

Identify Regional, Long Distance, and Operator Calls- 1801

Introduction

Important

- Regional, Long Distance and International toll charge disputes are handled by front line **Customer Care**
- These include per-call rates, calling plan rates and charge disputes for calls the customer claims not to have made
 - Toll charge adjustments issued reflect in the balance when **monthly billing runs**
 - Toll charge adjustments do **not** appear in Unapplied Adjustments on the ledger

See [Rerate Phone Calls](#) if you need assistance

Resolution Steps

BOLT Telephone Tab

- Click **View Calls** on the **Phone Number** line
- Select a bill from the **Select Statement** menu; for unbilled calls, choose **Unbilled**

- The **Call Type** column filters by type
- The **Amount** column filters by amount billed per call

- **Call Detail** by **Rate Type / Class**

| Rate Type | Class |
|----------------------|---|
| 1 Direct Dial | 1 Person to Person |
| 2 Third Number | 2 Person Call Back |
| 3 Calling Card | 3 Operator Station |
| 4 Collect Call | 4 Dial Station |
| 5 Operator Assisted | 5 operator Completed |
| 6 Paystation | 6 0 + Calling Card, Auto-Collect, Auto-Third Number |
| 7 Person to Person | |
| 8 Operator Verify | |
| 9 Operator Interrupt | |

ICOMS Customer Telephone [TL] Screen

- Select the **Phone Line** and click **Toll Inq**
- Choose a **Bill Statement** and click **Select**; for unbilled calls, choose **Unbilled** on the left

- Select a **Call** and click **Detail**, then page down **twice** to find the **Route Code**
 - Local
 - Onterst / Interlt (Long Distance)
 - Oper Services (Operator)
- **Directory Assistance** calls display as (area code) 411-0000 with **DIR ASST** in the **Place** column

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=278>