

How Protel® Builds ExpressNet® Costing Record Files

Overview: How call types and charges are determined

Protel® costing record files are customized for the area code and office code of the phone. Once we receive an order, we access several industry databases to determine the current rates and tariffs for the LEC. We program the costing record file based on this information.

Call types (local; intraLATA; interstate, etc) are determined from the tariff. Basically, all calls can be divided into two broad categories: local and toll. Toll calls are charged based on the mileage between the rate centers.

Keep in mind that the mileage is NOT the actual mileage between the two phones (which is a common misconception) but the "airline" mileage between designated points in each of the rate centers. Thus, the mileage for a call from Protel® (on the western edge of the Lakeland rate center) to a phone 1 mile away (which is on the eastern edge of the Plant City rate center) is 12 miles. This distance is calculated from the designated point in the Lakeland rate center to the designated point in the Plant City rate center.

Local call charges generally do not vary with distance. It is especially important to note that local calls differ among home, business and payphone usage. Note that some areas have multiple local call rates and some have extended or expanded local calling areas. These may or may not apply to a payphone depending on the tariff in that particular area. When we build a costing record file, local calls are determined ONLY by the tariff and PUC regulations, not by phone books or LEC pay phones.

Cost Bands

The following cost bands are programmed as indicated. All others are turned off.

Cost Band	Description	Programming
0	First Coin Band	Disabled
1 - 79	Coin bands	Assigned all possible costs for the area code and office code
82	411, Information	Costs according to tariff
87	911, Emergency	Free, unlimited time
88	Incoming calls	Costs according to tariff
101	555-1212	Costs according to tariff
102	NPA 555-1212	Costs according to tariff
103	10XXX	Free, unlimited time
104	800/888 Numbers	Free, unlimited time

106	Miscellaneous Number	Free, unlimited time
107	950-XXXX	Free, unlimited time
108	0- calls	Free, unlimited time
109	00 calls	Free, unlimited time
110	0+7 calls	Free, unlimited time
111	0+10	Free, unlimited time

Multi-Band NPAs

This area includes area codes that require more than one cost band. For those area codes included, the office codes are assigned to the correct cost bands according to the tariff. (See the [multi-band/single band NPA FAQ](#) for more information.) Generally, Multi-Band NPAs are programmed in the following order:

1. Seven Digit Dialing - When included in a Protel-built costing record, all 7-digit calls are assigned to the local call band (the same band as the home office code). (See [What is a seven-digit NPA and when do I need one?](#) for more information.)

Note: This is different from the "7-Digit NXX" function in the ExpressNet® software, which assigns NXXs with the same settings as the highlighted NPA.

2. Home NPA - This is the NPA where the phone is installed.

3. Other NPAs with local calls

4. NPAs with intraLATA intrastate calls

5. NPAs with intraLATA interstate calls

6. NPAs with interLATA intrastate calls

7. NPAs with interLATA interstate calls

Single Band NPAs

This is the area for all other NPAs that require only one cost band. (See the [multi-band/single band NPA FAQ](#) for more information.)

Country Codes

This area allows you to rate up to 7 country codes for international (011+) dialing. Currently we set the first to be the default and block it. This has the effect of blocking all 011+ dialing.

Surcharge and Discount Tables

The section applies the time-of-day discounts, surcharges and taxes to calls. In a Protel-built costing record, the discounts and surcharges are programmed according to the tariff. We do not generally initialize tax rates.

In ExpressNet® software, call types (local; intraLATA; interstate, etc) are

distinguished by discount table.

<i>This Discount Table...</i>	<i>...is assigned to these call types</i>
None	Local calls; all calls not using discounts or surcharges
Intralata1	IntraLATA, Intrastate calls
Interlata1	InterLATA, Intrastate calls
Interstate1	InterLATA, Interstate calls
Interstate2	Canada
Interlata2	Sometimes used for Caribbean; mostly unused
Intralata2	IntraLATA, Interstate
Local	Local calls with discount or surcharge