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