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TONES AND ANNOUNCEMENTS DESCRIPTION

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**TONES AND ANNOUNCEMENTS
DESCRIPTION**

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1. GENERAL

1.01 This practice describes the tones and announcements that are used to inform customers and operators of various conditions that are encountered on dialed calls. Tones and announcements are also used for service analysis of conditions that result in failure to complete dialed calls. Analysis data are used to evaluate administrative, engineering, and maintenance efforts to improve service.

1.02 This document is being reissued to:

(1) provide the wording of a new announcement recommended by the Network Operations Forum for "no-wink" conditions and two additional announcements for customer misdialing occurrences.

(2) provide the wording of two new announcements to allow for Operator System Overload conditions.

(3) remove the proprietary restriction limiting document distribution to Bellcore and its authorized clients only. This document is now available for general publication and distribution.

1.03 Tones are used primarily to identify the condition of called lines and network blockage or failure conditions. Generally, a low frequency tone interrupted at 60 impulses per minute (IPM) shows that the called customer's line has been reached but is busy. A low frequency tone interrupted at 120 IPM shows that switching equipment or transmission paths to the office or equipment serving the called customer are busy or have malfunctioned.

1.04 For some network blockage or failure conditions, announcements are used to provide customers or operators with additional information and to suggest action that should be taken. These conditions are classified into five basic categories as follows:

- Reorder (RO)
- Vacant Code (VC)
- Intercept (IC)

- No Circuit (NC)
- Ineffective Other (IO)

1.05 This practice identifies the treatments that should be furnished for the various conditions encountered during call processing. The treatments include network tones, announcement wording, and encoded Special Information Tones (SITs).

1.06 Close adherence to the recommendations provided in Tables A and B will ensure nationwide uniformity in the treatment of call blockages and failures and customer dialing irregularities. In addition, accurate call disposition detection is enhanced by automated call classification devices.

2. SPECIAL INFORMATION TONE (SIT)

2.01 The SITs are three sequential tones identified by the Consultative Committee for International Telegraph and Telephone (CCITT) that have been adapted for use in the North American network. The SITs precede announcement texts to enable automatic call classification devices to classify call attempt failures or irregularities that would not be distinguishable from completed calls with live voice answer.

2.02 The SITs and announcements are available on prerecorded tape cassettes as described in Part 5 of this document. Technical Advisory No. 240 provides the properties of SITs including frequency and duration, etc. The prerecorded tapes, that are identified by list number, should be used instead of locally recorded announcements. Using prerecorded cassettes assures that SITs, required for automatic call classification, are within the telecommunications industry tolerance limits as described in Figs. 3 to 7. Another advantage of using prerecorded cassettes is the clarity and standardization of announcements afforded by using a recording studio environment.

2.03 There are seven different SIT encodings: two for both NC and RO announcements and one each for VC, IC, and IO announcements.

2.04 Five of the encoded SITs show network conditions encountered in the exchange or intra-LATA networks. The five encoded SITs include one each for NC and RO announcements

and a VC, IC, and IO announcement. The recommended treatments are shown in Table A. The NC and RO for intra-LATA conditions are denoted in the table with a single prime notation (NC' and RO').

2.05 Two other encoded SITs, one each for NC and RO announcements, are intended to indicate network conditions encountered in the exchange access or inter-LATA networks. The recommended treatments are shown in Table B. The NC and RO inter-LATA conditions are denoted in the table with a double prime notation (NC'' and RO'').

2.06 Using the proper SIT is important and requires careful consideration of the announcement choices given in Tables A and B. To clarify the use of SITs in intra-LATA and inter-LATA networks, Fig. 1 depicts the deployment strategy for SITs associated with RO conditions, and Fig. 2 depicts the strategy for NC conditions.

2.07 The RO announcement call disposition can generally result from the following four network conditions.

(1) *Internal Office Blockage, e.g., Failure to Match:* In intra-LATA switching systems, the generic disposition is currently either reorder tone (120 IPM) or an announcement with RO' SIT. In interexchange switching systems, a disposition of reorder announcement equipped with RO'' SIT is normal.

(2) *Failure to Provide Wink on an Interoffice Call Attempt:* Call attempts between two intra-LATA switching systems encountering a no-wink condition should be provided either a reorder tone (ROT) or an announcement equipped with RO' SIT (see Fig. 1). Similar failures between two interexchange switching systems should encounter an announcement equipped with RO'' SIT. Attempts encountering a no-wink condition on a call from an intra-LATA switching system directly connected to an interexchange switching system should be routed to an announcement equipped with RO'' SIT. Attempts encountering a no-wink

condition on a call from an interexchange switching system to an intra-LATA switching system should be routed to an announcement equipped with RO' SIT. Attempts encountering a no-wink condition on a call from a switching system where capacity is leased by a nonowner (not shown in figure) should be routed to an announcement or reorder tone in the originating office for the appropriate type of traffic being handled. That is, if the traffic is interexchange, RO'' SIT would be applied; if the traffic is intra-LATA, a RO' SIT or ROT should be used.

(3) *Insufficient Digits:* These are call attempts that fail because of the forwarding or receipt of an insufficient number of digits.

(4) *All Announcement Trunks are Busy:* These are call attempts that encounter an all trunks busy condition on the announcement access trunks.

2.08 The NC call dispositions result from the following two network conditions:

(1) *Failure to Find Available Interoffice Trunk:* In an intra-LATA switching system when an intra-LATA call attempt is originated or through switched and fails to obtain an interoffice trunk, the appropriate disposition is either announcement equipped with NC' SIT or reorder tone. In intra-LATA switching systems where a call attempt is being originated on an exchange access trunk or through switched via an access tandem to an interexchange carrier and no trunk is available, the appropriate response should be announcement equipped with NC'' SIT. A call that fails to obtain a trunk from an interexchange switching system to an intra-LATA switching system should be provided an announcement equipped with NC'' SIT. For call attempts encountering a no circuit condition on a trunk group to a switching system where capacity is leased, the type of traffic shall determine the SIT

treatment; interexchange traffic uses NC' SIT and intra-LATA traffic uses NC SIT.

(2) *Calls Affected by Application of Network Management Controls:* If controls are activated by the intra-LATA company and disposition of calls blocked by those controls is a no circuit announcement, that announcement should be encoded with NC' SIT. If similar controls are activated by an interexchange company, the disposition is an announcement equipped with NC' SIT.

2.09 The IO announcement call dispositions generally result from customer dialing irregularities. These include failure to prefix 1 or 0 when required, prefixing 1 or 0 when not required, and invalid use of a 10XXX prefix.

2.10 Magnetic tapes should be obtained for each of the seven SIT encodings with standard text or with blank message space to permit local recording when it is deemed necessary. Local recording should be kept at a minimum to maintain national uniformity. Details on SIT frequencies and tape contents are provided in Parts 5 and 6 of this document and in Technical Advisory 240.

2.11 When announcements are recorded locally, special attention should be given to assure that the cassette tape contains the proper prerecorded SIT. Tapes prerecorded with the SIT and a blank space should be used for locally recorded announcements. To avoid distorting the tones, the SIT should not be reproduced locally.

2.12 On digital systems, with internally generated SIT capability, care must be exercised to ensure proper switch operation to produce the required SIT.

2.13 The SIT should not precede announcements that are provided for call terminations that result in answer supervision. This answer supervision is for billing the call originator for a completed message to announcements such as time and weather announcements.

3. EMERGENCY ANNOUNCEMENTS

3.01 Recommended standard announcements may be replaced by emergency announcements when required for specific

situations that cause call blockage. The intent of an emergency announcement is to give the calling customer a specific reason for the call blockage with the expectation that subsequent attempts will be spaced accordingly.

3.02 Emergency announcements provide customers information about the condition affecting their calls (e.g., "due to hurricane" or due to flooding...").

3.03 The following guidelines are appropriate for the application of emergency announcements:

(a) Network isolation due to facility or switching machine failures where estimated restoration time is greater than 1 hour.

(b) Blocked attempts caused by facility or switching machine failure have caused blockage to service in the network other than that directly related to the problem (with estimated restoration time of 1 hour or more).

(c) In addition, field forces should adhere to the following:

- Arrangements must be made for prompt removal of the emergency announcement when the problem is cleared.
- Only calls to the affected locations and codes must be able to access the emergency announcement.

3.04 Offices with an emergency announcement channel should prerecord the emergency announcement as shown in Table A. Prerecording will enable remote activation of the announcement.

4. EQUIPMENT OPERATION

4.01 Announcement trunks should be equipped for delayed cut-through so that an announcement will be heard from the start of the message. In switching systems provided with the capability, there should be an audible ring during the interval before the start of the announcement. The ringing interval should be as short as possible. It is important that announcement facilities be kept in good working order and that proper routines be

established to check and maintain the quality of announcements at frequent intervals.

4.02 Recommended tones, SIT, and announcement texts are shown in Tables A and B. The tables show the reportable condition for service evaluation, the tape list numbers, the application office(s), and translation information for some switches.

5. PRERECORDED CASSETTES

5.01 Prerecorded cassettes used with the appropriate recording apparatus will permit a user to transcribe an announcement onto an announcement system channel quickly and accurately.

5.02 Using prerecorded cassettes to provide recorded announcements eliminates problems such as switching equipment background noise and vocal errors that commonly occur during live on-premise recording attempts.

5.03 Since some recorded announcements are peculiar to local situations (special or emergency), not all announcements can be standard prerecordings. List numbers (cassettes) have been provided to accommodate these local requirements.

5.04 No attempt should be made to append announcement location codes to these prerecorded announcements. With the expanded use of common channel signaling (CCS), location identification codes become less significant and possibly misleading in trouble locating.

5.05 Certain digital announcement systems provide internally generated SIT capability through the use of option switches. These systems require only the announcements be provided on the cassette and multiple announcements may be provided on the same cassette. The following paragraphs describe the tape content when an individual cassette tape with SIT is used for each announcement application.

A. Tape Configuration

5.06 The cassette should be a one-channel, 2-track monaural audio cassette intended for playback at 1.875 inches per second (in/s) [4.76 centimeters per second (cm/s)]. Identical program should be recorded on each side of the tape.

5.07 The cassette label should contain the following information:

- List number (refer to Table A)
- Type of SIT (i.e., VC, IC, IO, NC', NC'', RO', or RO'')
- Identification of prerecorded message or blank for local recording.
- Suppliers name and location

B. Program Material

5.08 The program material identifies the cassette, offers instructions to the person doing the transcribing, and provides the announcement to be transcribed. The program material recorded on the cassettes consists of the following:

- (a) Type of SIT (i.e., RO, VC, etc.)
- (b) User instructions: (Provides instructions to the cassette user)
- (c) 1000-Hz reference tone (to establish recording and transmission levels)
- (d) Countdown (used for tape queuing)
- (e) SIT: (Special Information Tone)
- (f) Standard announcement or blank tape for local recording.

C. Type of SIT

5.09 This identifies the type of prerecorded SIT or that no SIT is recorded on the cassette. It provides the user with an audible verification that the desired cassette was selected.

D. User Instructions

5.10 User instructions should be prerecorded on each cassette to provide helpful information regarding recording procedures. There are user instructions for each of the four possible formats that may be used. The formats are described in paragraphs (a) through (d) that follow:

- (a) *SIT and Standard Announcement Format* — The majority of the cassette list numbers use this structural format. It provides a unique prerecorded SIT encoding associated with a particular type of prerecorded standard

announcement. (See Fig. 4 and Table A). The user instructions for this type of cassette are:

"The next sound you hear will be a 1000-Hertz reference tone. The reference tone will be approximately 60 seconds in duration and will be followed by a 5, 4, 3, 2, 1 countdown, special information tones, and a standard announcement. The countdown, special information tones, and standard announcement are repeated five times. While listening to the countdown, press the pause button immediately after hearing the number 1. This will place the tape at the optimum position to dub the recording of the special information tone and the associated standard announcement"

(b) *SIT and Locally Recorded Announcement Format* — This structural format provides a cassette with a prerecorded SIT encoding associated with a blank portion (60 seconds) of tape for locally recording a special announcement. (See Fig. 5 and Table A). The user instructions for this format are:

"The next sound you hear will be a 1000-Hertz reference tone. The reference tone will be approximately 60 seconds in duration and will be followed by a 5, 4, 3, 2, 1 countdown, special information tones, and a blank portion of tape for recording an announcement. The countdown, special information tones, and a blank portion of tape are repeated five times. To properly position the tape for recording the announcement, press the pause button immediately after hearing the third special information tone. The recorder should then be placed in the record mode to record the announcement. After the announcement has been recorded, rewind the tape and then play it forward. While listening to the 5, 4, 3, 2, 1 countdown, press the pause button immediately after hearing the number

1. This will place the tape at the optimum position to dub the recording of the special information tones and announcement."

(c) *Standard Announcement ONLY (No SIT) Format* — This structural format provides a cassette with a prerecorded Standard Announcement only. No SIT is provided. List numbers 121, 124 and 125 are provided for this format. (See Fig. 6 and Table A). The user instructions for this format are:

"The next sound you hear will be a 1000-Hertz reference tone. The reference tone will be approximately 60 seconds in duration and will be followed by a 5, 4, 3, 2, 1 countdown and a standard announcement. The countdown and the standard announcement are repeated five times. While listening to the countdown, press the pause button immediately after hearing the number 1. This will place the tape at the optimum position to dub the recording of the standard announcement."

(d) *Locally Recorded Announcement ONLY (No SIT) Format* — This structural format provides a cassette with a blank portion (60 seconds) of tape for locally recording a special announcement with no associated SIT. List No. 122 is provided for this format. (See Fig. 7 and Table A). The user instructions for this format are:

"The next sound you hear will be a 1000-Hertz reference tone. The reference tone will be approximately 60 seconds in duration and will be followed by a 5, 4, 3, 2, 1 countdown and a blank portion of tape for recording an announcement. The countdown and blank portion of tape are repeated five times. While listening to the countdown, press the pause button immediately after hearing the number 1. This will place the tape at the optimum position for recording the announcement. The recorder should then be placed in the record

mode to record the announcement. After the announcement has been recorded, rewind the tape and then play it forward. While listening to the 5, 4, 3, 2, 1 countdown, press the pause button immediately after hearing the number 1. This will place the tape at the optimum position to dub the recording of the announcement."

(e) Special care must be given to assure proper SIT level to avoid customer irritation and adverse comment because of too high tone levels.

E. Reference Tone

5.11 The 1000-Hz reference tone is used to set the audio output level of the cassette recorder/reproducer during the transcription process and also to set the transmission output level of the announcement system.

F. Countdown

5.12 To prevent announcement lag or clipping, the 5, 4, 3, 2, 1 countdown synchronizes the starting of the SIT or announcement portion of the cassette tape with the beginning of the recording time interval of the announcement system.

G. Special Information Tone (SIT)

5.13 The SIT portion of the cassette program material contains a sequence of three precise tones with ascending frequencies. The nominal frequencies, durations, and the separation between the tones are shown in Fig. 3.

H. Standard Announcement or Blank Tape

5.14 The standard announcement or blank tape portion of the program material contains either a prerecorded standard announcement or a blank portion of tape to locally record a special announcement. The specific standard announcement words are given in Table A.

6. LOCAL CUSTOMIZED ANNOUNCEMENTS

6.01 If a local emergency or special situation occurs that requires a customized announcement, the local operating telephone company must fulfill that need expeditiously. Cassette list Nos. 30, 60, 90, 120, 122, 190, 220 and 250 have been designed to accommodate these needs.

6.02 The customized local announcements should be recorded in a quiet area, using a cassette recorder/reproducer as described in BR 780-200-024.

6.03 The person designated to produce the customized announcement should refer to the instruction manual provided with the cassette recorder/reproducer to become familiar with the recording procedures, before attempting to record an announcement.

6.04 Some announcement systems have very precise time intervals in which to record an announcement. When recording an announcement for this type of system, it is recommended that a stopwatch or other accurate timing device be used to ensure proper fit.

6.05 Precautions must be taken to (a) avoid the possibility of erasing the prerecorded program material and to (b) properly position the announcement on the tape.

A. Local Customized Announcement Recording Procedures

6.06 After the user becomes familiar with the cassette recorder/reproducer instructions, the appropriate tape format, and the announcement system, the following procedures should be thoroughly studied and understood. The recording process should proceed as follows:

(a) Place the desired cassette into the recorder/reproducer and play through the user's instructions. Listen carefully to the instructions.

(b) When using cassette list No. 30, 60, 90, 120, 190, 220 or 250, operate the PAUSE control immediately upon hearing the third and final SIT. For cassette list No. 122, operate the PAUSE control immediately upon hearing the digit 1 of the 5, 4, 3, 2, 1 countdown.

(c) Place the recorder/reproducer in the RECORD mode.

(d) Release the PAUSE control and immediately begin dictating the desired announcement.

Note: It is recommended, for quality recordings, that a separate microphone

be used rather than the built-in microphone provided by most recorder/reproducers.

(e) Operate the STOP control immediately upon completion of the dictated announcement.

(f) Rewind the tape to the original position at the start of the recording session.

(g) Play the tape forward and evaluate the overall audio quality of the announcement. Ensure that SITs (list No. 30, 60, 90, 120, 190, 220, 250) or countdown numbers (list No. 122) have not been accidentally erased.

(h) Special care must be given to assure proper SIT level to avoid customer irritation and adverse comments because of too high tone levels.

6.07 Each special announcement cassette has five identical segments of tape on which to record an announcement. Each segment contains SITs and countdown numbers (dependent upon list number) plus the blank area for the special announcement message. This design provides up to four areas (segments) for retries, should the SIT/countdown numbers be accidentally erased in a particular segment. The possibility of accidental erasures is unlikely if the recording procedures just described are followed.

B. Announcement Length

6.08 Approximately one minute of blank tape is provided between each SIT/countdown number segment. This one-minute time span should be enough for any special recording requirement. The announcement time length capability of the announcement system to be used must be known prior to recording the announcement message onto the cassette, to assure a fit.

C. Special Announcement Audio Level

6.09 When making a special recording, the objective is to record the announcement so that the audio level of the announcement system output will be at -22dbMO and the SIT level will be at -24dbMO.

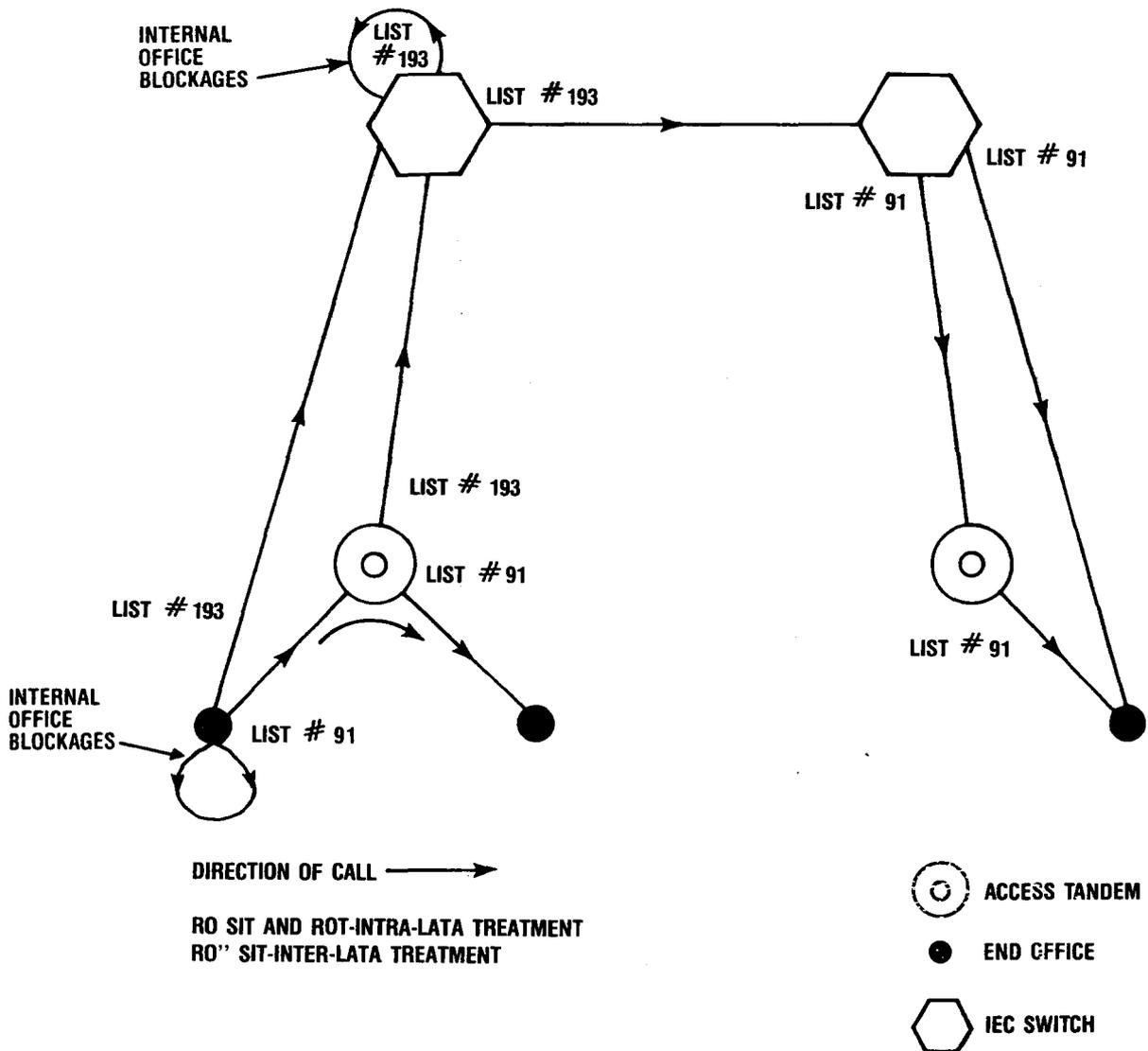


Fig. 1—RO Condition

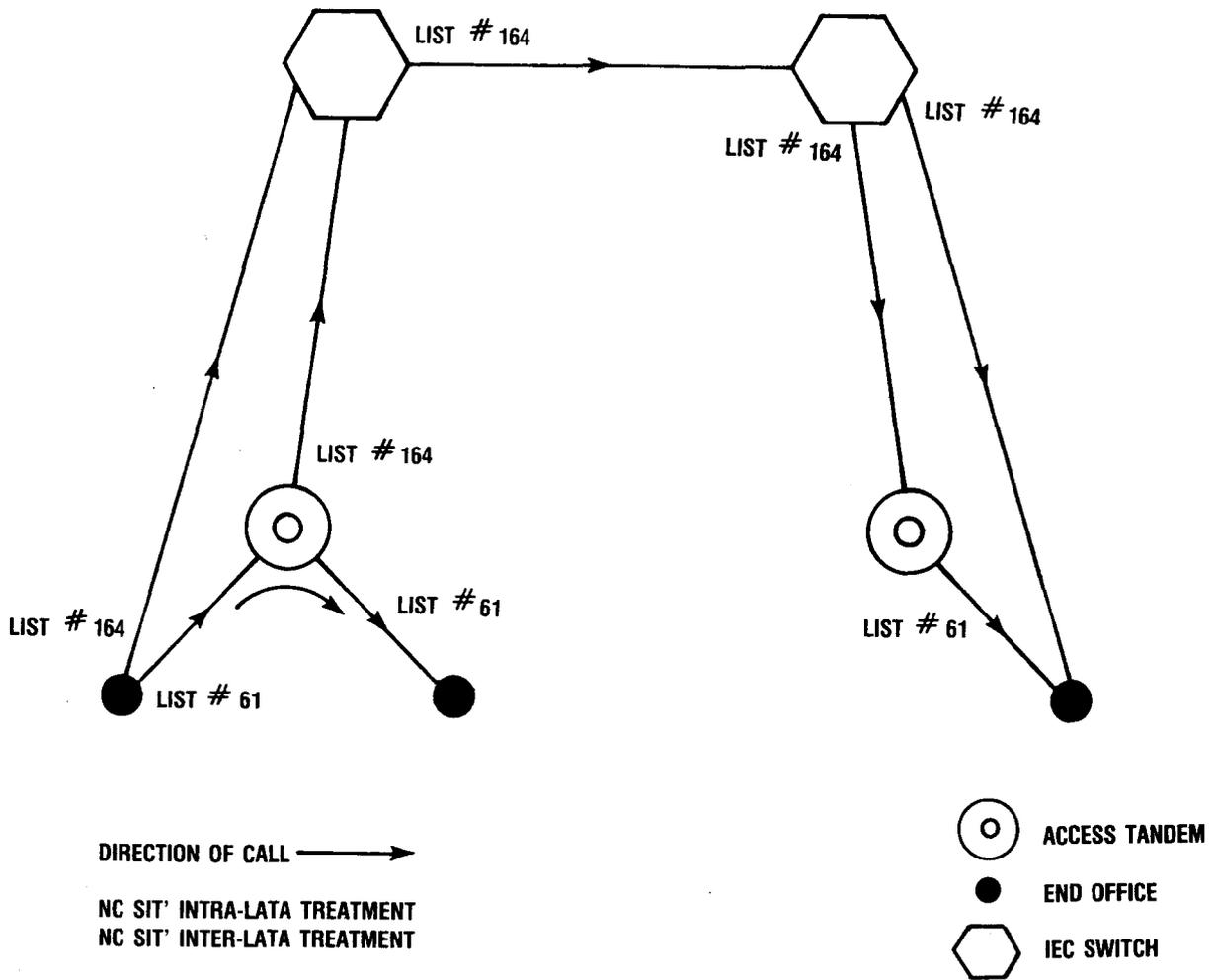


Fig. 2—NC Condition

SIT TONE	1st Segment		2nd Segment		3rd Segment	
	Frequency	Duration	Frequency	Duration	Frequency	Duration
NC'	985.2 Hz	380 msec	1428.5 Hz	380 msec	1776.7 Hz	380 msec
IC	913.8	274	1370.6	274	1776.7	380
VC	985.2	380	1370.6	274	1776.7	380
RO'	913.8	274	1428.5	380	1776.7	380
IO	913.8	380	1428.5	274	1776.7	380
NC''	913.8	380	1370.6	380	1776.7	380
RO''	985.2	274	1370.6	380	1776.7	380

Note: Maximum 4msec. between tone segments.

Fig. 3—SIT Frequency Assignments

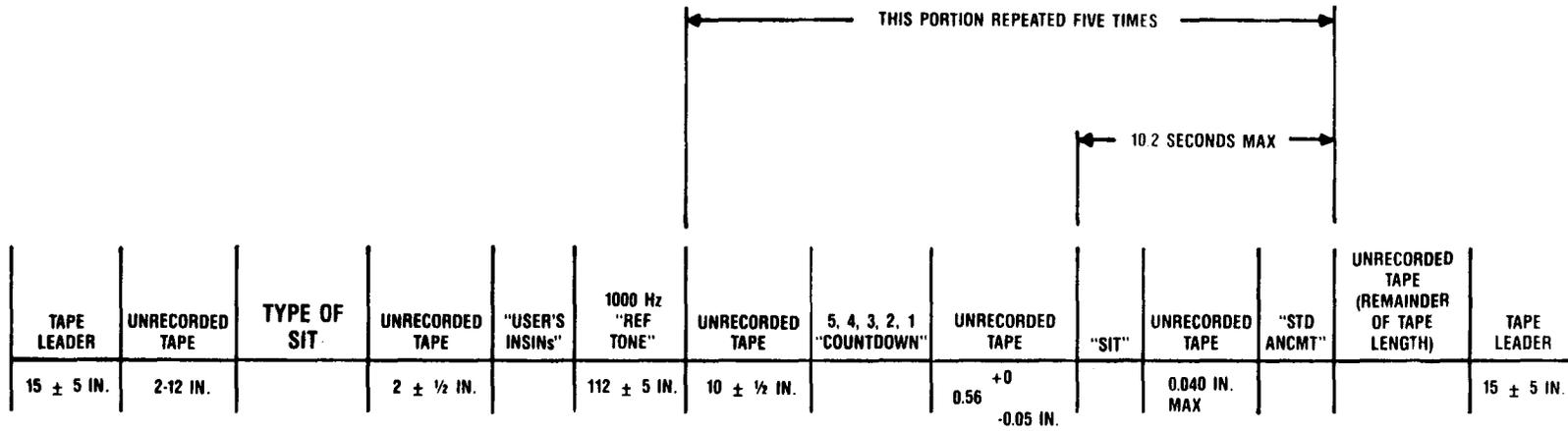


Fig. 4—Tape Format for SIT and Standard Announcement Cassette

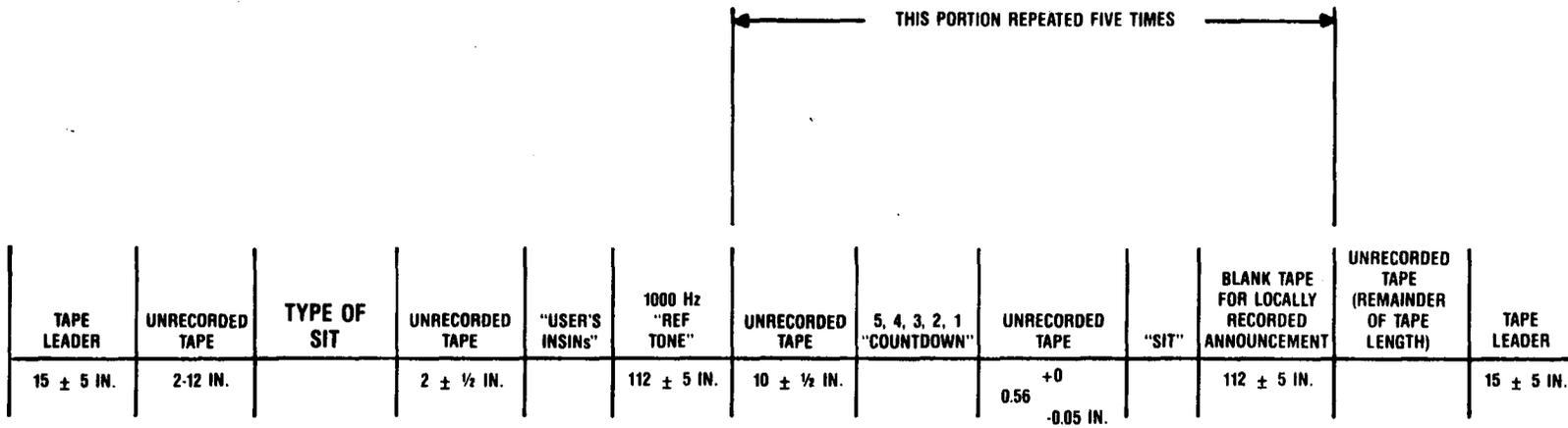


Fig. 5—Tape Format for SIT and Locally Recorded Announcement Cassette

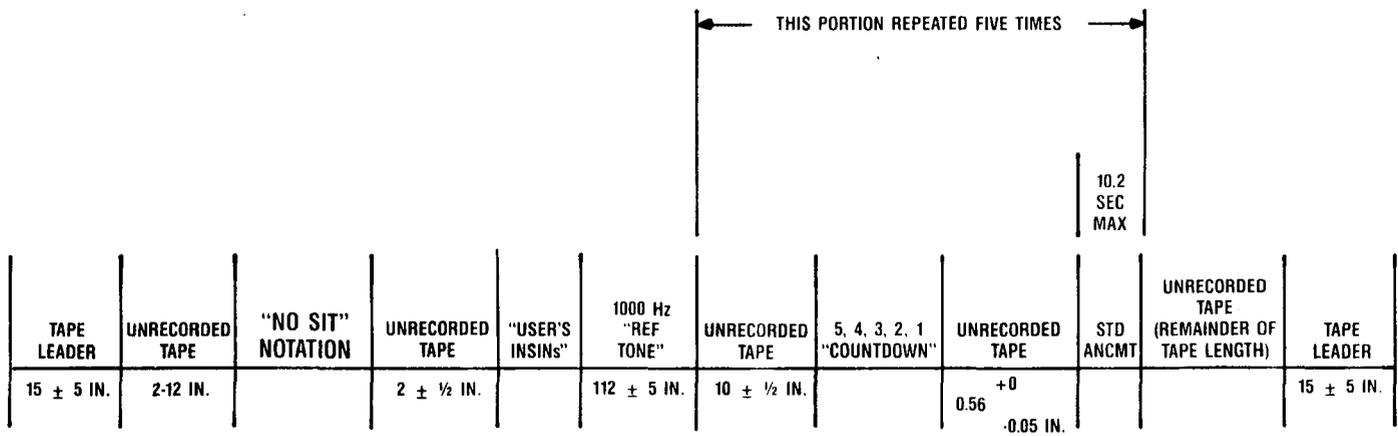


Fig. 6—Tape Format for Standard Announcement Only (no SIT) Cassette (5.09c)

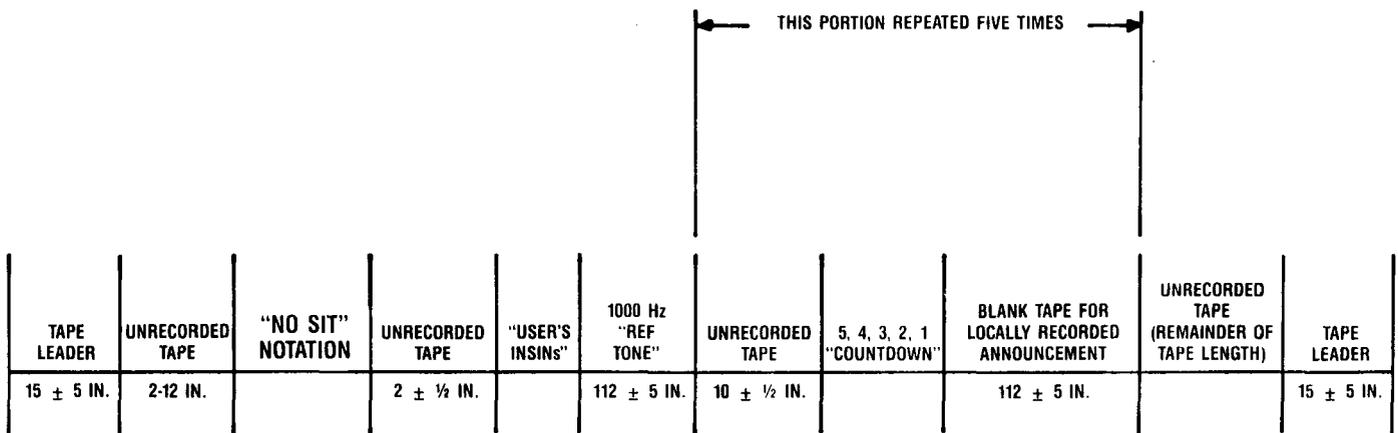


Fig. 7—Tape Format for Locally Recorded Announcement Only (no SIT) Cassette (5.09d)

TABLE A
 RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>General Categories:</i> Signal to Start Dialing Connected to Called Line or to Operator Trunk Receiver Off-Hook (ROH) Line Busy Trunk Group Overflow Announcement Overflow Direct Inward Dialing Trunk Group Overflow		Dial Tone Audible Ringing Tone Announcement or ROH Tone 60-IPM Tone 120-IPM Tone 120-IPM Tone 60-IPM Tone	LEO LEO LEO LEO LEO/LT LEO/LT LEO/LT		
<i>All Trunks Busy</i> All Trunks Busy	61	Announcement or 120-IPM Tone	LEO/LT	We're sorry; all circuits are busy now. Will you please try your call again later.	NC' SIT
<i>Switching Blockages:</i> No Dial Tone Situations	124	Announcement or Quiet	LEO	We're sorry; due to heavy calling, we cannot complete your call at this time. Will you please hang up and try your call later. If your call is urgent, please try again now.	
Internal Office Failure	91	Announcement or 120-IPM Tone	LEO/LT	We're sorry; your call did not go through. Will you please try your call again.	RO' SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Switching Blockages (Contd):</i>					
No Wink Received LEO/LT	91	Announcement or 120-IPM Tone	LEO/LT	We're sorry; your call did not go through. Will you please try your call again.	RO' SIT
Partial Digits Received	91	Announcement or 120-IPM Tone	LEO/LT	We're sorry; your call did not go through. Will you please try your call again.	RO' SIT
Sender or Transmitter Overload	61	Announcement or 120-IPM Tone	LEO/LT	We're sorry; all circuits are busy now. Will you please try your call again later.	NC' SIT
<i>Special Network Conditions:</i>					
Disaster	90*	Announcement (to be recorded locally using a prerecorded SIT cassette)	LEO/LT	(With flexibility due to situation). We're sorry; (storm, flood, tornadoes, etc.) damage in (or near) (city) has blocked your call. Emergency calls may be placed through your operator.	NC' SIT
Network Management Control	61	Announcement	LEO/LT	We're sorry; all circuits are busy now. Will you please try your call again later.	NC' SIT
Work Stoppage	64	Announcement	LEO	We're sorry because of a work stoppage, the operator will be delayed in helping you. If your call is urgent, stay on the line and the operator will answer as soon as possible.	NC' SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Special Network Conditions (Contd):</i> Emergency Announcement	63	Announcement	LEO/LT	We're sorry; due to telephone company facility trouble, your call cannot be completed at this time. Will you try your call again later.	NC' SIT
Network Management 7-or 10-Digit Code Controls	123	60 IPM recording on emergency announcement arranged for immediate cut-through	LEO/LT		
Network Management 7-or 10-Digit Code Controls [Switches equipped with Common Channel Signaling (CCS)]	61	Announcement	LEO/LT	We're sorry; all circuits are busy now. Will you please try your call again later.	NC' SIT
Vacant Number Intercept or Vacant Levels in Community Dial Offices (CDOs) With Only One Announcement Channel	5	Announcement	LEO	We're sorry; your call cannot be completed as dialed or the number has been disconnected. Please check the number and dial again.	IC SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Misdialing (Contd):</i> Prefix Code (Access Code) Dialed in Error	236#	Announcement	LEO	We're sorry; it is not necessary to dial a "1" or "0" when calling this number. Will you please hang up and try your call again.	IO SIT
Prefix Not Dialed	231#	Announcement	LEO	We're sorry; you must first dial a "1" or "0" when calling this number. Will you please hang up and try your call again.	IO SIT
Prefix 1 Not Dialed	223#	Announcement	LEO	We're sorry; you must first dial a "1" when calling this number. Will you please hang up and try your call again.	IO SIT
Prefix 0 Not Dialed	224#	Announcement	LEO	We're sorry; you must first dial a "0" when calling this number. Will you please hang up and try your call again.	IO SIT
Vacant Code	40	Announcement	LEO/LT	We're sorry; your call cannot be completed as dialed. Please check the number and dial again.	VC SIT
Unauthorized CAMA (UCA) "1" or "0" Plus Unauthorized Code	40	Announcement	LEO/LT	We're sorry; your call cannot be completed as dialed. Please check the number and dial again.	VC SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Misdialing (Contd):</i> Nonworking 911	42	Announcement	LEO/LT	911 is not a working emergency number for your area. For emergencies, hang up a moment and dial your operator.	VC SIT
<i>Numbers Intercepted:</i> Vacant, Disconnected Numbers (Includes Vacant Thousands and Hundreds) or Numbers with Denied Terminating Service.	1	Announcement	LEO	We're sorry; you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error, please check the number and try your call again.	IC SIT
Centrex Nonworking Stations (First choice)	30*	Announcement (to be recorded locally using a prerecorded SIT cassette)	LEO	We're sorry; the number you have reached is not in service. If you are calling the (ABC Co.), please dial (NXX-XXXX).	IC SIT
(Second choice)	30*	Announcement (to be recorded locally using a prerecorded SIT cassette)	LEO	We're sorry; the number you have reached is not in service. Please dial the main listed number for the company you are calling.	IC SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Numbers Intercepted (Contd):</i>					
Intra-PBX Calls Served by Centrex Offices for Unassigned or Restricted Codes	233#	Announcement	LEO	We're sorry; your call cannot be completed as dialed. Please check the number and try again, or call your attendant to help you.	IO SIT
High Volume Customer Number Change	30*	Announcement (to be recorded locally using a prerecorded SIT cassette)	LEO	Telephone numbers at the (ABC Co.) have been changed. For their new numbers, please dial (NXX-XXXX).	IC SIT
Receiver Off Hook	121	Announcement	LEO	If you'd like to make a call, please hang up and try again. If you need help, hang up and then dial your operator.	
Initial Coin Deposit	250*#	Announcement (to be recorded locally using a blank tape)	LEO	The call you have made requires an (initial rate) deposit. Please hang up momentarily, listen for dial tone, deposit (initial rate), and dial your call again.	IO SIT
<i>Local Coin:</i>					
Deposit Required for Overtime	122	Announcement (to be recorded locally using a blank tape)	LEO	(Alerting tone) (Pause) Excuse me, please deposit (5) cents for the next (N) minutes. If 5 cents is not deposited within 25 seconds, your call be automatically terminated.	

See notes and footnotes at end of table.

TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Screened Line:</i> Prefix Dialing Error Screened Intercept	225#	Announcement	LEO	We're sorry; your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.	IO SIT
<i>Coinless Public Telephone Service:</i> Customer Dialing Sent-Paid-Call	225#	Announcement	LEO	We're sorry; your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.	IO SIT
<i>800 Service:</i> Out-of-Band	39	Announcement	OSO	We're sorry; you have dialed a number which cannot be reached from your calling area.	VC SIT
Out-of-Band (Second Choice)	40	Announcement	OSO	We're sorry; your call cannot be completed as dialed. Please check the number and dial again.	VC SIT
<i>Remote Switching System (RSS/RSM):</i> Local Service Only	90*	Announcement (to be recorded locally using a prerecorded SIT cassette)	RSS/RSM	(With flexibility as appropriate). We're sorry; due to telephone company facility trouble, only calls to numbers in the NXX exchange and 911 can be completed at this time.	NC' SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Remote Switching System (RSS/RSM) (Contd):</i> Voice or Data Channel Failure	63	Announcement	LEO	We're sorry; due to telephone company facility trouble, your call cannot be completed at this time. Will you try your call again later.	NC' SIT
<i>Custom Calling:</i> Custom Calling Feature	226#	Announcement	LEO	We're sorry; your call cannot be completed as dialed. Please check your instruction manual or call the Business Office for assistance.	IO SIT
Custom Calling Feature	227#	Announcement	LEO	We're sorry; your call cannot be completed as dialed. Please check your instruction manual or call repair service for assistance.	IO SIT
Speed Calling List Full	125	Announcement	LEO	We're sorry; additional speed calling numbers cannot be entered at this time. Will you try again later, please.	
Custom Calling List Full	93	Announcement	LEO	We're sorry; we cannot process your custom calling request at this time. Will you try again later, please.	RO' SIT

See notes and footnotes at end of table.

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TABLE A (Contd)
RECOMMENDED TREATMENT FOR INTRA-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
<i>Other:</i> Temporarily Denied Service	3	Announcement	LEO	We're sorry; the telephone you are calling from is not in service at this time.	IC SIT
Flexible Incoming Call Restriction	6#	Announcement (or to be recorded using a pre-recorded SIT cassette)	LEO	We're sorry; the number you are calling cannot receive calls at this time. Please call again later.	IC SIT
Customer Controlled Incoming Call Restriction	6#	Announcement (or to be recorded using a pre-recorded SIT cassette)	LEO	We're sorry; the number you are calling cannot receive calls at this time. Please call again later.	IC SIT

Note 1: A more detailed description of network tones is provided in the following document: "Notes on the BOC IntraLATA Network."

Note 2: Application office definitions are as follows:
LEO = Local End Office and/or Equal Access End Office.
LT = Local Tandem and/or Access Tandem.
OSO = Originating Screening Office (800 service).

Note 3: #-Denotes new tape.
*List numbers for blank cassette tapes with SIT encoding are as follows:

CK-22550 List 30- IC SIT; List 60- VC SIT; List 90-NC' SIT; List 120-RO' SIT; List 190-NC" SIT
List 220-RO' SIT; List 250-IO SIT.

TABLE B
RECOMMENDED TREATMENT FOR INTER-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
10XXX, XXX Not Valid	232#	Announcement	EAEO	We're sorry; your call cannot be completed with the access code you dialed. Please check the code and try again or call your long distance company for assistance.	IO SIT
10XXX dialed, IEC temporarily out of service	162#	Announcement	EAEO	We're sorry; the long distance company you have dialed is experiencing a temporary service problem. Please try your call again later.	NC' SIT
950-0/1XXX, XXX Not Valid	232#	Announcement	LEO/LT	We're sorry; your call cannot be completed with the access code you dialed. Please check the code and dial again or ask your long distance company for assistance.	IO SIT
10XXX. Should be 950-0/1XXX	228#	Announcement	EAEO	We're sorry; the long distance company access code you dialed must be preceded by the digits 950. Please hang up and try your call again.	IO SIT

See notes and footnotes at end of table.

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TABLE B (Contd)
 RECOMMENDED TREATMENT FOR INTER-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
950-0/1XXX, Should be 10XXX	229#	Announcement	EAEO	We're sorry; it is not necessary to dial the digits 950 before the long distance company access code. Please hang up and try your call again.	IO SIT
10XXX Omitted When Required (First choice)	235#	Announcement	EAEO	We're sorry; a long distance company access code is required for the number you have dialed. Please dial your call with the access code.	IO SIT
(Second choice)	40	Announcement	EAEO	We're sorry; your call cannot be completed as dialed. Please check the number and dial again.	VC SIT

See notes and footnotes at end of table.

TABLE B (Contd)
RECOMMENDED TREATMENT FOR INTER-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
Toll Restriction/Diversion	225#	Announcement	EAE0	We're sorry; your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.	IO SIT
Inter-LATA Restriction	225#	Announcement	EAE0	We're sorry; your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.	IO SIT
10XXX from Restricted Line	225#	Announcement	EAE0	We're sorry; your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.	IO SIT
10XXX from WATS Line	225#	Announcement	EAE0	We're sorry; your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.	IO SIT
10XXX+1, NO AD1 for XXX	232#	Announcement	EAE0/AT	We're sorry; your call cannot be completed with the access code you dialed. Please check the code and try again or call your long distance company for assistance.	IO SIT
10XXX+ Prefix 1 Not Dialed	237#	Announcement	EAE0/AT	We're sorry; you must dial a "1" before the area code when dialing this number. Will you please hang up and try your call again.	IO SIT

See notes and footnotes at end of table.

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TABLE B (Contd)
RECOMMENDED TREATMENT FOR INTER-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
10XXX+Intra-LATA, XXX Restricted	230#	Announcement	EAEO	We're sorry; it is not necessary to dial a long distance company access code for the number you have dialed. Please hang up and try your call again.	IO SIT
10XXX+International, XXX Domestic	232#	Announcement	EAEO	We're sorry; your call cannot be completed with the access code you dialed. Please check the code and try again or call your long distance company for assistance.	IO SIT
10XXX+Domestic, XXX International	232#	Announcement	EAEO	We're sorry; your call cannot be completed with the access code you dialed. Please check the code and try again or call your long distance company for assistance.	IO SIT
10XXX+SAC or N11 (911 should not be blocked)	230#	Announcement	EAEO	We're sorry; it is not necessary to dial a long distance company access code for the number you have dialed. Please hang up and try your call again.	IO SIT
EAEO All Trunks Busy to AT	61	Announcement	EAEO	We're sorry; all circuits are busy now. Will you please try your call again later.	NC SIT
EAEO Does Not Get WINK from AT	91	Announcement or 120-IPM Tone	EAEO	We're sorry; your call did not go through. Will you please try your call again.	RO SIT

See notes and footnotes at end of table.

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TABLE B (Contd)
RECOMMENDED TREATMENT FOR INTER-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
EAEO/AT Intra-Office Failure	91	Announcement or 120-IPM Tone	EAEO/AT	We're sorry; your call did not go through. Will you please try your call again.	RO' SIT
EAEO/AT Does Not Get WINK(S) from IEC	193	Announcement	EAEO/AT	We're sorry; due to network difficulties, your long distance call cannot be completed at this time. Please try your call again later.	RO" SIT
EAEO/AT All Trunks Busy to IEC	164	Announcement	EAEO/AT	We're sorry; all long distance company circuits are busy now. Will you please try your call again later.	NC" SIT
IEC/INC Intra-Office Failure	192	Announcement	IEC	We're sorry; the long distance company you have selected is unable to complete your call at this time. Please try your call again later.	RO" SIT
All Trunks Busy Within IEC Network	164	Announcement	IEC	We're sorry; all long distance company circuits are busy now. Will you please try your call again later.	NC" SIT
IEC All Trunks Busy to EAEO/AT	164	Announcement	IEC	We're sorry; all long distance company circuits are busy now. Will you please try your call again later.	NC" SIT
IEC not in service	163# or 190	Announcement (or to be recorded locally)	LEO/LT	We're sorry, the long distance company you have selected is unable to complete your call at this time. Please contact your long distance company for assistance.	NC" SIT

See notes and footnotes at end of table.

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TABLE B (Contd)
RECOMMENDED TREATMENT FOR INTER-LATA INCOMPLETED CALL ATTEMPTS

ENCOUNTERED CONDITION	CK22550 TAPE LIST NO.	RETURNED TREATMENT (NOTE 1)	APPLICATIONS OFFICE (NOTE 2)	RECOMMENDED ANNOUNCEMENT	SIT APPLIED
All channels busy within cellular carrier	190#	Announcement (to be recorded locally)	Cellular carrier	We're sorry; all channels are busy now. Please try your call again later.	NC' SIT
IEC Does Not Get WINK from EAEO/AT	91	Announcement	IEC	We're sorry; your call did not go through. Will you please try your call again later.	RO' SIT
EAEO/AT Receives Incorrect No. of Digits from IEC	192	Announcement	EAEO/AT	We're sorry; the long distance company you have selected is unable to complete your call at this time. Please try your call again.	RO' SIT
EAEO/AT Gets Digits for Nonsubtend Station	40	Announcement	EAEO/AT	We're sorry; your call cannot be completed as dialed. Please check the number and dial again.	VC SIT
Operator System Overloads (0 Plus)	65	Announcement	EAEO/AT	We're sorry; due to heavy calling, we cannot complete your call at this time. Will you please hang up and try your call again later.	NC' SIT
(0 Minus)	66	Announcement	EAEO/AT	We're sorry; due to heavy calling, the operator will be delayed in assisting you. If your call is urgent, stay on the line and an operator will answer as soon as possible.	NC' SIT

Note 1: A more detailed description of network tones is provided in: "Notes on the BOC IntraLATA Networks."

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Note 2: Application office definitions are as follows:

- EAEO = Equal Access End Office
- LEO/LT = Local End Office/Local Tandem
- EAEO/AT = Equal Access End Office/Access Tandem
- IEC = InterLATA Exchange Carrier (Long Distance Company)
- INC = International Carrier

indicates new tape