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Performance from Experience

Tones and Announcements

A Module of Network Management Handbook

An SAIC Company

Tones and Announcements

Prepared for Telcordia Technologies by Network Performance & O, A, & M Solutions (25844).

Target audience: Network Managers and Network Manager Trainees

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Preface

This practice is part of a series of practices that make up the Network Management Handbook (BR 780-150-001). Other issued practices in the series are listed below.

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NOTE:

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1.   Introduction

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.

This document is being reissued to remove extraneous material and provide additional source data.

This practice identifies the treatments that should be furnished for the various conditions encountered during call processing. The treatments include network tones and announcements wording. Encoded Special Information Tones (SITs) may also be utilized.

Tones are used primarily to identify the condition of called lines and network blockage of 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.

The Network Interconnection Interoperability Forum (NIIF) has produced a document to deal with Tones and Announcements when utilizing SS7 signaling. The document identifies SS7 Cause Codes, and maps them into groups with individual as well as default cause codes with specific announcement types to be provided. The document may be found on the http://www.atis.org/atis/clc/NIIF/Niifdocs.htm. The document is Part 3 H of the NIIF Reference Document. It is entitled, SS7 Link and Trunk Installations and Maintenance Access Services, Attachment H, SS7 Cause Code and Tones & Announcements.

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 describes in the following sections.

1.1   Reorder (RO)

The RO announcement is applied under the following conditions:

  A. Internal switching blockage

  B. Failure to receive a WINK (MF Pulsing) on an interoffice call attempt

  C. Insufficient or mutilated digits (MF Pulsing)

D. Failure to find an available resource

E. Interoffice Signaling Link failure

F. All announcement trunks busy

G. Switching equipment congestion

H. Protocol errors.

The RO message should contain information:

— that the call did not complete through the network

— that the customer should try to place the call later.

1.2   Vacant Code (VC)

The VC announcement is applied under the following conditions:

A. Vacant code

B. Non-working 911

C. Out of area

D. Terminating end office or terminating tandem receives digits for non-subtending code

E. No route to the specified transit network

F. No route to destination

The VC message should contain information:

— that the call cannot be completed as dialed

— to complete the call based on the condition encountered.

1.3   Intercept (IC)

The IC announcement is applied under the following conditions:

A. Number Change

B. Vacant line number

C. Disconnected number

D. Nonworking number

E. Temporarily suspended service

F. Incoming call restriction

The IC message should contain information:

— providing the reason the call cannot be completed

— to complete the call based on the condition encountered.

1.4   No Circuit (NC)

The NC announcement is applied under the following conditions:

— a failure to find an available trunk

— the application of particular NM controls

The NC message should contain information:

— that there is no circuit available to complete the call

— that the customer should try the call again, later.

1.5   Ineffective Other (IO)

The IO announcement is applied under the following conditions:

A. Prefix or access code dialing irregularity

B. Improper Initial coin deposit

C. Screened line access denial

D. Dialing irregularity

The IO message should contain information:

— that the call cannot be completed as dialed

— instructions for correct dialing procedures

— with the exception of Custom Calling Feature problems, the customer should
try the call again.

2. Emergency Announcements

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.

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

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 day.

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 day or more).

C. In addition, field forces should adhere to the following:

— Arrangements must be made for prompt removal of the emergency announcements when the problem is cleared.

— Only calls to the affected locations and codes must be able to access the emergency announcement.

3. Equipment Operation

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.

Recommended tones and announcement texts are shown in Tables 3-1 and 3-2. The tables show the reportable condition for service evaluation, the application office(s), and translation information for some switches.

Table 3-1. Recommended Treatment for Intra-Lata Uncompleted Call Attempts
(Sheet 1 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
General Categories			
Signal to Start Dialing	Dial Tone	LEO	
Connected to Called Line or to Operator Trunk	Audible Ringing Tone	LEO	
Receiver Off-Hook (ROH)	Announcement or ROH TONE	LEO	
Line Busy	60-IPM Tone	LEO	
Trunk Group Overflow	120-IPM Tone	LEO/LT	
Announcement Overflow	120-IPM Tone	LEO/LT	
Direct Inward Dialing Trunk Group Overflow	60-IPM Tone	LEO/LT	
All Trunks Busy			
All Trunks Busy	Announcement or 120-IPM Tone	LEO/LT	All circuits are busy now. Will you please try your call again later.
Switching Blockages			
No Dial Tone Situations	Announcement or Quiet	LEO	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.

Table 3-1. Recommended Treatment for Intra-Lata Uncompleted Call Attempts
(Sheet 2 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
Switching Blockages (cont'd)			
Internal Office Failure	Announcement or 120-IPM Tone	LEO/LT	Your call did not go through. Will you please try your call again.
No Wink Received	Announcement or 120-IPM Tone	LEO/LT	Your call did not go through. Will you please try your call again.
Partial digits Received	Announcement or 120-IPM Tone	LEO/LT	Your call did not go through. Will you please try your call again.
Sender or Transmitter Failure	Announcement or 120-IPM Tone	LEO/LT	Your call did not go through. Will you please try your call again.
Special Network Conditions			
Disaster	Announcement should be recorded locally.	LEO/LT	(With flexibility due to situation). (Storm, flood, tornadoes, etc.) damage in (or near) (city) has blocked your call. Emergency calls may be placed through your operator.
Network Management Control	Announcement	LEO/LT	All circuits are busy now. Will you please try your call again later.
Work Stoppage	Announcement	LEO	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.
Emergency Announcement	Announcement	LEO/LT	Due to telephone company facility trouble, your call cannot be completed at this time. Will you try your call again later.
Network Management 7- or 10-Digit Code Controls	60-IPM recording on emergency announcement arranged for immediate cut-through	LEO/LT	

Table 3-1. Recommended Treatment for Intra-Lata Uncompleted Call Attempts
(Sheet 3 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
Special Network Conditions (cont'd)			
Network Management 7- or 10-Digit Code Controls [Switches equipped with Common Channel Signaling (CCS)]	Announcement	LEO/LT	All circuits are busy now. Will you please try your call again later.
Vacant Number Intercept or Vacant Levels in Community Dial Offices (CDOs) With Only One Announcement Channel	Announcement	LEO	Your call cannot be completed as dialed or the number has been disconnected. Please check the number and dial again.
Misdialing			
Prefix Code (Access Code) Dialed in Error	Announcement	LEO	It is not necessary to dial a "1" or "0" when calling this number. Will you please hang up and try your call again.
Prefix Not Dialed	Announcement	LEO	You must first dial a "1" or "0" when calling this number. Will you please try your call again.
Prefix 1 Not Dialed	Announcement	LEO	You must first dial a "1" when calling this number. Will you please hang up and try your call again.
Prefix 0 Not Dialed	Announcement	LEO	You must first dial a "0" when calling this number. Will you please hang up and try your call again.
Vacant Code	Announcement	LEO/LT	Your call cannot be completed as dialed. Please check the number and dial again.
Nonworking 911	Announcement	LEO/LT	911 is not a working emergency number for your area. For emergencies, hang up a moment and dial your operator.

Table 3-1. Recommended Treatment for Intra-Lata Uncompleted Call Attempts
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Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
Numbers Intercepted			
Vacant. Disconnected Numbers (Includes Vacant Thousands and Hundreds) or Numbers with Denied Terminating Service.	Announcement	LEO/LT	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.
Centrex Nonworking Stations (First Choice)	Announcement should be recorded locally.	LEO	The number you have reached is not in service. If you are calling the (ABC Co.), please dial (NXX-XXXX).
Centrex Nonworking Stations (Second Choice)	Announcement should be recorded locally.	LEO	The number you have reached is not in service. Please dial the main listed number for the company you are calling.
Intra-PBX Calls Served by Centrex Offices for Unassigned or Restricted Codes	Announcement	LEO	Your call cannot be completed as dialed. Please check the number and try again, or call your attendant to help you.
High-Volume Customer Number Change	Announcement should be recorded locally.	LEO	Telephone numbers at the (ABC Co.) have been changed. For their new numbers, please dial (NXX-XXXX).
Receiver Off Hook	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	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.

Table 3-1. Recommended Treatment for Intra-Lata Uncompleted Call Attempts
(Sheet 5 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
Local Coin			
Deposit Required for Overtime	Announcement (to be recorded locally using a blank tape)	LEO	(Alerting tone) (Pause) Excuse me, please deposit (n) cents for the next (N) minutes. If (n) cents is not deposited within 25 seconds, your call will be automatically terminated.
Screened Line			
Prefix Dialing Error Screened Intercept	Announcement	LEO	Your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.
Coinless Public Telephone Service			
Customer Dialing Sent-Paid-Call	Announcement	LEO	Your call cannot be completed as dialed from this phone you are using. Please read instruction card and dial again.
800 Service			
Out-of-Band	Announcement	OSO	You have dialed a number which cannot be reached from your calling area.
Out-of-Band (Second Choice)	Announcement	OSO	Your call cannot be completed as dialed. Please check the number and dial again.
Remote Switching System (RRS/RSM)			
Local Service Only	Announcement should be recorded locally.	RSS/RSM	(With flexibility as appropriate). Due to telephone company facility trouble, only calls to numbers in the NXX exchange and 911 can be completed at this time.
Voice or Data Channel Failure	Announcement	LEO	Due to telephone company facility trouble, your call cannot be completed at this time. Will you try your call again later.

Table 3-1. Recommended Treatment for Intra-Lata Uncompleted Call Attempts
(Sheet 6 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
Custom Calling			
Custom Calling Feature	Announcement	LEO	Your call cannot be completed as dialed. Please check your instruction manual or call the Business Office for assistance.
Custom Calling Feature	Announcement	LEO	Your call cannot be completed as dialed. Please check your instruction manual or call repair service for assistance.
Speed Calling List	Announcement	LEO	Additional speed calling numbers cannot be entered at this time. Will you try again later, please.
Full Custom Calling List Full	Announcement	LEO	We cannot process your custom calling request at this time. Will you try again late, please.
Other			
Temporarily Denied Service	Announcement	LEO	The number you are calling cannot receive calls at this time. Please call again later.
Flexible Incoming Call Restriction	Announcement should be recorded locally.	LEO	The telephone you are calling from is not in service at this time.
Customer-Controlled Incoming Call Restriction	Announcement should be recorded locally.	LEO	The number you are calling cannot receive calls at this time. Please call again later.

Note 1: A more detailed description of network tones is provided in the following document: SR-2275, *Telcordia Notes on the 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).

Table 3-2. Recommended Treatment for Intra-LATA Uncompleted Call Attempts
(Sheet 1 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
1010XXX, XXX Not Valid	Announcement	EAEO	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.
1010XXX dialed, IEC temporarily out of service	Announcement	EAEO	The long distance company you have dialed is experiencing a temporary service problem. Please try your call again later.
950-0/1XXX, XXX Not Valid	Announcement	LEO/LT	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.
1010XX, Should be 950-0/1XXX	Announcement	EAEO	The long distance company access code you dialed must be preceded by the digits 950. Please hang up and try your call again.
950-0/1XXX, Should be 10XXX			It is not necessary to dial the digits 950 before the long distance company access code. Please hang up and try your call again.

Table 3-2. Recommended Treatment for Intra-LATA Uncompleted Call Attempts
(Sheet 2 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
1010XXX Omitted When Required (First Choice)	Announcement	EAEO	Long distance company access code is required for the number you have dialed. Please dial your call with the access code.
1010XXX Omitted When Required (Second Choice)	Announcement	EAEO	Your call cannot be completed as dialed. Please check the number and dial again.
Toll Restriction/ Diversion	Announcement	EAEO	Your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.
Inter-LATA Restriction	Announcement	EAEO	Your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.
1010XXX from Restricted Line	Announcement	EAEO	Your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.
1010XXX from WATS Line	Announcement	EAEO	Your call cannot be completed as dialed from the phone you are using. Please read the instruction card and dial again.

Table 3-2. Recommended Treatment for Intra-LATA Uncompleted Call Attempts
(Sheet 3 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
1010XXX+1, NO AD1 for XXX	Announcement	EAEO/AT	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.
1010XXX+ Prefix 1 Not Dialed	Announcement	EAEO/AT	You must dial a "1" before the area code when dialing this number. Will you please hang up and try your call again.
1010XXX+Intra-LATA, XXX Restricted	Announcement	EAEO	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.
1010XXX+ International, XXX Domestic	Announcement	EAEO	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.
1010XXX+Domestic, XXX International 1	Announcement	EAEO	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.

Table 3-2. Recommended Treatment for Intra-LATA Uncompleted Call Attempts
(Sheet 4 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
010XXX+SAC or N11 (911 should not be blocked)	Announcement	EAEO	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.
EAEO All Trunks Busy to AT	Announcement	EAEO	All circuits are busy now. Will you please try your call again later.
EAEO Does Not Get WINK from AT	Announcement or 120-IPM Tone	EAEO	Your call did not go through. Will you please try your call again.
EAEO/AT Intra-Office Failure	Announcement or 120-IPM Tone	EAEO/AT	Your call did not go through. Will you please try your call again.
EAEO/AT Does Not Get WINK(S) from IEC	Announcement	EAEO/AT	Due to network difficulties, your call cannot be completed at this time. Please try your call again later.
EAEO/AT All Trunks Busy to IEC	Announcement	EAEO/AT	All circuits are busy now. Will you please try your call again later.
IEC/INC Intra-Office Failure	Announcement	IEC	The long distance company you have selected is unable to complete your call at this time. Please try your call again later.
All Trunks Busy within IEC Network	Announcement	IEC	All circuits are busy now. Will you please try your call again later.

Table 3-2. Recommended Treatment for Intra-LATA Uncompleted Call Attempts
(Sheet 5 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
IEC All Trunks Busy to EAEO/AT	Announcement	IEC	All circuits are busy now. Will you please try your call again later.
IEC not in service	Announcement (or to be recorded locally)	LEO/LT	The long distance company you have selected is unable to complete your call at this time. Please contact your long distance company for assistance.
All channels busy within cellular carrier	Announcement	Cellular carrier	All channels are busy now. Please try your call again later.
IEC Does Not Get WINK from EAEO/AT	Announcement	IEC	Your call did not go through. Will you please try your call again.
EAEO/AT Receives Incorrect No. of Digits from IEC	Announcement	EAEO/AT	The long distance company you have selected is unable to complete your call at this time. Please try your call again.
EAEO/AT Gets Digits for Nonsubtend Station	Announcement	EAEO/AT	Your call cannot be completed as dialed. Please check the number and dial again.
Operator System Overloads (0 Plus)	Announcement	EAEO/AT	Due to heavy calling, we cannot complete your call at this time. Will you please hang up and try your call again later.

Table 3-2. Recommended Treatment for Intra-LATA Uncompleted Call Attempts
(Sheet 6 of 6)

Encountered Condition	Returned Treatment (Note 1)	Applications Office (Note 2)	Recommended Announcement
Operator System Overloads (0 Minus)	Announcement	EAEO/AT	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.

Note 1: A more detailed description of network tones is provided in SR-2275, *Telcordia Notes on the Network.*

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