded name>.

Prompt Identifier: CS-4E

Reference

Collect call handling: S2420, S2425, S2430, S3435

Context

- A variation of the message for CS-4.
- The first announcement to the called party.
- Prompt for billing acceptance.

Intent

Indicate to the called party that he or she has a collect call from <prerecorded name>.

Text

Press one now or after the tone say yes if you will pay for a collect call from <prerecorded name>.

Prompt Identifier: CS-4F

Reference

Collect call handling: S2420, S2425, S2430, S3435

Context

- A variation of the message for CS-4.
- The first announcement to the called party.
- Prompt for billing acceptance.

Intent

Indicate to called party that he or she has a collect call from <prerecorded name>.

Text

Press one now or after the tone say yes if you will pay for a call from <prerecorded name>.

Prompt Identifier: CS-5

Reference

Collect call handling: S2420, S24A0

Context

- Operating company branding was played.
- The first announcement to the called party.
- Prompt for billing acceptance.
- The caller name is not used.

Intent

Indicate to the called party that he or she has a collect call.

Text

You have a collect call.

Prompt Identifier: CS-5A

Reference

Collect call handling: S2420, S24A0

Context

- The generic message for CS-5.
- The first announcement to the called party.
- Prompt for billing acceptance.
- The caller name is not used.

Intent

Indicate to the called party that he or she has a collect call.

Text

You have a collect call.

Prompt Identifier: CS-6

Reference

Collect call handling: S2420

Context

- Operating company branding message was played.
- A collect call from prison.
- The first announcement to the called party.
- Prompt for billing acceptance.
- Operating company may use the prison name.

Intent

Indicate to the called party that he or she has a collect call.

Text

You have a collect call.

Prompt Identifier: CS-6A

Reference

Collect call handling: S2420

Context

- The generic message for CS-6.
- A collect call from prison.
- The first announcement to the called party.
- Prompt for billing acceptance.
- The caller name is not used.
- The operating company may use the prison name in this message.

Intent

Indicate to called party that he or she has a collect call.

Text

You have a collect call.

Prompt Identifier: CS-6B

Reference

Collect Service : S2420

Context

- Operating company branding message was played.
- A collect call from prison.
- The first announcement to the called party.
- Prompt for billing acceptance.
- The caller name is not used.
- The operating company may use the prison name.

Intent

Indicate to the called party that he or she has a collect call.

Text

You have a collect call from a correctional institute.

Prompt Identifier: CS-6C

Reference

Collect Service : S2420, S2426, S2430, S2436

Context

- Operating company branding message was played.
- A collect call from prison.
- The first announcement to the called party.
- Prompt for billing acceptance.
- The caller name is not used.
- The operating company may use the prison name.

Intent

Indicate to the called party that he or she has a collect call from a correctional facility.

Text

You have a collect call from a correctional facility.

Prompt Identifier: CS-6D

Reference

none

Context

To be used in addition to other prompts as required.

Intent

Indicate to the called party that the call is being recorded.

Text

The number you have dialed has been recorded.

Comment

This prompt was requested by NYNEX.

Prompt Identifier: CS-7

Reference

Collect call handling: S2120

Context

- The database response indicates that the billed party does not accept collect charges.
- The call will be terminated after this announcement.

Intent

- Indicate to calling party that the billed party does not accept collect charges.
- Tell the calling party to hang up.

Text

At the customers request, collect calls may not be made to this number, please hang up and try another billing option.

Prompt Identifier: CS-8

Reference

Collect call handling: S2120

Context

- The database response indicates that the billed number is a public phone number.
- The call will be terminated after this announcement.

Intent

- Indicate to calling party that the billed number is a public phone number which cannot accept collect charges.
- Tell the calling party to hang up.

Text

The number you have dialed is a public telephone which cannot accept collect calls. Please hang up and try another billing option.

Prompt Identifier: CS-8A

Reference

Collect call handling: S2120

Context

- A variation of CS-8.
- The database response indicates that the billed number is a public phone number.
- The call will be terminated after this announcement.

Intent

Indicate to calling party that the billed number is a public phone number which cannot accept collect charges.

Ask the calling party to hang up.

Text

The number you have dialed is a public telephone at which collect call cannot be accepted. Please hang up and try another billing option.

Prompt Identifier: CS-9

Reference

Collect call handling: S2461,S24B1

Context

There is no response to the billing acceptance announcement within 4 seconds and retry counts were not exceeded.

Intent

Give the name of the calling party again.

Text

You have a collect call from: <prerecorded name>.

Prompt Identifier: CS-10

Reference

Collect call handling: S2461,S24B1

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short

and retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a speech response *yes* or *no*.
- Use *following question* because it indicates to wait for the end of the question.

Text

Your response was not understood. You have a collect call from: <prerecorded name>

Prompt Identifier: CS-10A

Reference

Collect call handling: S2461,S24B1

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short

and retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a speech response *yes* or *no*.

Text

Your response was not understood. This is a collect call
from: <prerecorded name>

Prompt Identifier: CS-11

Reference

Collect call handling: S2461,S24B1

Context

- There is no response to the billing acceptance announcement within 4 seconds and retry counts were not exceeded.
- The caller name is not used.

Intent

Inform the billed party that he or she has a collect call again.

Text

You have a collect call.

Prompt Identifier: CS-12

Reference

Collect call handling: S2461,S24B1

Context

- A collect call from prison.
- There is no response to the billing acceptance announcement within 4 seconds and retry counts were not exceeded.
- The caller name is not used.
- The operating company may use the prison name in this message.

Intent

Inform the billed party that he or she has a collect call again.

Text

You have a collect call.

Prompt Identifier: CS-13

Reference

Collect call handling: S2461,S24B1

Context

- One of the following speech errors occur during billing verification:
 - speech unrecognizable
 - speech too long
 - speech too short
- *and* retry counts were not exceeded
- *and* the caller name is not used.

Intent

- Inform the billed party of the error.
- Inform the billed party that he or she has a collect call.
- Use *following question* because it indicates to wait for the end of the question.

Text

Your response was not understood. You have a collect call.

Prompt Identifier: CS-14

Reference

Collect call handling: S2461,S24B1

Context

- One of the following speech errors occur during billing verification:
 - speech unrecognizable
 - speech too long
 - speech too short
- *and* retry counts were not exceeded.

A collect call from prison *and* the caller name is not used.

Intent

- Inform the billed party of the error.
- Inform the billed party that he or she has a collect call.
- Use *following question* because it indicates to wait for the end of the question.
- The operating company may use the prison name in this message.

Text

Your response was not understood. You have a collect call.

Prompt Identifier: CS-15

Reference

Collect Call Handling : S2490

Context

An invalid DTMF response was received from the billed party during billing verification *and* retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a DTMF response *1*, *0*, or *hang-up*.

Text

Your response was not valid. You have a collect call from :
<prerecorded name>

Prompt Identifier: CS-16

Reference

Collect Call Handling: S2490

Context

An invalid DTMF response was received from the billed party during billing verification *and* retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a DTMF response *1*, *0*, or *hang-up*.

Text

Your response was not valid. You have a collect call.

Prompt Identifier: CS-17

Reference

Collect call handling: S2490

Context

- An invalid DTMF response was received from the billed party during billing verification and retry counts were not exceeded.
- A collect call from prison.
- The caller name is not used.

Intent

- Inform the billed party of the error.
- Inform the billed party that he or she has a collect call.
- The operating company may use the prison name in this message.

Text

Your response was not valid. You have a collect call.

Audio file: Third-number

Prompt Identifier: TP-1

Reference

Third-number handling: S3570

Context

A subscriber does not respond to the reprompt announcement after entering an invalid number and the retry counts (Dialing_No_Response=1), (Dialing_Total_Retry=2) were not attained.

Intent

Ask the subscriber to enter the billed number and indicate that the billed number should contain the area code and number only.

Text

Please dial the area code and number now.

Prompt Identifier: TP-2

Reference

Third-number handling: S3560

Context

An incorrect 10 digit pattern was entered and the retry counts (Dialing_Format_Error=1) and (Dialing_Total_Retry=2) were not attained.

Intent

Prompt the subscriber to reenter the 10-digit number.

Text

Please dial the area code and number again.

Prompt Identifier: TP-3

Reference

Third-number handling: S3101

Context

- The database response indicates that the billed party does not accept third-number charges.
- The call will either be terminated, referred to the operator, or looped back to service selection after this point which is determined by office parameter `Billing_Denied_Action`.

Intent

Indicate to the calling party that the billed party does not accept third-number charges.

Text

At the customer's request, calls may not be charged to this number.

Prompt Identifier: TP-4

Reference

Third-number handling: S3101

Context

- The database response indicates that the billed number is a public phone number.
- The call will either be disconnected, referred to the operator, or looped back to service selection.

Intent

Indicate to the calling party that the billed number is a public phone number which cannot accept charges.

Text

The billing number you have dialed is a public telephone which cannot accept charges.

Prompt Identifier: TP-5

Reference

Third-number handling: S3180

Context

- The database response indicates that verbal billing verification is required and the time of the day is within the datafilled time period.
- The datafill indicates to use either automatic rejection of billing or alternate-billing.
- The call will either be disconnected, referred to the operator, or looped back to service selection.

Intent

- Explain to the subscriber that at this hour, no call will be placed to verify the acceptance of charges.
- Use *we* to indicate the operating company.

Text

We do not place calls at this hour for billing acceptance.

Prompt Identifier: TP-6

Reference

Third-number handling: S3461, S34B1

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short

and retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a speech response *yes* or *no*.

Text

Your response was not understood. A call is being placed to another number by: <prerecorded name>

Prompt Identifier: TP-7

Reference

Third-number handling: S3420, S34A0

Context

- Operating company branding was played.
- The first announcement to the billed party.
- Prompt for billing acceptance.

Intent

Indicate to the billed party that the <prerecorded name> person has placed a call and would like to charge to him.

Text

A call is being placed to another number by: <prerecorded name>.

Prompt Identifier: TP-7A

Reference

Third-number handling: S2420, S24A0

Context

- A generic message for TP-7.
- The first announcement to the billed party.
- Prompt for billing acceptance.

Intent

Indicate to the billed party that the <prerecorded name> has placed a call to another number and would like to charge to the call to him or her.

Text

A call is being placed to another number by: <prerecorded name>.

Prompt Identifier: TP-8

Reference

Third-number handling: S3600

Context

- Acceptance of charges was received from the billed party
- *and* the billed party was released
- *and* the calling party may have heard the billing verification progress.

Intent

Indicate to the calling party that the charges of his or her call were accepted and the call is being placed now.

Text

The charges for your call have been accepted. Your call is now being placed.

Prompt Identifier: TP-9

Reference

Third-number handling: S2461,S24B1

Context

There was no response to the billing acceptance announcement within 4 seconds and retry counts were not exceeded.

Intent

Give the name of the calling party again.

Text

A call is being placed to another number by: <prerecorded name>

Prompt Identifier: TP-10

Reference

Third-number handling: S3462

Context

The billed party has answered yes to the billing verification announcement.

Intent

- Ask the billed party to confirm the acceptance of charges by hanging up.
- If the billed party does not hang up in C12=3 seconds, an operator will be attached. (This is to cover the case of speech recognition error.)
- *If you need* is used instead of *for* because this is an exceptional condition.

Text

You have accepted the charges. Please hang up now, but if you need operator assistance, stay on the line.

Prompt Identifier: TP-11

Reference

Third-number handling: S3101

Context

- The database response indicates that the billed number is not in service.
- The call will either be disconnected, referred to the operator, or looped back to service selection after this announcement.
- If disconnected, it will be followed by another announcement.

Intent

Indicate to the calling party that the billed number is not in service.

Text

The billing number you have dialed is not in service.

Prompt Identifier: TP-12

Reference

Third-number handling: S3350

Context

- Treatment was received when connecting the billed party and a Treatment_Cut_Off_Time=50 seconds timeout has expired.
- The calling party has heard the progress of the call.
- An error is reported when DMS is trying to connect the billed party.
- The call will either be disconnected, referred to the operator, or looped back to service selection.

Intent

Indicate to the calling party that the billed party could not be reached to verify acceptance of charges.

Text

No one could be reached to accept the charges for this call.

Prompt Identifier: TP-13

Reference

Third-number handling: S3461, S34B1

Text

Your response was not understood. A call is being placed to another number.

Prompt Identifier: TP-14

Reference

Third-number Handling: S3420 and S34A0

Context

- The operating company branding message was played.
- It is the same message as TP-7 but the caller name is not used.
- The first announcement to the billed party.
- Prompt for billing acceptance.

Intent

Indicate to the billed party that a call was placed to another number and would like to charge to him or her.

Text

A call is being placed to another number.

Prompt Identifier: TP-14A

Reference

Third-number handling: S3420, S34A0

Context

- A generic message for TP-14.
- The first announcement to the billed party.
- Prompt for billing acceptance.

Intent

Indicate to the billed party that a call was placed to another number and would like to charge to him or her.

Text

A call is being placed to another number.

Prompt Identifier: TP-14B

Reference

Third-number Handling: S3420 and S34A0

Context

- The operating company branding message was played.
- The same message as TP-7 but the caller name is not used.
- The first announcement to the billed party.
- Prompt for billing acceptance.

Intent

Indicate to the billed party that a call was placed to another number and would like to charge to him or her.

Text

A call is being placed to another number from a correctional institute.

Prompt Identifier: TP-15

Reference

Third-number handling: S3461,S34B1

Context

- The same message as TP-7 but the caller name is not used.
- There was no response to the billing acceptance announcement within 4 seconds and retry counts were not exceeded.

Intent

Inform the billed party that a call has been placed to another number and ask him or her to accept the charges.

Text

A call is being placed to another number.

Prompt Identifier: TP-16

Reference

Third-number handling : S3485

Context

An invalid DTMF response was received from the billed party during billing verification and retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a DTMF response *1*, *0*, or *hang-up*.

Text

Your response was not valid. A call is being placed to another number by: <prerecorded name>.

Prompt Identifier: TP-17

Reference

Third-number Handling : S3485

Context

An invalid DTMF response was received from the billed party during billing verification and retry counts were not exceeded.

Intent

- Inform the billed party of the error.
- Give the name of calling party again and prompt for a DTMF response *1*, *0*, or *hang-up*.

Text

Your response was not valid. A call is being placed to another number.

Prompt Identifier: TP-19

Reference

Third-number Handling : S3475

Context

- The operating company branding message was played.
- The first announcement to the billed party.
- Prompt for the billing acceptance.

Text

A call is being placed to another number from <calling locality>.

Prompt Identifier: TP-20

Reference

Third-number handling: S3486

Context

An invalid DTMF response was received from the billed party during billing verification and retry counts were not exceeded.

Intent

Give the name of calling party again

Text

Your response was not valid. A call is being placed to another number from <calling locality>.

Prompt Identifier: TP-21

Reference

Third-number handling: S3482

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short

and retry counts were not exceeded.

Text

Your response was not understood. A call is being placed to another number from <calling locality>.

Prompt Identifier: TP-22

Reference

Third-number handling: S3515

Context

- Call is initiated as third-number call processing.
- The billed number is the same as the called number.
- Processing of the call will be changed from third-number call processing to collect call processing. Inform the caller of the change in call processing.

Text

The billing number you have entered is the same as the number you are calling. Your call is now being placed as a collect call.

Prompt Identifier: TP-24

Reference

Third-number handling: S3515

Context

The billed party spoke too soon during billing verification

Text

Please wait until the end of the question before speaking.
Will you pay for the call?

Prompt Identifier: TP-27

Reference

Third-number handling: S3430

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short
- no response

Intent

- Indicate the possible responses to the billed party and prompt for billing acceptance again.

Text

To refuse the charge, say no; to pay for that call, say yes.

Prompt Identifier: TP-28

Reference

Third-number handling: S3430

Context

Part of the initial prompt for DTMF billing acceptance.

Intent

Prompt for billing acceptance again.

Text

If you will pay for that call, press one now. To refuse the charges, please press two.

Prompt Identifier: TP-29

Reference

Third-number handling: S3460, S3485

Context

No response or an invalid DTMF response was received during billing verification.

Intent

Indicate the possible responses to the billed party and prompt for billing acceptance again.

Text

To pay for that call, press one now. To refuse the charges, press two.

Prompt Identifier: TP-30

Reference

Third-number handling: S3460, S3485

Context

No response or an invalid DTMF response was received during billing verification.

Intent

Indicate the possible responses to the billed party and prompt for billing acceptance again.

Text

You may press one now to accept the charges, press two to refuse the charges, or answer the following with only yes or no. Will you pay for that call?

Audio file: Calling-card

Prompt Identifier: CC-1

Reference

Calling-card handling: S4520

Context

The database response indicates that the calling card entered is invalid and the retry count (Calling_Card_Retry=1) was not attained.

Intent

Reprompt subscriber to reenter the calling card number.

Text

The card number you have dialed is not valid. Please dial your card number again now.

Prompt Identifier: CC-2

Reference

Calling-card handling: S4510

Context

The database response indicates that the calling card entered is invalid and the retry count (Calling_Card_Retry=1) was not attained.

Intent

Ask the subscriber to hang up and try again. This message is the same as the one used by MCCS and the purpose of the wording is to remind the customer to dial zero plus again.

Text

The card number you have dialed is not valid. Please hang up and dial zero plus the number you are calling.

Prompt Identifier: CC-3

Reference

Calling-card handling: S4540

Context

The database response indicates that the calling card entered is invalid and the subscriber does not respond to the reprompt announcement CC1 in (T4=3 seconds) and then does not respond to the bong tone in (T5=3 seconds).

Intent

Reprompt the subscriber to reenter the calling card number.

Text

Please dial your card number.

Calling Card prompts CC-4 through CC-7 exist to support a custom feature.

Prompt Identifier: CC-9A

Reference

Commercial credit card handling

Context

The caller entered last digit of a credit card number and paused too long before entering the PIN.

Intent

Prompt the subscriber to enter the PIN now

Text

Please enter your personal identification number now.

Prompt Identifier: CC-9B

Reference

Commercial credit card handling

Context

The caller did not enter a PIN within the time allocated *or* entered an invalid PIN

Intent

- indicates that the PIN entered (if any) is not valid
- prompts the caller to enter the PIN again or contact the card issuer.

Text

If you are using a MasterCard, please enter the last four digits of your social security number or your customer selected PIN. If you are using another credit card, please contact your card issuer.

Prompt Identifier: REF-0A

Reference

Commercial credit card handling

Context

The number of attempts allocated to get CCC billing acceptance has been reached and credit card validation has not been received.

Intent

- Indicates that CCC billing has not been validated
- Prompts the caller to seek credit card assistance from the credit card issuer

Text

We are unable to complete your call, please contact your credit card issuer.

Prompt Identifier: REF-0B

Reference

Commercial credit card handling

Context

The number of attempts allocated to get CCC billing acceptance has been reached and credit card validation has not been received

Intent

- Indicates that CCC billing has not been validated
- Prompts the caller to seek credit card assistance from the credit card issuer

Text

If you are attempting to use your MasterCard, please dial 1-800-123-4568. If you are using another credit card, please contact your card issuer.

Audio file: Other prompts

Prompt Identifier: OT-1

Reference

Operator Transfer : S6100

Context

The automatic transfer to the operator on repeated timeout (no DTMF input) following service selection prompt retry count Dialing_No_Response exceeded.

Intent

Allow the rotary set subscribers to reach an operator.

Text

For operator assistance, please stay on the line.

Prompt Identifier: OT-2

Reference

- Collect call handling: S2250
- Third-number handling: S3250

Context

- recommended message from Ameritech
- speech too soon
- error occurs during name recording
- *and* the retry counts were not exceeded

Intent

Ask the subscriber to wait until the end of the question before speaking.

Text

Please wait until after the tone before saying your name
<Beep Tone>.

Prompt Identifier: OT-2A

Reference

- Collect call handling: S2250
- Third-number handling: S3250

Context

- a variation of OT-2 without a beep tone
- speech is too soon
- error occurs during name recording
- *and* retry counts were not exceeded

Intent

Ask the subscriber to wait until the end of the question before speaking.

Text

Please wait until the end of the question before speaking.
What is your name?

Prompt Identifier: OT-3

Reference

- Collect call handling: S2464
- Third-number handling: S3464

Context

The billed party said *no* in response to the billing acceptance announcement.

Intent

Ask the billed party to confirm the refusal by hanging up to indicate to the billed party that if assistance is needed, he can stay on the line (in the case that the speech recognition made a mistake.)

Text

You have refused the charges. Please hang up now, but if you need operator assistance, stay on the line.

Prompt Identifier: OT-4

Reference

- Collect call handling: S24B2
- Route to operator: S7000

Context

The billed party went on-hook in response to the billing acceptance announcement or the billed party went on-hook in response to the announcement that too many speech errors occurred.

Intent

- Indicate to the calling party that the charges for the call were not accepted by the billed party.
- *Have not been accepted* is used instead of *have been refused* because we can not be certain that is why the billed party went on-hook.

Text

The charges for this call have not been accepted. Please hang up now.

Prompt Identifier: OT-5

Reference

Collect call handling: S2120, 2350

Context

The database response indicates that billing should be denied for this call (either as a result of the office parameter in DMS or error conditions.)

Intent

Indicate to the calling party that the call cannot be completed and ask him or her to hang up.

Text

Your call could not be completed. Please hang up and try your call later.

Prompt Identifier: OT-6

Reference

- Collect call handling: S2461, S24B1
- Third-number handling: S3461, S34B1

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short
- no response

Intent

- Indicate the possible responses to the billed party and prompt for billing acceptance again.
- *Please answer the following* indicates to the subscriber to wait until the end of the question.

Text

Please answer the following question yes or no: Will you pay for the call?

Prompt Identifier: OT-6A

Reference

- Collect call handling: S2470
- Third-number handling: S3470, S34B3

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short

and retry counts were not exceeded.

Intent

- Alternate for collect prompts CS-9, CS-10, CS-11, CS-12, CS-13, CS-14.
- Alternate for third party prompts TP-6, TP-9, TP-13, TP-15, TP-16, TP-17.
- Inform the billed party of the error.
- Give the name of calling party again and prompt again for acceptance with OT-6 or OT-25.
- This may also be followed by OT-6A, depending on the context.

Text

Your response was not understood.

Prompt Identifier: OT-6B

Reference

Third-number handling: S3470, S34B3

Context

One of the following speech errors occur during billing verification:

- speech unrecognizable
- speech too long
- speech too short

and retry counts were not exceeded.

Intent

- Use following OT-6A.
- Inform the billed party of the error.
- Give the name of calling party again and prompt again for acceptance.

Text

If you will pay for the call from <prerecorded name>.

Prompt Identifier: OT-7

Reference

- Collect call handling: S2310
- Third-number handling: S3300

Context

- AABS successfully recorded the name of the calling party and is going to connect the billed party.
- Connection of the calling party will be made one-way.
- Calling party will hear the ringing tone and the progress of the billing verification.

Intent

Tell the calling party to stay on the line while the billing verification is in progress.

Text

Please wait to see if the charges for this call will be accepted.

Prompt Identifier: OT-7A

Reference

- Collect call handling: S2310
- Third-number handling: S3310

Context

- A variation of OT-7 with *thank you*.
- AABS successfully recorded the name of the calling party and is going to connect the billed party.
- Connection of the calling party will be made one-way.
- Calling party will hear the ringing tone and the progress of the billing verification.

Intent

- Tell the calling party to stay on the line while the billing verification is in progress.
- *Thank you* will indicate confirmation of name recorded.

Text

Thank you. Please wait to see if the charges for this call will be accepted.

Prompt Identifier: OT-8

Reference

- Collect call handling: S2210
- Third-number handling: S3200

Context

- The recommended announcement from Ameritech.
- Verbal billing acceptance is required. AABS needs to record the name of the calling party which will be played back to the billed party during billing verification.

Intent

- Ask the calling party to say his or her name for recording purpose.
- Do not specify *record* because there is no indication before.

Text

At the tone, please say your name. <Beep Tone>

Prompt Identifier: OT-8A

Reference

- Collect call handling: S2210
- Third-number handling: S3200

Context

- A variation of OT-8.
- Verbal billing acceptance is required.
- AABS needs to record the name of the calling party which will be played back to the billed party during billing verification.

Intent

- Ask the calling party to say his or her name for recording.
- *Name* is put at the end of the prompt to encourage the subscriber to wait until the end of the question before answering.
- A simple prompt.
- Do not specify *record* because there is no indication before.

Text

Please say your name.

Prompt Identifier: OT-8B

Reference

- Collect call handling: S2210
- Third-number handling: S3200

Context

- A variation of OT-8.
- Verbal billing acceptance is required.
- AABS needs to record the name of the calling party which will be played back to the billed party during billing verification.

Intent

- Ask the calling party to say his or her name for recording.
- A simple prompt.
- Do not specify *record* because there is no indication before.

Text

Your name please.

Prompt Identifier: OT-8C

Reference

- Collect call handling: S2210
- Third-number handling: S3200

Context

- A variation of OT-8 without the beep tone.
- Verbal billing acceptance is required. AABS needs to record the name of the calling party which will be played back to the billed party during billing verification.

Intent

- Ask the calling party to say his or her name for recording.
- *Name* is put at the end of the prompt to encourage the subscriber to wait until the end of the question before answering.
- A simple prompt.
- Do not specify *record* because there is no indication before.

Text

What is your name?

Prompt Identifier: OT-9

Reference

- Collect call handling: S2240, S2290
- Third-number handling: S3240, S3290

Context

- recommended announcement by Ameritech
- no response to the name announcement prompt after 4 seconds and the retry count was not exceeded
- *or* a speech too short error occurs during name recording

Intent

- Reprompt for the name.
- *Your name could not be heard* is not used because this is not the last announcement in the interaction.
- *Recording* is not used because this is not indicated to the subscriber before.

Text

Your name was not heard. At the tone, please say your name.
<Beep Tone>

Prompt Identifier: OT-9A

Reference

- Collect call handling: S2240, S2290
- Third-number handling: S3240, S3290

Context

- a variation of OT-9 without a beep tone
- no response to the name announcement prompt after 4 seconds and the retry count was not exceeded
- *or* a speech too short error occurs during name recording

Intent

- Reprompt for the name.
- *Your name could not be heard* is not used because this is not the last announcement in the interaction.
- *Recording* is not used because this is not indicated to the subscriber before.

Text :

Your name was not heard. Please say your name.

Prompt Identifier: OT-10

Reference

- Service Selection: S1253
- Third-number Handling: S3500

Context

- The subscriber entered *12* during the service selection.
- The billed number should contain the area code and number only.

Intent

Ask the subscriber to enter the billed number and indicate that the billed number should contain the area code and number only.

Text

Please dial the area code and number to which you want your call billed.

Prompt Identifier: OT-11

Reference

- Service Selection: S125B
- Third-number Handling: S3530, 3540

Context

- An incorrect 10 digit pattern or sub-pattern was entered for the third party billing number or during service selection.
- Depending on the retry counts values, another announcement will be played to direct the subscriber for further action.

Intent

Inform the subscriber that he or she made a dialing error.

Text

The number as dialed is not valid.

Prompt Identifier: OT-13

Reference

Third-number handling: S3420, S34A0, S34B1, S3462, S3464, S7000

Context

The calling party went on-hook when the billed party was connected (third party billing), or the calling party hung up when the billed party was connected and was transferred to operator pending (collect or third-number billing).

Intent

- Inform the billed party that the party placing the call has hung up, explain to billed party that he or she will not be charged for the call, and ask him or her to hang up.
- *Has hung* is used instead of *hung* because it indicates a recent action.

Text

<On-hook click> The person placing the call has hung up. You will not be charged for this call. Please hang up now.

Prompt Identifier: OT-14

Reference

- Service Selection: S12A0
- Collect call handling: S22A0
- Third-number handling: S32A0,S3580,3640

Context

- Dialing error retry counts were exceeded and the subscriber does not respond to the operator assistance announcement (SS12) within 3 seconds.
- The name recording retry counts were exceeded and the subscriber does not respond to the operator assistance announcement (OT-23) within 3 seconds.

Intent

Ask the subscriber to hang up and try again.

Text

Please hang up and try your call again.

Prompt Identifier: OT-15

Reference

- Collect call handling: S2410
- Third-number handling: S3410

Context

- The billed party hung up immediately after the call went off-hook, no user interaction has started with the billed party.
- The call will be terminated after this message.

Intent

Inform the calling party and ask him or her to hang up.

Text

The other party hung up before being asked to accept the charges. Please hang up and try your call again.

Prompt Identifier: OT-16

Reference

- Collect call handling: S24B1
- Third-number handling: S34B1

Context

During billing acceptance, if the call is suspected of being answered by an answering machine and if too many attempts to obtain billing acceptance are encountered, the billed party is asked to hang up.

Intent

- Ask the billed party to hang up.
- *Could not* is used instead of *was not* because this is the final prompt.

Text

Your response could not be understood. Please hang up now.

Prompt Identifier: OT-17

Reference

- Collect call handling: S2464
- Operator transfer: S7000

Context

The billed party responded no to the billing acceptance announcement and confirmed refusal by hanging up after the confirmation announcement.

Intent

Inform the calling party that the billing of the call was refused.

Text

The charges for this call have been refused. Please hang up now.

Prompt Identifier: OT-18

Reference

- Collect call handling: S2464
- Third-number handling: S2462, S3464
- Operator transfer: S6000, S7000

Context

- A message is played to the subscriber just prior to call transfer to the operator.
- The message can occur with only the calling party connected following a hookflash or a dialed 0, or with both calling or billed parties connected after failure of automated billing acceptance.

Intent

Inform the connected parties that an operator will be attached immediately or following ringing.

Text

Please hold for operator assistance.

Prompt Identifier: OT-19

Reference

Calling Card handling: S4540

Context

The database response indicated that the calling card number entered by the subscriber is invalid and the subscriber did not respond to the reprompt twice. The call will be terminated after this message.

Intent

- Inform the subscriber to hang up and dial again.
- This message is the same as the one used by MCCS and the intent of the wording is to remind customers to use zero plus again.

Text

Please hang up and dial zero plus the number you are calling.

Prompt Identifier: OT-20

Reference

- Collect call handling: S2450
- Third-number handling: S3450, S34B1

Context

- Speech too soon errors occurred during billing acceptance verification.
- Ask the billed party to wait for the end of the question before speaking and reprompt for billing acceptance.

Intent

Ask the billed party to wait for the end of the question before speaking and reprompt for billing acceptance.

Text

Please wait until the end of the question before speaking.
Will you pay for the call?

Prompt Identifier: OT-20A

Reference

- Collect call handling: S2450
- Third-number handling: S3450, S34B1

Context

- A variation of OT-20.
- Speech too soon errors occurred during billing acceptance verification.

Intent

Ask the billed party to wait for the end of the question before speaking and reprompt for billing acceptance.

Text

Please wait until the end of the question before speaking.
You have a collect call from <prerecorded name>.

Prompt Identifier: OT-21

Reference

- Collect call handling: S2320
- Third-number handling: S3320

Context

- AABS successfully recorded the name of the calling party and is going to connect the billed party.
- The connection of the calling party will be made zero-way.
- The calling party hears the ringing tone. After the billed party answers, the calling party is put on hold.

Intent

Tell the calling party to stay on the line while billing verification is in progress.

Text

Please wait to see if the charges for this call will be accepted. You will be put on hold when the other party answers. Please stay on the line.

Prompt Identifier: OT-21A

Reference

- Collect call handling: S2320
- Third-number handling: S3320

Context

- A variation of OT-21.
- AABS successfully recorded the name of the calling party and is going to connect the billed party.
- The connection of the calling party will be made zero-way.
- The calling party hears the ringing tone. Once the billed party answers, the calling party is put on hold.

Intent

- Tell the calling party to stay on the line while billing verification is in progress.
- *Thank you* indicates the success of name recording to the subscriber.

Text

Thank you. Please wait to see if the charges for this call will be accepted. You will be put on hold when the other party answers. Please stay on the line.

Prompt Identifier: OT-22

Reference

- Collect call handling: S24B1
- Third-number handling: S3650, S34B1

Context

If an answering machine is suspected, when too many attempts in obtaining billing acceptance are encountered and the last response was no speech, the billed party is asked to hang up.

Intent

Ask the billed party to hang up.

Text

Please hang up now.

Prompt Identifier: OT-23

Reference

- Collect call handling: S22A0
- Third-number handling: S32A0

Context

Name recording retry counts were exceeded and the calling party is asked to dial zero for operator assistance.

Intent

Ask the calling party to dial zero for operator assistance.

Text

Your response could not be understood. For operator assistance, dial zero.

Prompt Identifier: OT-24

Reference

Third-number handling: S3610

Context

Billing was denied in bill-to-third services and datafill indicates that the call should be disconnected *or* the retry limit of alternate-billing was attained.

Intent

Ask the subscriber to hang up and try another billing option.

Text

Please hang up and try another billing option.

Prompt Identifier: OT-25

Reference

- Collect call handling: S2420, S24A0
- Third-number handling: S3420, S34A0

Context

- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to the billed party, use a simple announcement.
- Give more information if an error is committed.

Text

Will you pay for the call?

Prompt Identifier: OT-25A

Reference

none

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to the billed party, use a simple announcement.
- Give more information if an error is committed.

Text

Will you accept the charges?

Prompt Identifier: OT-25B

Reference

none

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to billed party, use a simple announcement.
- Give more information if an error is committed.

Text

Please answer the following question yes or no. Will you accept the charges?

Prompt Identifier: OT-25C

Reference

none

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to billed party, use a simple announcement.
- Give more information if an error is committed.

Text

If you want to refuse the charges, hang up now; to accept the charges, say yes.

Prompt Identifier: OT-25E

Reference

none

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to the billed party. Make a clear indication of the possible responses : yes and no.

Text

After the tone, say yes if you will pay for the call <beep tone>.

Prompt Identifier: OT-25F

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Press one now, or after the tone say yes <beep tone>.

Prompt Identifier: OT-25G

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

If you will pay for the call, press one now or after the tone say yes <beep tone>.

Prompt Identifier: OT-25H

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Press one now, or after the tone say yes if you will pay for the call <beep tone>.

Prompt Identifier: OT-25I

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Press one now or after the tone say yes <beep tone>.

Prompt Identifier: OT-25J

Reference

- Collect call handling: S2120
- Third-number handling: S3120
- Calling-card handling: S4300

Context

- variation of OT-12
- played after billing verification is complete

Intent

Inform the caller that the call was placed.

Text

Thank you for using your New York Telephone connection.

Prompt Identifier: OT-25K

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- to follow any prompt that does not include a tone

Intent

Provide a prompt with only a tone.

Text

<beep tone>

Prompt Identifier: OT-25L

Reference

- Collect call handling: S2420, S24A0
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Please answer yes or no. Will you pay for the call ?

Prompt Identifier: OT-25M

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Is placing a call to another number and billing it to your telephone, is that acceptable?

Prompt Identifier: OT-25N

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Please answer yes or no.

Prompt Identifier: OT-25O

Reference

- Collect call handling: S2420
- Third-number handling: S3420, S34A0

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

Prompt for billing acceptance.

Text

Press one now, or say yes.

Prompt Identifier: OT-25P

Reference

- Collect call handling: S2420, S24A0
- Third-number handling: S3420, S34A0

Context

variation of OT-25

Intent

Ask the customer if the charges will be accepted.

Text

If you will pay for the call, press one now or say yes.

Prompt Identifier: OT-26

Reference

Third-number handling: S3620

Context

The database response indicates that the billed number is not a valid number and datafill indicates that the call should be disconnected *or* the retry limit of alternate-billing was attained.

Intent

Ask the subscriber to check the number and try the call again.

Text

Please check the number and try your call again.

Prompt Identifier: OT-27

Reference

Third-number handling: S3630

Context

The billing was denied for bill-to-third and datafill indicates that the call should be disconnected *or* the retry limit of alternate-billing was attained.

Intent

Ask the subscriber to hang up and try the call later.

Text

Please hang up and try your call later.

Prompt Identifier: OT-28

Reference

- Collect call handling: S2461
- Third-number handling: S3461

Context

No response error occurred in billing acceptance verification and the retry counts were exceeded.

Intent

Ask the billed party to hang up to refuse the charges or stay on the line if operator assistance is needed.

Text

If you want to refuse the charges, hang up now. For operator assistance, please stay on the line.

Prompt Identifier: OT-29

Reference

- Collect call handling: S2461
- Third-number handling: S3461

Context

One of the following errors occurred during billing acceptance:

- speech unrecognizable
- speech too long
- speech too short
- speech too soon

and the retry counts were exceeded.

Intent

Ask the billed party to hang up to refuse the charges or stay on the line if operator assistance is needed.

Text

Your response could not be understood. If you want to refuse the charges, hang up now. For operator assistance, please stay on the line.

Prompt Identifier: OT-29A

Reference

- Collect call handling: S2461
- Third-number handling: S3461

Context

One of the following errors occurred during billing acceptance:

- speech unrecognizable
- speech too long
- speech too short
- speech too soon

and the retry counts were exceeded.

Intent

Ask the billed party to hang up to refuse the charges or stay on the line if operator assistance is needed.

Text

Your response was not understood. If you want to refuse the charges, hang up now. For operator assistance, stay on the line.

Prompt Identifier: OT-30

Reference

- Collect call handling: S2270
- Third-number handling: S3270

Context

- recommended announcement by Ameritech
- speech too long errors occurred during name recording and no retry counts were exceeded

Intent

- Explain the error and reprompt for the name.
- Specify *too long* in order to discourage a fault.

Text

Your response was too long. At the tone, please state just your name. <Beep Tone>

Prompt Identifier: OT-30A

Reference

- Collect call handling: S2270
- Third-number handling: S3270

Context

- variation of OT-30 without a beep tone
- speech too long errors occurred during name recording and no retry counts were exceeded

Intent

- Explain the error and reprompt for the name.
- Specify *too long* in order to discourage a fault.

Text

Your response was too long. Please state just your name.

Prompt Identifier: OT-31

Reference

- Service Selection: S1252, S1259
- Third-number handling: S3520

Context

An incomplete dialing sequence was entered during service selection or third-number billing handling.

Intent

- Indicate an error to the calling party.
- Do not use *you have dialed* or *the number you have dialed*, the customer may find it offensive.

Text

The number as dialed is incomplete.

Prompt Identifier: OT-32

Reference

Third-number handling: S3101

Context

The database response indicates that billing should be denied for this call (either a result from the office parameter in DMS or error conditions.)

Intent

- Indicate to the calling party that the call cannot be completed.
- The call will either be disconnected, referred to the operator, or looped back to service selection.

Text

Your call could not be completed.

Prompt Identifier: OT-33

Reference

- Service Selection: S12A0
- Third-number handling: S3580

Context

- Dialing error retry counts were exceeded, either in the service selection or third-number billing handling.
- An error announcement was played.

Intent

- Ask the subscriber to enter zero for operator assistance.
- *For operator assistance* is used instead of *if you need* because this is a normal interaction.

Text

For operator assistance, dial zero.

Prompt Identifier: OT-34

Reference

Third-number handling: S34B2

Context

- The billed party went on-hook in response to the billing acceptance announcement.
- The billed party went on-hook in response to the announcement that too many speech errors have occurred.
- If an answering machine is suspected, the billed party is released after too many speech errors in billing acceptance.

Intent

- Indicate to the calling party that the charges for the call have not been accepted by the billed party.
- *Have not been accepted* is used instead of *have been refused* because we can not be certain why the billed party went on-hook.

Text

The charges for this call have not been accepted.

Prompt Identifier: OT-35

Reference

none

Context

- same message as OT-15 with an <on-hook click>
- The billed party hung up immediately after going off-hook, no user interaction has started with the billed party.
- The connection of the calling party is changed to zero-way after the billed party is connected.
- The call will be terminated.

Intent

Inform the calling party and ask him or her to hang up.

Text

<On-hook click> The other party hung up before being asked to accept the charges. Please hang up and try your call again.

Prompt Identifier: OT-36

Reference

Third-number handling: S3410

Context

The billed party hung up immediately after going off-hook and no user interaction has started with the billed party.

Intent

Inform the calling party that the call will either be disconnected, referred to the operator, or looped back to service-selection.

Text

The other party hung up before being asked to accept the charges.

Prompt Identifier: OT-37

Reference

Third-number handling: S3464

Context

The billed party responded no to the billing acceptance announcement and confirmed refusal by hanging up after the confirmation announcement.

Intent

- Inform the calling party that the billing of the call was refused.
- The call will either be disconnected, referred to the operator, or looped back to service selection.

Text

The charges for this call have been refused.

Prompt Identifier: OT-38

Reference

none (currently not supported)

Context

- The same message as OT-36 with <on-hook click> for use in zero-way connection.
- The billed party hung up immediately after going off-hook and no user interaction has started with the billed party.
- The call will be terminated after this message.

Intent

Inform the calling party that the call will either be disconnected, referred to the operator, or looped back to the service-selection.

Text

<On-hook click> The other party hung up before being asked to accept the charges.

Prompt Identifier: OT-39

Reference

- Collect Call Handling : S22A1
- Third-number Handling: S32A1

Context

The name recording retry counts were exceeded, the calling party is being asked to hold for operator assistance.

Intent

Ask the calling party to hold for operator assistance.

Text

Your response could not be understood. For operator assistance, please stay on the line.

Prompt Identifier: OT-41

Reference

not available

Context

The billed party hung up after both parties have been informed that an operator will be attached, but before an operator is successfully requested.

Intent

To inform the calling party that the billed party hung up before accepting the charges.

Text

The other party hung up before accepting the charges.
Please hang up and try your call again

Prompt Identifier: OT-42

- Collect call handling: S2430
- Third-number handling: S3430

Context

Part of the first message to the billed party for DTMF billing acceptance.

Intent

Part of the initial prompt for DTMF billing acceptance.

Text

If you will pay for the call, press one now. To refuse the charges, please hang up.

Prompt Identifier: OT-43

Reference

- Collect call handling: S2460, S2490
- Third-number handling: S3460, S3485

Context

No response or an invalid DTMF response was received during billing verification.

Intent

Indicate the possible responses to the billed party and prompt for billing acceptance again.

Text

Press one to pay for the call. To refuse the charges, hang up now.

Prompt Identifier: OT-44

Reference

- Collect call handling: S2440
- Third-number handling: S3440

Context

One of the following errors occurred during DTMF billing acceptance:

- invalid DTMF response
- or no response

and the retry counts were exceeded.

Intent

Ask the billed party to hang up to refuse the charges or stay on the line if operator assistance is required.

Text

Your response was not valid. If you want to refuse the charges, hang up now. For operator assistance, please stay on the line.

Prompt Identifier: OT-44A

Reference

- Alternate for OT-44, OT-28, or OT-29
- Collect call handling: S2440, S2450
- Third-number handling: S3440, S3450

Context

One of the following errors occurred during DTMF billing acceptance:

- invalid DTMF response
- *or* no response

and the retry counts were exceeded.

Intent

Inform the party if operator assistance is required, to stay on the line or dial zero.

Text

Press zero now, or hold for operator assistance.

Prompt Identifier: OT-47A

Reference

Third-number handling: S3440, S3450

Context

- The caller entered 10 digits
- and* the retry counts were exceeded.

Intent

Prompt for billing acceptance.

Text

Please enter your PIN if this is a Calling card call, or press the number sign if billing to another number.

Prompt Identifier: OT-47B

Reference

Third-number handling: S3440, S3450

Context

- The caller entered 10 digits
and the retry counts were exceeded.

Intent

Prompt for billing acceptance.

Text

Please enter your Calling Card Pin or press the number sign
if charging this call to another number.

Prompt Identifier: OT-47C

Reference

Third-number handling: S3440, S3450

Context

- The caller entered 10 digits
and the retry counts were exceeded.

Intent

Prompt for billing acceptance.

Text

Please enter your Calling Card Pin or press the number sign
if billing to another number.

Prompt Identifier: OT-48A

Reference

- Collect call handling: S2440, S2450
- Third-number handling: S3440, S3450

Context

One of the following errors occurred during DTMF billing acceptance:

- the called party is busy
- *or* no response

Intent

Inform the calling party that the called party cannot be reached.

Text

We are unable to get billing acceptance.

Prompt Identifier: OT-48B

Reference

- Collect call handling: S2440, S2450
- Third-number handling: S3440, S3450

Context

One of the following errors occurred during DTMF billing acceptance:

- the called party is busy
- *or* no response

Intent

Inform the calling party that the called party cannot be reached.

Text

We are unable to obtain billing acceptance.

Prompt Identifier: OT-49

Reference

none

Context

- variation of OT-25
- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- Give more information if an error is committed.

Text

To refuse the charges, say no; to accept the charges, say yes.

Prompt Identifier: OT-50

Reference

- Collect call handling: S2430
- Third-number handling: S3430

Context

Part of the first message to the billed party for DTMF billing acceptance.

Intent

Part of the initial prompt for DTMF billing acceptance.

Text

If you will pay for the call, press one now. To refuse the charges, press two.

Prompt Identifier: OT-51

Reference

- Collect call handling: S2460, S2490
- Third-number handling: S3460, S3485

Context

No response or an invalid DTMF response was received during billing verification.

Intent

Indicate the possible responses to the billed party and prompt for billing acceptance again.

Text

To accept the charges, press one now. To refuse the charges, press two.

Prompt Identifier: OT-52

Reference

- Collect call handling: S2461
- Third-number handling: S3461

Context

One of the following errors occurred during billing acceptance:

- speech unrecognizable
- speech too long
- speech too short
- speech too soon

and the retry counts were exceeded.

Intent

Ask the billed party to stay on the line if operator assistance is needed.

Text

Your response could not be understood. For operator assistance, please stay on the line.

Prompt Identifier: OT-53

Reference

- Collect call handling: S2440
- Third-number handling: S3440

Context

One of the following errors occurred during DTMF billing acceptance:

- invalid DTMF response
- or no response

and the retry counts were exceeded.

Intent

Ask the billed party to hang up to refuse the charges or stay on the line if operator assistance is required.

Text

Your response was not valid. For operator assistance, please stay on the line.

Other prompts OT-54 through OT-60 exist to support custom features.

Prompt Identifier: OT-61

Reference

none

Context

- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to billed party, use a simple announcement.
- Give more information if an error is committed.

Text

You may press one now to accept the charges, press two to refuse the charges, or answer the following question with only yes or no. Will you accept the charges?

Prompt Identifier: OT-62A

Context

Played to both call parties during Collect billing acceptance of a Prison call to inform callers that they may be monitored or recorded.

Text

This call may be monitored or recorded by correctional institution staff.

Prompt Identifier: OT-62B

Context

Played to both call parties during Collect billing acceptance of a Prison call to inform callers that they may be monitored or recorded.

Text

This call may be monitored or recorded.

Prompt Identifier: OT-62C

Context

Played to both call parties during Collect billing acceptance of a Prison call to inform callers that they may be monitored or recorded.

Text

This call is from a correctional institution and may be monitored or recorded by the correctional staff.

Branding Prompts

Custom Branding Prompts

Prompt Identifier: CB-I-0A

Context

Played as the pre-brand segment of a custom brand prompt.

Text

Welcome to ...

Prompt Identifier: CB-I-1A

Context

Played as the pre-brand segment of a custom brand prompt.

Text

Good morning. Welcome to ...

Prompt Identifier: CB-I-2A

Context

Played as the pre-brand segment of a custom brand prompt.

Text

Good afternoon. Welcome to ...

Prompt Identifier: CB-I-3A

Context

Played as the pre-brand segment of a custom brand prompt.

Text

Good evening. Welcome to ...

Prompt Identifier: CB-I-4A

Context

Played as the pre-brand segment of a custom brand prompt.

Text

This is ...

Prompt Identifier: CB-I-5A

Context

Played as the pre-brand segment of a custom brand prompt.

Text

Thank you for using ...

Prompt Identifier: CB-I-5B

Context

Played as the pre-brand segment of a custom brand prompt.

Text

Thank you, from ...

Prompt Identifier: CB-C-0A

Context

Played as the post-brand segment of a custom brand prompt.

Text

Automated Billing Service.

Prompt Identifier: CB-C-0B

Context

Played as the post-brand segment of a custom brand prompt.

Text

Automated Billing Services.

Prompt Identifier: CB-C-1A

Context

Played as the post-brand segment of a custom brand prompt.

Text

Automated Operator Services.

Prompt Identifier: CB-C-1B

Context

Played as the post-brand segment of a custom brand prompt.

Text

Automated Operator Service.

Michigan-Bell

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Michigan Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Michigan Bell's automated operator services.

Prompt Identifier: SS-0B

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

operating company branding

Text

This is Michigan Bell's Direct Collect Service.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- Branding was separated from the actual message to save memory space and decrease the number of voice prompts.
- This is the first announcement to the called party.
- This is part of the billing acceptance message.

Intent

operating company branding

Text

This is Michigan Bell.

Prompt Identifier: OT-12**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database responses indicate that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Michigan Bell.

Prompt Identifier: OT-12A**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Ohio-Bell

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Ohio Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Ohio Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Ohio Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database responses indicate that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Ohio Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Illinois-Bell**Prompt Identifier: SS-0****Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Illinois Bell's automated operator service.

Prompt Identifier: SS-0A**Reference**

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Illinois Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Illinois Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Illinois Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Wisconsin-Bell

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Wisconsin Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Wisconsin Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Wisconsin Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Wisconsin Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Indiana-Bell

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Indiana Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Indiana Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Indiana Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Indiana Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

New-England

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is New England Telephone's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is New England Telephone's automated operator services.

Prompt Identifier: SS-0B**Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable
- variation of SS-0, without the word *operator*

Intent

carrier brand name message

Text

This is New England Telephone's automated service.

Prompt Identifier: SS-0C**Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable
- variation of SS-0, with *This is* replaced by *Welcome to*

Intent

carrier brand name message

Text

Welcome to New England Telephone's automated operator service.

Prompt Identifier: SS-0D

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable
- variation of SS-0, with *This is* replaces by *Welcome to*
- phrase *automated operator service* is removed

Intent

carrier brand name message

Text

Welcome to New England Telephone.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is New England Telephone.

Prompt Identifier: OT-12**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using New England Telephone.

Prompt Identifier: OT-12A**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

New-York

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is New York Telephone's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is New York Telephone's automated operator services.

Prompt Identifier: SS-0B**Reference**

Service Selection: S1220

Context

- variation of SS-0 without the word *operator*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is New York Telephone's automated service.

Prompt Identifier: SS-0C**Reference**

Service Selection: S1220

Context

- variation of SS-0 with *This is* replaces by *Welcome to*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Text

Welcome to New York Telephone's automated operator service.

Prompt Identifier: SS-0D

Reference

Service Selection: S1220

Context

- variation of SS-0 without the phrase *automated operator service* and *This is* is replaced by *Welcome to*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Welcome to New York Telephone.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Text

This is New York Telephone.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you, New York Telephone is now connecting your call.

Prompt Identifier: OT-12A**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Prompt Identifier: OT-12B**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using New York Telephone.

Pennsylvania

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Bell of Pennsylvania's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Bell of Pennsylvania's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Bell of Pennsylvania, a Bell Atlantic Company.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Bell of Pennsylvania, a Bell Atlantic Company.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

C-and-P**Prompt Identifier: SS-0****Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is C and P's automated operator service.

Prompt Identifier: SS-0A**Reference**

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is C and P's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is C and P, a Bell Atlantic Company.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using C and P, a Bell Atlantic Company.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Bell-Atlantic

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Bell Atlantic's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Bell Atlantic's automated operator services.

Prompt Identifier: OT-0**Reference**

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Bell Atlantic.

Prompt Identifier: OT-12**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Bell Atlantic.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Southwestern-Bell**Prompt Identifier: SS-0****Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is SouthWestern Bell's automated operator service.

Prompt Identifier: SS-0A**Reference**

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Southwestern Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is SouthWestern Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using SouthWestern Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Pacific-Bell

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Pacific Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Pacific Bell's automated operator services.

Prompt Identifier: OT-0**Reference**

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Pacific Bell.

Prompt Identifier: OT-12**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Pacific Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

U.S. West

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Welcome to Express Operator Service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Welcome to U.S. West Express Operator Service.

Prompt Identifier: SS-0B

Reference

Service Selection: S1220

Context

- variation of *SS-0 with services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Welcome to U.S. West Communications Express Operator Services.

Prompt Identifier: SS-0C

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is U.S. West Communications' automated operator services.

Prompt Identifier: SS-0D**Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is U.S. West Communications' automated operator service.

Prompt Identifier: OT-0**Reference**

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is U.S. West.

Prompt Identifier: OT-0A**Reference**

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is U.S. West Communications.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using U.S. West.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

A generic message for OT-12.

- database response indicates that no billing verification is needed
- in third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using U.S. West Communications.

Prompt Identifier: OT-12B**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

A generic message for OT-12.

- database response indicates that no billing verification is needed
- in third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Prompt Identifier: OT-23**Reference**

- Collect Call Handling: S22A0
- Third-number Handling: S32A0

Context

Name recording retry counts were exceeded and the calling party is asked to dial zero for operator assistance.

Intent

Ask the calling party to dial zero for operator assistance.

Text

Your response could not be understood. For operator assistance, press zero now.

Prompt Identifier: OT-25

Reference

- Collect Call Handling: S2420, S24A0
- Third-number Handling: S3420, S34A0

Content

- part of the first message to the billed party for billing acceptance
- prerecorded name of the calling party was played before this announcement

Intent

- Prompt for billing acceptance.
- This is the first message to the billed party, use a simple announcement.
- Give more information if an error is committed.

Text

To accept the charges press one now, or say yes after the tone. To refuse the charges, hang up now (tone).

Prompt Identifier: TP-22

Reference

Third-number Handling: S1251, S3515

Content

- call is generated as third-number call
- billed number is the same as the called number
- change processing of call to collect

Intent

- inform billed party of the error
- present the name of the calling party again and prompt for speech response, yes or no

Text

The billing number you have entered is the same as the number you are calling. Your call is now being placed as a collect call.

Southern-Bell

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Southern Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Southern Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- the first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Southern Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Southern Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

South-Central

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- Subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is South Central Bell's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0 with *services*
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is South Central Bell's automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is South Central Bell.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using South Central Bell.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Prompts for GTE

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- variation of SS-0
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is GTE's Automated Operator Service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0
- first announcement after bong tone
- subscriber does not respond to the bong tone (after 1 or 5 seconds)
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is GTE's Automated Operator Services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- variation of OT-0
- the first announcement to the called party
- part of the billing acceptance message

Intent

carrier brand name message

Text

This is GTE.

CS-6, TP-7 and TP-14

Prompt Identifier: OT-0A

Reference

part of CS-4

Context

- variation of OT-0
- the first announcement to the called party
- part of the billing acceptance message

Intent

carrier brand name message

Text

This is GTE long distance.

Comment

This prompt is followed by one of the following: CS-4, CS-5 CS-6, TP-7 and TP-14.

Prompt Identifier: OT-12**Reference**

- variation of OT-12
- Collect Call Handling: S2120
- Third-number Handling: S3120
- Calling-card Handling: S4300

Context

Database response indicates that no billing verification is needed.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using GTE.

Prompt Identifier: OT-12A**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- calling card handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Ameritech/ACI

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Ameritech.

Prompt Identifier: OT-0A

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Ameritech.

Prompt Identifier: OT-0B

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Ameritech's automated calling services.

Prompt Identifier: OT-0C

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Ameritech automated calling services.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling-card Handling: S4300

Context

- database response indicates that no billing verification is needed
- in the third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

inform the calling party the call is being placed

Text

Thank you for using Ameritech.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- calling card handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Prompt Identifier: OT-12B

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- calling card handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Ameritech.

Prompt Identifier: OT-12C**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- calling card handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Ameritech's automated calling services.

Prompt Identifier: OT-12D**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- calling card handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using Ameritech automated calling services.

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Ameritech's automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-O-AM-SE with services
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Ameritech's automated operator services.

Prompt Identifier: SS-0B**Reference**

- Service Selection: S1220
- Third-number Handling: S3250

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Ameritech <played with a jingle>.

Prompt Identifier: SS-0C**Reference**

Service Selection: S1220

Context

- variation of SS-O-AM-SE with services
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Welcome to Ameritech's automated calling service.

Prompt Identifier: SS-0D

Reference

Service Selection: S1220

Context

- variation of SS-O-AM-SE with services
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

Welcome to Ameritech's automated calling services.

Sprint-United

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Sprint United Telephone automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0-SE
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Sprint United Telephone automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

- operating company branding
- followed by one of the following: CS-4, CS-5, CS-6, TP-7, TP-14

Text

This is Sprint United Telephone.

Prompt Identifier: OT-0A

Reference

part of CS-4

Context

- variation of OT-0-UTF-SE
- first announcement to the called party
- part of the billing acceptance message

Intent

- operating company branding
- followed by one of the following: CS-4, CS-5, CS-6, TP-7, TP-14

Text

This is United Telephone long distance.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third- number Handling: S3120
- Calling Card handling: S4300

Context

- database response indicates that no billing verification is needed
- in third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

inform the calling party that the call is being placed

Text

Thank you for using Sprint United Telephone.

Prompt Identifier: OT-12A**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, 3180
- Calling-card Handling: S4300

Context

- A variation of OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Prompt Identifier: OT-12B**Reference**

- variation of OT-12
- Collect Call Handling: S2120
- Third-number Handling: S3120
- Calling-card Handling: S4300

Context

- Database responses indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you for using United Telephone Long Distance.

Sprint-CT

Prompt Identifier: SS-0

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Sprint, Carolina Telephone automated operator service.

Prompt Identifier: SS-0A

Reference

Service Selection: S1220

Context

- variation of SS-0-CT-SE
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Sprint, Carolina Telephone automated operator services.

Prompt Identifier: SS-0B**Reference**

Service Selection: S1220

Context

- variation of SS-0-CT-SE
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Carolina Telephone long distance automated operator service.

Prompt Identifier: SS-0C**Reference**

Service Selection: S1220

Context

- variation of SS-0-CT-SE
- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is Carolina Telephone long distance automated operator services.

Prompt Identifier: SS-0D

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is automated operator service.

Prompt Identifier: SS-0E

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is automated operator services.

Prompt Identifier: SS-0F

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is the automated operator service.

Prompt Identifier: SS-0G

Reference

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to the bong tone
- message can be turned on or off by office parameter
Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is the automated operator services.

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

- operating company branding
- followed by one of the following: CS-4, CS-5, CS-6, TP-7, TP-14

Text

This is Sprint, Carolina Telephone.

Prompt Identifier: OT-0A

Reference

part of CS-4

Context

- variation of OT-0-CT-SE
- first announcement to the called party
- part of the billing acceptance message

Intent

- operating company branding
- followed by one of the following: CS-4, CS-5, CS-6, TP-7, TP-14

Text

This is Carolina Telephone long distance.

Prompt Identifier: OT-0B

Reference

part of CS-4

Context

- variation of OT-0-CT-SE
- first announcement to the called party
- part of the billing acceptance message

Intent

- operating company branding
- followed by one of the following: CS-4, CS-5, CS-6, TP-7, TP-14

Text

This is Carolina Telephone.

Prompt Identifier: OT-12**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3120, S3101, S3180
- Calling Card Handling: S4300

Context

- database response indicates that no billing verification is needed
- in third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

inform the calling party that the call is being placed

Text

Thank you for using Sprint, Carolina Telephone.

Prompt Identifier: OT-12A**Reference**

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling Card Handling: S4300

Context

- variation of OT-12-CT-SE
- database response indicates that no billing verification is needed
- in third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

inform the calling party that the call is being placed

Text

Thank you.

Prompt Identifier: OT-12B

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3120, S3101, S3180
- Calling Card Handling: S4300

Context

- variation of OT-12-CT-SE
- database response indicates that no billing verification is needed
- in third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing

Intent

inform the calling party that the call is being placed

Text

Thank you for using Carolina Telephone long distance.

NYNEX

Prompt Identifier: OT-0

Reference

part of CS-4

Context

- first announcement to the called party
- part of the billing acceptance message

Intent

operating company branding

Text

This is Nynex <played with a jingle>.

Prompt Identifier: OT-12

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- Calling Card Handling: S4300

Context

database response indicates that no billing verification is needed

Intent

inform the calling party that the call is being placed

Text

Thank you for using NYNEX <played with jingle>.

Prompt Identifier: OT-12A

Reference

- Collect Call Handling: S2120
- Third-number Handling: S3101, S3180
- calling card handling: S4300

Context

- A generic message for OT-12.
- Database response indicates that no billing verification is needed.
- In third-number billing, the time is within the datafilled time zone and the office parameter indicates automatic acceptance of billing.

Intent

Inform the calling party that the call is being placed.

Text

Thank you.

Prompt Identifier: SS-0**Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to bong tone (after the bong_n_prompt timer)
- message can be turned on or off by the office parameter Welcome_Msg_Enable

Intent

carrier brand name message

Text

This is NYNEX <played with jingle>.

Prompt Identifier: SS-0A**Reference**

Service Selection: S1220

Context

- first announcement after bong tone
- subscriber does not respond to bong tone (after the bong_n_prompt timer)
- message can be turned on or off by the office parameter Welcome_Msg_Enable

Intent

carrier brand name message

Text

NYNEX <played with jingle>.

Audio file: Account Code Billing

Prompt Identifier: AC-1A

Context

- Subscriber entered 15 at the service selection prompt to select Account Code Billing.
- The message is intended to be generic rather than calling the service Account Code Billing.

Intent

indicates that Account Code Entry is expected now

Text

Please enter a number for this call.

Prompt Identifier: AC-2A

Context

- The subscriber did not enter an account code within 5 seconds after the initial ACB prompt *or* an invalid length account code was entered (less than 2 digits or more than 4 digits.)
- The Account Code Billing mode is set to ACPROMPT in the User Interaction table.

Intent

- indicates that the account code entered (if any) is not valid
- prompts the caller to enter the account code again
- used only in the ACPROMPT mode

Text

The number you have entered is not a valid length. Please try again.

Prompt Identifier: AC-2B

Context

- The subscriber did not enter an account code within 5 seconds after the initial ACB prompt *or* an invalid length account code was entered (less than 2 digits or more than 4 digits.)
- The Account Code Billing mode is set to ACPROMPT in the User Interaction table.

Intent

- indicates that the account code entered (if any) is not valid
- prompts the caller to enter the account code again
- used only in the ACPROMPT mode

Text

The number must be two, three, or four digits long. Please try again.

Prompt Identifier: AC-3A

Context

- The subscriber did not enter an account code within 5 seconds after the initial ACB prompt *or* an invalid length account code was entered (less than 2 digits or more than 4 digits.)
- The Account Code Billing mode is set to SSPROMPT in the User Interaction table.

Intent

- indicates that the account code entered (if any) is not valid
- prompts the user to enter 15 followed by the account code
- used only in the SSPROMPT mode

Text

The number you have entered is not a valid length. Please press one five and try again.

Prompt Identifier: AC-3B

Context

- The subscriber did not enter an account code within 5 seconds after the initial ACB prompt *or* an invalid length account code was entered (less than 2 digits or more than 4 digits.)
- The Account Code billing mode is set to SSPROMPT in the User Interaction table.

Intent

- indicates that the account code entered (if any) is not valid
- prompts the user to enter 15 followed by the account code
- used only in the SSPROMPT mode

Text

The number must be two, three, or four digits long. Please press one five and try again.

Prompt Identifier: AC-5A

Context

Subscriber exceeded the number of attempts to enter an account code without being successful *or* the subscriber entered a valid length account code, but the call is not eligible for Account Code Billing (as determined by the DMS.)

Intent

- indicates that the account code entered (if any) is invalid, or the DMS will not allow Account Code Billing for this call
- indicates that no more account code entry attempts are allowed
- instructs the user to hang up

Text

The number you have entered cannot be accepted. Please hang up and check your instructions.

DMS-100 Family

TOPS Voice Service Node

AABS Voice Announcements, United States

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