

## Costing Records Frequently Asked Questions

### **Should my Call Costing File be the same as the phone book or another company's payphones?**

Not always. When Protel® builds the call costing files, we use a combination of tariffs, regulations and data about the phone network. These documents specify the acceptable charges for particular calls. In some areas, they define a range of charges; in other areas, the maximum charge; and in other areas, the exact charge that must be used. In many places these charges and the call areas differ for business lines, residential lines, Local Exchange Carrier (LEC) payphones and Independent Payphone Provider (IPP) payphones. In areas that specify a charge for IPP telephones, this is what we use. In most other areas, our call costing files mirror the LEC payphone charges. Finally, it can take a year or more to change the information in the phone book, while tariff changes happen daily and usually take effect within a few days.

### **What determines whether an NPA is placed into multi-banded NPAs or into single banded NPAs?**

It is not necessary to assign all NPAs to multiple bands since many times an entire NPA has the same call rating. Generally speaking, an NPA is placed in one band except under the following circumstances:

- The Home NPA always appear as a multi-banded NPA, even if it is all a local call.
- Any NPA that has more than one type of call (i.e. local and intraLATA, or intraLATA and interLATA, etc.) appears as a multi-banded NPA.
- Any NPA that has more than one band of either intrastate OR intraLATA calls will usually appear as a multi-banded NPA.
- The 7-digit NPA, if present, is always multi-banded.
- Interstate NPAs are placed in the multi-banded NPAs area only when they have intraLATA interstate calls or local calls.

### **Why are some office codes and area codes assigned to a band that is turned off?**

Multi-banded NPAs often have office codes that are not currently active. In these cases, we place the inactive office codes into a separate band that is turned off. Each multi-banded NPA has a separate band for these inactive office codes. There are some exceptions with costing records that are so complicated that no more bands are available.

NPAs not active when the costing record is built are placed into band 0, which is turned off.

Also, some NPAs are reserved for special purposes by LECs and IXC's. These include NPAs 521 through 529 (which are used for billing calls to Mexico) and 880-887 & 889 (which are used for billing the domestic portion of international calls). These special-purpose NPAs are intended to become obsolete by the year 2000 and will become available for general use then.

### **The home NPA for the costing record has only local calls and calls in a blocked band. Or an NPA directly adjacent to the home NPA is not in the multi-banded NPAs. Why?**

Due to massive growth in the use of pagers, cellular phones and multiple lines for home and business use, NPAs are shrinking geographically. Concurrently, many local call areas and the width of toll rate bands are expanding. This means that some nearby and home NPAs now fit into a single band for the costing record file. When such an NPA is the home NPA, it is assigned to the multi-banded section with all the unassigned office codes placed in a separate band. Other NPAs are programmed as single-banded NPAs.

### **What is a seven-digit NPA and when do I need one? Why do some of my cost center files have a seven-digit NPA and others do not?**

A seven-digit NPA controls call rating for calls dialed using seven digits. When included in a Protel-built costing record, all seven-digit calls are assigned to the local call band (the same band as the home office code). If a seven-digit NPA is not included, seven-digit calls are assumed to be within the home NPA. Two factors govern inclusion of the seven-digit NPA: dialing pattern and customer preference. (See the chart below.) In some places all local calls may be dialed as seven-digit calls, even foreign NPA local calls. In those areas, a seven-digit NPA will be included if two or more NPAs have local calls.

In other areas, local calls outside the home NPA must be dialed as ten-digit calls. In those areas, the seven-digit NPA is not automatically included in a costing record but may be if ordered by the customer.

Finally, in some areas all calls within the home NPA (even toll calls) are seven-digit calls. In those areas, the seven-digit NPA will not be included because it could allow toll calls to be processed at the local rate.

Will a seven-Digit NPA be included in a costing record for an area with these dialing patterns?

	<b>Pattern 1</b>	<b>Pattern 2</b>	<b>Pattern 3</b>
<b>Home NPA Local Calls</b>	7-digit	7	7 or 10
<b>Home NPA Toll Calls</b>	7-digit	10 or 11	10 or 11
<b>Foreign NPA Local Calls</b>	10- or 11- digit	10 or 11	7 or 10 or 11
<b>Foreign NPA Toll Calls</b>	10- or 11- digit	10 or 11	10 or 11
<b>Include 7-Digit NPA</b>	No	If Requested	Yes

### **Why are some calls to the same city local calls and other toll calls?**

There are several possible reasons:

- Certain calls to some cellular phones are rated as local even when the destination would otherwise be a toll call. In actuality, the cellular customer pays the toll charges. It's like an automatic collect call.
- Some cities are zoned into sections (northeast, south, etc.). This is usually the case in larger cities. Calls to the nearer portions of the city are local, and others are toll. The phone bill indicates only the destination city and not the section.
- Extended calling areas are sometimes offered on a subscription basis. Thus, customers who subscribe to the service are local, while others are toll. This is accomplished by assigning the subscribers to special office codes.
- Most LECs offer "foreign exchange services" that allow a particular office code to physically exist in one city and be rated as if it were in another city.

### **Why are some office codes in a rate center supported while others in the same area are not?**

There are a couple of reasons why you might see this:

Certain parts of the rate center are actually "special" numbers, like cellular or beeper numbers. These are unsupported because you would not normally have a payphone with this office code.

During an NPA split, usually about 30 to 60 days after permissive dialing begins, the office codes in the old NPA become unsupported. This prepares you for the end of permissive dialing and for the final transition to the new area code.