

# Telecom Audit Training Module

## **Deciphering Carrier Customer Service Records (CSR)**

### **Part 1: Learning to Read CSRs**

# Telecom Audit Training Module

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### **Part 1: Learning to Read CSRs**



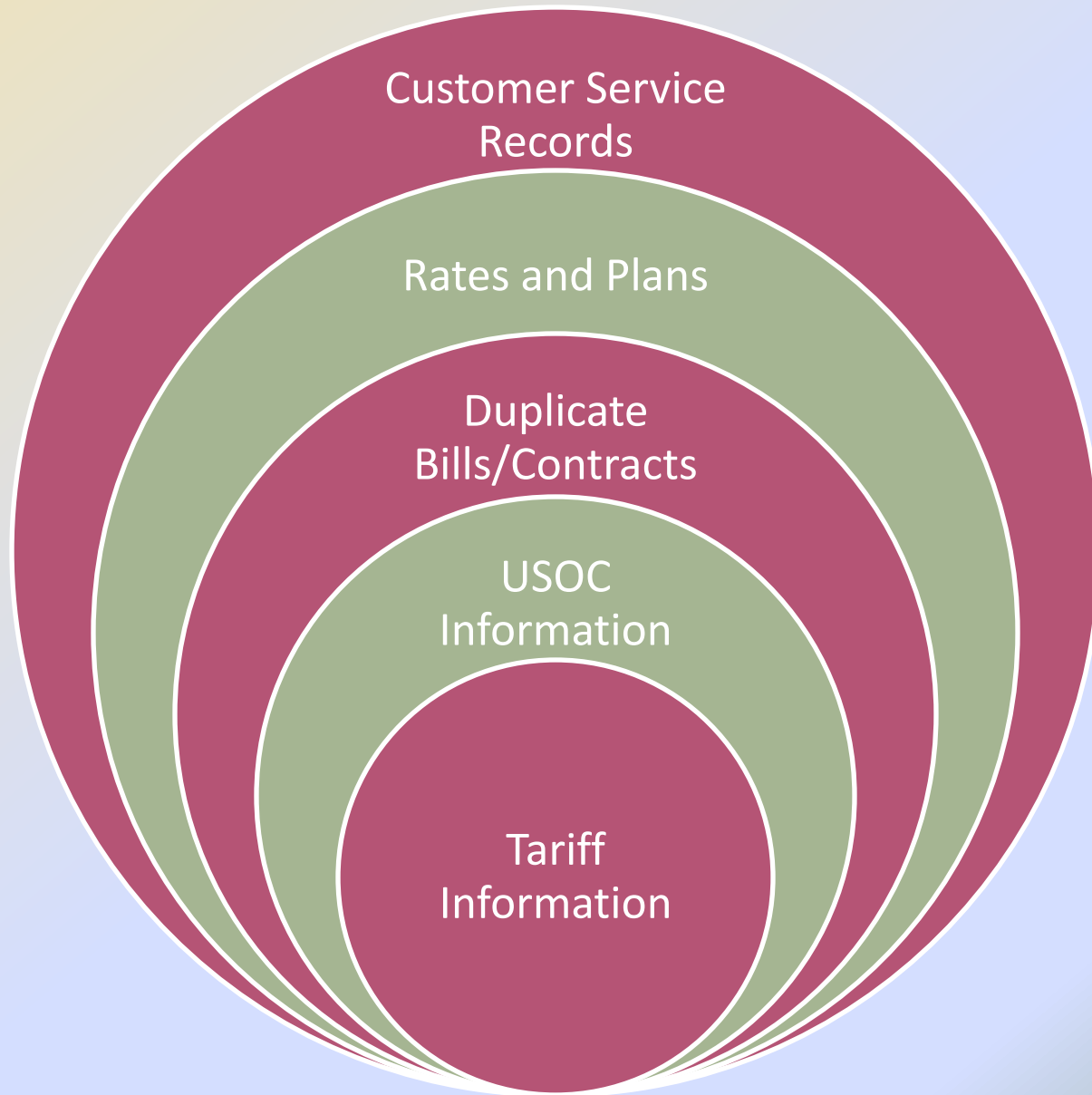
# Telecom Audit Training Module

## **Deciphering Carrier Customer Service Records (CSR)**

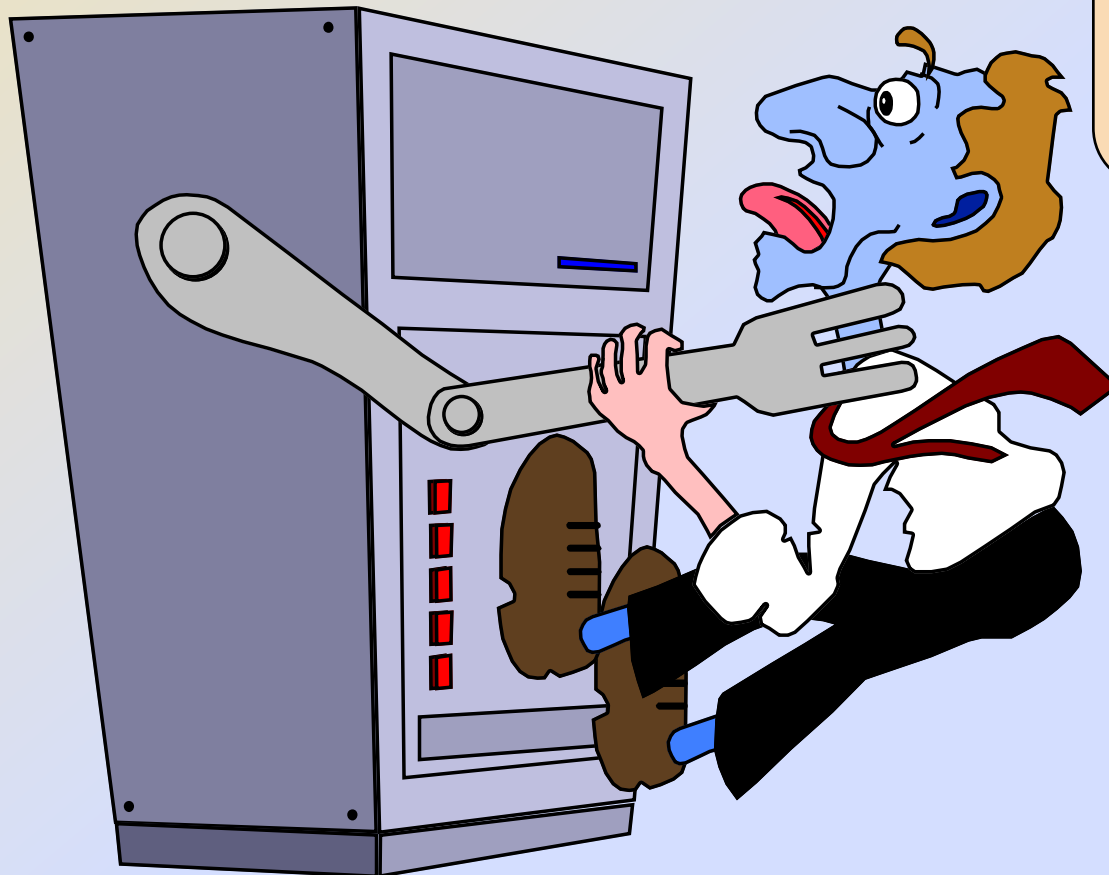
### **Part 1: Learning to Read CSRs**



# Provider Information










# Customer Service Records



I need a CSR  
for just one  
account,  
**please!**



# Customer Service Record Names

-  CSR or Customer Record
-  PBX-KEY-Multi-line Record/S02
-  Accounting Interrogation Report
-  Service and Equipment Detail
-  Providers may require that you specify the information needed; reps then prepare.
-  Some providers show detailed service records on monthly bills.
-  Information Product and Service Details Report



# Review Records . . . Generate Savings

Examine customer service records for:

Location Addresses

Contract/rate plan notations

Billed elements: features, directory listings

PIC/LPIC designations

Line numbers and hunting order



# Customer Service Record

Header

List  
Section

Billing  
Section

Service &  
Equipment  
Section

OVERLAY SH-2755 CRD (18-05)										AT&T Inc.									
PH	TELEPHONE NUMBER	EXCH	CS	CUS	PBX-KEY-MULTI LINE RECORD					LIST DATE	PAGE	TELEPHONE NUMBER	BOC	T 713E					
	739	HOU	1BH-M	072	N					4-11-11	1	739	55 H1						
UNIT NO	STA NO	LTD	QR	CODE	DESCRIPTION	S	T	UNIT RATE	TOTAL RATE	ACTIVITY DATE	SEQ CODE	SEC CODE	EXIT CODE						
---MISC INTERROGATION---																			
---LISTINGS---																			
				LN	POS					9-24-03	0900	0000N							
					(PRI														
					SQU)														
				LA	302					9-24-03	0940	0000N							
					/DZ														
				SA	302					3-06-00	0950	0000N							
					HOUSTON, TX														
					/DZIP 77002														
				SIC	S8999					4-03-01	1901	0000N							
---DIRECTORY DELIVERY---																			
				DEL	NONE					4-03-01	1907		N000000000						
---RTTI---																			
				BN1	POS														
				BN2	POS														
				BA2	441														
				PO	ATI														
				COS	713														
				EHA	C,I														
				CLA	BHH 76F					3-06-00	1999		N						
				TAR	HOU														
				LSO	713 522														
				PCL	B														
				FIGI	713 522-0000														
---RMKS---																			
				RMKR	WINBACK PORTED IN FROM								N						
					JACKSON TO CLAY GLOBAL ACCT														
					SVC REP SANDY SCRANTON 866														
					324-0544														
---EQUIPMENT---																			
		A		HTG	/LTD A						4600	00000000000000							
					713 739-7...														
					L...-8086, 8239, 8372														
					/RTNN /HTY_SC /CXK 713														
					522 /OLDP 9533 /NEWP														
					9533														
	739			1BH	/CXK 713 522 /HTG A			48.75	48.75	4-03-01	4408	24788000000000							
					/RTNN														





# Classification Elements – Header

## CSR HEADER INCLUDES:

Telephone number – 555-6160

Class of service – 1MB

Name of service exchange – BOYN

Service established date – 2-11-96

CSR print date – 2-16-2012

Customer Three Digit Code -- 405

Page number -- 2



# Classification Elements – Header

OVERLAY 5N-27&3 CRB (10-05)

AT&T Inc.

HNL	TELEPHONE NUMBER	EXCH	CS	CUS	DESCRIPTION	LIST DATE	PAGE	TELEPHONE NUMBER	BCC	
	979 24	DLS	1FL-M	970	PBX-KEY-MULTI LINE RECORD	4-11-11	1	979 24		
TRX-PI-RS NUMBER	STANDARD	LTD	ON	CODE	DESCRIPTION	RATE	TOTAL RATE	ACTIVITY DATE	SEQ CODE	REV CODE
					---MISC INTERROGATION---					

Exchange

Class of service

Customer code

Telephone number

Page number

CUSTOMER SERVICE RECORD

EXCH	CL	SVC	SVC	ESTB.	PRINTED	SLA	DPA	PF	NPA	CO	PAGE	FORM	
BOYN	1FB		02-04-94	10-22-09					561	36	1	9145	
QUAN	USOC	DESCRIPTION OF SERVICE OR EQUIPMENT					BTC	TOTAL REVENUE	EFF DATE	TAX			
		PREVIOUS CSR MICROFILMED ON 08-22-09											
		(SVC CDE 21)											
		PCL CO AY 08-25-2002											

Service established date

Print date



# Classification Elements – Header


CUSTOMER SERVICE RECORD							
Print Date		Exchange		Customer Code	Telephone Number		Page Number
08/		ZBU	EBZEF		169	58	5
PRINTED		-B-	WRRN	RCFVL	CUST		
		BILLDT	EXCH	CS		TELNUM	PAGE
BL	CODE &	Bill Date	Class of Service		UNIT	TOTAL	TAX
GRP	QNTY	DESCRIPTION			RATE		FSCMXT



# Classification Elements – Header

**CUSTOMER SERVICE RECORD**  
Measured Rate Business Service

ACCOUNT NUMBER 949 474 S 8  
BILL DATE NOVEMBER 28, 2011  
BILL NAME NEWPORT TRNG. RM.



ITEM	SVC ORD CODE	QTY	DESCRIPTION	AMOUNT	CODES	ACTIVITY DATE
			<b>AT&amp;T CALIFORNIA PRODUCTS AND SERVICES</b> AT&T Affiliate Charges May Apply - See Affiliate Bill Page			

The at&t customer service record in CA only shows the account number, bill date, and the bill name.



# Classification Elements – List Section

## CSR LIST SECTION INCLUDES:

Owner of Account

Service Address for main line

Billing Address

SIC (Industry Code)

Recent Orders for Account

Activity Dates of Record Changes

Carrier Remarks



# Classification Elements – List Section

OVERLAY 5H-27x3 CRB (10-03)

AT&T Inc.

HNL	TELEPHONE NUMBER	EXCH	CS	CUS	PBX-KEY-MULTI LINE RECORD	LIST DATE	PAGE	TELEPHONE NUMBER	RDC	T	
	975	DLS	1FL-M	970	N	4-11-11	1	2 4	55	2	
TRK-PL-RS NUMBER	STA NO	LTD	QH	CODE	DESCRIPTION	UNIT RATE	TOTAL RATE	ACTIVITY DATE	SEQ CODE	REV CODE	ENT CODE
					---MISC INTERROGATION---						
					---LISTINGS---						
				NP	(NON-PUB)COLUMB			2-24-03	0910	0000N	
					CORE OF						
					CO ER						
				LA	34 AVE			7-07-06	0940	0000N	
					/DZIP 75204						
				SA	3402 CO			7-07-06	0950	0000N	
					DALLAS,						
				SIC	S5063			2-24-03	1901	0000N	
					---DIRECTORY DELIVERY---						
				DEL	1			2-24-03	1907		N000000
					---RTI---						
				BN1	POS						
				BN2	POS						
				BA2	440						
				PO	ATL						
					---J27-3065						
				EMA	D,NONE			2-24-03	1999		N
				CLA	BMH NRG						
				TAR	DLS						
				PCL	B						
					---RMKS---						
				RMKR	DSL YES						N

Owner of Account

Listing Address

Service Address

SIC Code

Activity Dates

Billing Name

Billing Address

Remarks



# Classification Elements – List Section

ORDERS PROCESSED SINCE LAST BILLING FOR THIS ACCOUNT			
	SERVICE ORDER NUMBER	EFFECTIVE DATE	PURCHASE ORDER NUMBER
	R120401	08/21	
--MAIN LISTINGS			
LN	E		
LA	40	DYKE, STERLNG HTS	
SIC	2411		
DZIP	48313		
--ADDITIONAL LISTINGS			
AL	(A) J		
AL	(B) F	SYSTEMS	
AL	(C) C	TO	
	RENTAL		
--BILLING INFORMATION			
PPC			
PPL			
BTN	586 9	1819/CUS 432	
ZGC	230000000		
TAR	NONE		

Service Orders

Listing Name and Address

Additional Listings

Billing Information





# Classification Elements – List Section

```
                201  808
                MSG COMMAND COMPLETED (I210)
CMD 201 651 08..... JAN 16 .. *CSR      P    1    4          3 15 FMNXX
ENTEI ..... A
ID 201 6..... SUB ..... DP ..... SYS ..... LHF ..... SCT .....
   201 6..... 1 FMNXX 01-16-09 04          PAGE 1
```

TOTAL VERIZON INTRALATA LINES = 7 OF 7

**Line Count**

```
TSW SESS
PCL LOCL
CENT ESG
CTX 100
---LST
LN (CPX)ENTE
  /CIN 5100
  /LNO 5103
LA 350 RAMAPO VAL
LOC SUIT 470A
```

**Listing Name and Address**

```
DZIP 07436
SIC 07514
---BILL
```

**Billing Name and Address**

```
BN1 EN
BN2 CAI
BA1 15!
RP NOTATION
```

```
TYPE PN ACT FU BD CMT-TIME
                0109 P
```





# Classification Elements – S & E

CSR Service & Equipment Section:

Hunting lines and order

Contract Information

Individual Line Details

- Line numbers
- Circuit ID
- Features
- Class of Service (line, circuit, etc.)
- Charges for all line elements
- PIC/LPIC designations



# Service and Equipment Section

HTG	DESCRIPTION	AMOUNT	TAX	STATUS
	--SERVICE AND EQUIPMENT <b>Hunting Lines and Order</b>			
HTG	A 9000, 9317-9318			
1	1B8 /PIC WTL/PCA BO, 02-20-97 /ZPIC A13/LPCA BO, 02-20-97 /LCC 1RE/HTG A/BUS	0.00	0.00	TTNTTN
1	TTB	0.00	0.00	TTNTTN
1	RTV1N	0.00	0.00	NTNTTN
1	NALSA	11.95	11.95	TTNTTN
1	UXTBT	0.50	0.50	NNNNNN
1	9ZR <b>Federal Access Charge</b>	5.79	5.79	TNNTTN
1	1B8 /TN 1730/PIC ATX /PCA BO, 01-21-98/ZPIC A13 /LPCA BO, 01-21-98/LCC 1RE /BUS/ORD C1876025089 /CD 01-21-98	0.00	0.00	TTNTTN
1	TTB /TN 1730/ORD C1876025089 /CD 01-21-98	0.00	0.00	TTNTTN
1	RTV1N /TN 3730/ORD C1876025089 /CD 01-21-98	0.00	0.00	NTNTTN
1	NALSA /TN 3730/ORD C1876025089 /CD 01-21-98	11.95	11.95	TTNTTN
1	UXTBT /TN 3730/ORD C1876025089 /CD 01-21-98	0.50	0.50	NNNNNN

Line  
Details



# USOC Summary

TN 973 555-5647  **Last telephone number on account**

1 QURBM Federal Universal Service Fund Surcharge -Business Multi Line 1.51 1.51  
 (09-23-08)  
 Field ID  
 TN 973 555-5647

PIC PIC Freeze LPIC Bill Block  **PIC/LPIC**  
 NO NC 9199 N/A

-----  
 Directory Listing

-----  
 Listing name N/A  
 Listing address N/A

-----  
USOC Summary

Qty	Product	Desc	Rate Est.	Total		
1	1MB	IND MESSAGE RATE BUSINESS	19.39	19.39		
2	9ZR	FCC Subscriber Line Charge	6.30	12.60		
1	ALN	Message Rate Line Service	14.89	14.89		
2	POR2X	LNP Cost Recovery End User Surcharge Business-Line		0.00	0.00	
2	QURBM	Federal Universal Service Fund Surcharge -Business Multi Line		1.51	3.02	
2	TTB	TOUCHTONE-PER LINE-BUS	0.00	0.00		



# at&t Business Direct CSR

Service ID	Data	Service Order Code	Description	Code	Activity Date	Quantity	Amount
------------	------	--------------------	-------------	------	---------------	----------	--------

Account: 989-R01-229 OC3 Sonet HF-MF idf ← **Account number**

Provider: AT&T

Area: MW

Subaccount 989-R01 229 ? OC3 Sonet HF-MF ← **Service address**

Service Address: 51 AN, SAGI

Telephone Number 989 (A)302760  
R01-3

(A)3 2760  
200 16-0421  
60, 01-18-06  
XSNJN

**Contract number**

CN	CONTRACT/CONTROL NUMBER		12 JUN, 2006	0	\$0.00
CN	CONTRACT/CONTROL NUMBER		12 JUN, 2006	0	\$0.00
CN	CONTRACT/CONTROL NUMBER		12 JUN, 2006	0	\$0.00
CN	CONTRACT/CONTROL NUMBER		12 JUN, 2006	0	\$0.00
1L5XX	Channel Mileage Per Mile		14 SEP, 2010	3	\$431.34
FC5CX	Central Office-OC3		14 SEP, 2010	1	\$522.82
FP5CX	Node-Customer Prem-OC3		14 SEP, 2010	2	\$1,849.48
SPRBX	Ports Per Node-DS3 at OC3		14 SEP, 2010	6	\$431.34
		ALEP	14 SEP, 2010	0	\$0.00
1L5XX	Channel Mileage Per Mile		10 JUN, 2008	0	\$0.00

**Contract pricing**

Circuit ID Number (A)  
SFD14 OC03  
SGI H01  
SGNWTM

**LEC circuit ID**

(A)	FC5CX	Central Office-OC3		10 JUN, 2008	0	\$0.00
(A)	FP5CX	Node-Customer Prem-OC3		10 JUN, 2008	0	\$0.00
(A)	SPRBX	Ports Per Node-DS3 at OC3		10 JUN, 2008	0	\$0.00
(A)	SPRBX	Ports Per Node-DS3 at OC3		10 JUN, 2008	0	\$0.00
02: 303	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
02: 303	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
02: 303	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
02: 303	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
06-12-06	1L5XX	Channel Mileage Per Mile		10 JUN, 2008	0	\$0.00
06-12-06	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
06-12-06	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
06-12-06	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
06-12-06	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00



# at&t Circuit CSR

PAGE 2

Service ID	Data	Service Order Code	Description	Code	Activity Date	Quantity	Amount
	06-12-06	CLF	50A Atdt Console Common Eqpt		10 JUN, 2008	0	\$0.00
	06-12-06	CLF	50A Atdt Console Common Eqpt		10 JUN, 2008	0	\$0.00
	06-12-06	FC5CX	Central Office-OC3		10 JUN, 2008	0	\$0.00
	06-12-06	FP5CX	Node-Customer Prem-OC3		10 JUN, 2008	0	\$0.00
	06-12-06	SPRBX	Ports Per Node-DS3 at OC3		10 JUN, 2008	0	\$0.00
	06-12-06	SPRBX	Ports Per Node-DS3 at OC3		10 JUN, 2008	0	\$0.00
	1-1000 F	W, MI CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	1-309 S	INAW, CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	MI						
	2-SGNW	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
	2-SGNW	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
	989 583	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	989 771	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	A	CLF	50A Atdt Console Common Eqpt		10 JUN, 2008	0	\$0.00
	B	CLF	50A Atdt Console Common Eqpt		10 JUN, 2008	0	\$0.00
		CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	N1304222934	1L5XX	Channel Mileage Per Mile		10 JUN, 2008	0	\$0.00
	N1304222934	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	N1304222934	CKL	Circuit Location		10 JUN, 2008	0	\$0.00
	N1304222934	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
	N1304222934	CKLT	Circuit Location		10 JUN, 2008	0	\$0.00
	N1304222934	CLF	50A Atdt Console Common Eqpt		10 JUN, 2008	0	\$0.00
	N1304222934	CLF	50A Atdt Console Common Eqpt		10 JUN, 2008	0	\$0.00
	N1304222934	FC5CX	Central Office-OC3		10 JUN, 2008	0	\$0.00
	N1304222934	FP5CX	Node-Customer Prem-OC3		10 JUN, 2008	0	\$0.00
	N1304222934	SPRBX	Ports Per Node-DS3 at OC3		10 JUN, 2008	0	\$0.00
	N1304222934	SPRBX	Ports Per Node-DS3 at OC3		10 JUN, 2008	0	\$0.00

**Circuit  
address**



# Different Format for Verizon CSR

Billing account number 9419555555

Billing Name1/Service Name RENKE

Billing Address

,  
Current Monthly Recurring Total 97.94

## Service and Equipment

Telephone number count 2

Service ID Service Type Est. Monthly Total Expand All Collapse All

9419555555  
9419555551 TN 48.97

Service Address 707 S.WASHING FL, 342367835

## Product Listing

Qty	Product	Desc	Rate Est.	Total	Action/Date
1	14029	DIR CONN PLUS BLK	0.00	0.00	(07-09-2007)
1	43700	FLAT BUS LINE FLAT ECS	39.99	39.99	(04-03-2007)
1	75783	INTER ACC CHRG MLTILN	8.98	8.98	(04-03-2007)
1	87002	IWMN INSIDE W MNTNC NO	0.00	0.00	(04-03-2007)

PIC PIC Freeze PIC Source/Date 00000 NO 04-03-2007

LPIC LPIC Freeze LPIC Source/Date 00000 W 04-03-2007



# Full Billed Accounts

	--FULL BILL UNDER ACCOUNT 810	-8780 537			
	--SERVICE AND EQUIPMENT				
1	RCFVS /PIC NONE/PCA BO, 05-10-96 /ZPIC A13/LPCA SQ, 01-03-97 /SFG 0000/CFN 1 810 -4299 /GSZ 1/ORD T1304082906 /CD 061901	20.45	20.45	TTNNNN	
1	OTZD5 /ORD R9580197963/CD 04-06-04	0.00	0.00	TTNTNN	
1	08ZD5 /ORD R9580197963/CD 04-06-04	0.00	0.00	TTNTNN	
	810 -8780 537 SUBTOTAL		20.45		
	--SERV & EQUIP ACCOUNT SUMMARY				
1	OTZD5 IntraLATA ICB Usage RTE 4.5				
1	08ZD5 800 ICB Usage RTE 4.5				
1	RCFVS Remote Call Forwarding				
	--FULL BILL UNDER ACCOUNT 810	-8613 028			
	--SERVICE AND EQUIPMENT				
1	WPZBX /PIC NONE/PCA BO, 10-18-96 /ZPIC A13/LPCA SQ, 01-03-97 /LCC 05X/PROX/DES CAD, ZMIL	21.35	21.35	TTNTNN	
1	TTV	0.00	0.00	NTNTNN	
1	NLE	0.00	0.00	NNNNNN	
1	WUZ3X /ORD C1924421476/CD 01-22-00	0.00	0.00	TTNTNN	
	810 -8613 028 SUBTOTAL		21.35		



# Verizon Customer Record

HTG A 201 -0808, 0768, 1805, 9320, 9321, 9322 (TER) ← **Hunting lines are shown at the end**

LINE INDEX				LINE INDEX					
LINE #	SLA	PG #		LINE #	SLA	PG #			
201	-0768	100	00001	201	0808	100	00002		
201	-1805	100	00002	201	9020	100	00002		
RP	NOTATION				TYPE	PN	ACT	FU	BD CMT-TIME
									0109 P

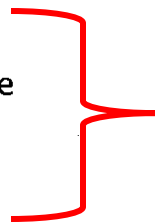
CMD 201 0808 311 JAN 16 \*CSR P 3 4 3 15 FMNXX  
 ENT MSG COMMAND COMPLETED (I210)

ID	SUB	DP	SYS	LHF	SCT		
201	-9320	100	00002	201	-9321	100	00002
201	-9322	100	00003				

---USOC

### USOC DESCRIPTIONS

- PORMX LNP Cost Recovery End User Surcharge  
Centrex Line
- QURBC Federal Universal Service Fund Surcharge  
-Business Centrex
- RJ11C 2 WIRE CONN BASEBOARD
- R5A CTX STA LN-CUST PRICE DSGN OPT
- SYM FEAT PKG PER LINE



**USOCs Summary  
on the last page  
of the CSR**





# CSR Details

703: 3403 TN 26.04  
Service Address 1311 RFAX, VA 22033  
Product Listing

-----  
Qty Product Desc Rate Est. Total Action(Date)  
-----

1 DTL Dial Tone Line 15.60 15.60

Field ID

TN 703: 3403 **Telephone Number**

PICX 0288 **Long Distance Code and Carrier**

PCA ES

PCA 06282011 **Date of PIC Change**

PIC ATX

LPCX 0288 **Local Toll PIC Code**

LPCA ES

LPCA 06282011 **Date of Local PIC Change**

LPIC ATX

HTG A **Line in Hunt Group**

DPIC5 D

LSO 703631



# CSR Details

1BZ	Dial Tone - Message Usage - Extended Area Calling	0.00	0.00
1	BLKDA Connect Request Blocking	0.00	0.00
1	TBEB Third Number Blocking	0.00	0.00
1	HBS Deny * 69	0.00	0.00
1	HTG Series Hunting	0.88	0.88
1	RTVXK 900 Call Restriction	0.00	0.00
1	SEH2X ELS - Basic Message Service	0.53	0.53
1	TDN Touch Tone	0.00	0.00
1	9ZR Federal Subscriber Line Charge Multi Line	6.03	6.03
1	EVD Fixed Call Forwarding – Don't Answer	3.00	3.00

**Line Blocks**

Field ID

CFND L CFND 202 1659 RCYC 4

**Call Forward Information**

1	NMC	No Maintenance Plans	0.00	0.00		
1	OWW96	24 Month Term Rate plan – VA	0.00	0.00	R (11-01-11)	Field ID
	SUBMO	New, 2011-11-01				
	TERM	24, 2011-11-01				

**Contract Information**

PIC	PIC Freeze	LPIC
0288	ES	0288 N/A

Bill Block

**Long Distance Designations**



# Detailed Information on Bill



**CenturyLink™**

Account Name: S  
Account Number:

VT

P.O. Box 1319  
Charlotte, NC 28201-1319

Page: 4 of 20  
Bill Date: Oct. 10,

## Current Charges Summary

Service From Oct. 10,

### Monthly Charges

	Qty	Rate	Amount
Call Forward Busy Bus	1 @	2.65	2.65
Call Forward No Ans Bus	3 @	2.65	7.95
Call Forwarding Business	1 @	7.00	7.00
Fed Universal Service Chg	13 @	1.16	15.08
Key Line Hunting	3 @	44.00	132.00
Key Nonrotary	1 @	34.00	34.00
Multi Line 1 Party Business	9 @	31.00	279.00
Off Prem Extension Accs	22 @	25.00	550.00
Presubscribed Line Charge	12 @	2.99	35.88
STD 2000 Domestic Minutes	1 @	120.00	120.00
Subscriber Line Multi Line Interstate	13 @	6.65	86.45
Toll Rest w/800 Access Allowed	1 @	5.00	5.00

**Line Features**

**Nine Additional Lines**

**9ZR**

**Total Monthly Charges**

**1,275.01**





I hope you enjoyed watching this training module and learning how to read a customer service record.

To purchase additional training modules, or to review the variety of services TelCon offers, please visit our websites:

[telconassociates.com](http://telconassociates.com)

[telecomaudittraining.com](http://telecomaudittraining.com)

Thanks!

Karen Thatcher, President

**TelCon Associates, Inc.**

10500 Barkley, Suite 100

Overland Park, KS 66212

913-383-3200



# Telecom Audit Training Module

## **Deciphering Carrier Customer Service Records (CSR)**

### **Part 1: Learning to Read CSRs**

