

WHOLESALE CALLS

New customer reports

BT Wholesale have two customer reports available on an opt in basis - **Long Duration Calls Report** and **Call Barring Report**. They are designed to help manage your call barring inventory effectively and quickly highlight any long duration calls, reducing the number of customer billing disputes.



Long Duration Call Report

Long duration calls can last for hours. Some can even last for days. While many of them are genuine, some are not intended (e.g. not hanging up properly) or due to an equipment problem. This often causes queries and obviously makes the call expensive.

CPs can access call records within the four hourly fraud files on SDEDs, but not everyone has the capability to analyse them.

And that's where the Long Duration Report comes in.

This report shows any call record with a duration over six hours seen for each CP's Calling Line Identities (CLIs) for the previous day.

Key features of the report:

- Is run at 04:00 each day
- BT Exchanges produce 'partial' call records every eight hours, enabling us to see calls in progress
- Shows the calling number, date and time of the start of the call, duration, destination number and Call ID (to differentiate between simultaneous multi-channel calls)
- Can be sent to multiple email addresses
- If a call is still in progress the CP can contact their customer and/or BT to terminate the call.

Example report - below is an example of what the CP will see:

Calling Number	Destination	WLR/WSC	Date	Time	Sequence	CP ID	Duration	Partial Leg	Call-ID	Sub-CLI	Line Type
~01212345678	~0147656	WLR	06/09/2015	19:32:50	3122264	2.12E	~08:00:00	Unknown	5678923	~01212345678	ISDN2
~01212345678	~0147656	WLR	07/09/2015	03:32:50	3133871	2.12E	~08:00:00	Unknown	5678923	~01212345678	ISDN2
~01212345678	~0124546	WSC	06/09/2015	21:15:00	778888	2.12E	~08:00:00	Middle Part	5	~01212345678	ISDN30



Email clientreception@bt.com or call

0800 671 045

www.btwholesale.com/wholesale-calls

Call Barring Report

CPs can now effectively manage and maintain their call barring inventory with the **Call Barring Report**.

Key features of the report:

- Provides a monthly inventory of all the CLIs owned by the CP which have call barring and the type of barring on them
- Enables CPs to clearly see which bars are currently in place.

With the Call Barring Report, CPs will be able to effectively manage and maintain their call barring inventory.

Example report - below is an example of what the CP will see:

CLI REFERENCE	CLI STATUS	PRODUCT NAME	CHILD NAME	LAST_UPD	CP NAME	CUG CODE
1256896739	Active	Wholesale Calls-WCLI	OCB	07-Mar-14	CP NAME LTD	CUG5003493249
2380739106	Active	Wholesale Calls-WCLI	OCB	27-Jul-15	CP NAME LTD	CUG5003493249
1288321732	Active	Wholesale Calls-WCLI	OCB	24-Jul-15	CP NAME LTD	CUG5003493249
1372476900	Active	Wholesale Calls-WCLI	OCB	27-Jul-15	CP NAME LTD	CUG5003493249
1223243751	Active	Wholesale Calls-WCLI	OCB	27-Jul-15	CP NAME LTD	CUG5003493249

THIS CLI HAS WHOLESALE CALLS ACTIVE ON IT

TYPE OF CALL BAR

CUSTOMER NAME

TELEPHONE NUMBER THAT HAS A CALL BAR

WHOLESALE CALLS LINE INDEPENDENT

DATE THE CALL BAR WAS APPLIED

LISTS YOUR CUG ID

Cost

Please call your Account Manager to find out more.

Signing up

Get in touch with your Account Manager who will provide you with a letter to sign. You need to notify your account manager by the 27th of the month to receive it in the following month. You will then be billed for the reports on your next bill, receiving the reports from the 18th of the month onwards.



The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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