

Telecom Audit Training Module

Deciphering Carrier Customer Service Records (CSR)

Part 2: Why CSRs are Critical for an Auditor

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

Telecom Audit Training Module

Deciphering Carrier Customer Service Records (CSR)

Part 2: Why CSRs are Critical for an Auditor



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



Generate Hypotheses

Inconsistencies

- Internal record contradictions
- With known external conditions

Expired contract/rate plans

Items that may be unnecessary/unused

Items that may have alternate rates

Items you can't immediately identify

PICs, LPICs and restrictions



Non-published Line on CSR

AT&T Inc.

PHONE NUMBER: 13 6626 EXCH: ADN CS: IFL-M CUS: 025 PBX KEY-MULTI LINE RECORD LIST DATE: 1-12-11 PAGE: 92 TELEPHONE NUMBER: 503 6 2 55 DOC: 55

PL-BS REF	STA NO	LTD	QH	CODE	DESCRIPTION	5	1	UNIT RATE	TOTAL RATE	DISPATCH DATE
					---SYS 943---					
					---LISTINGS---					
				NP	(NON-PUB)					9-02
					CIRCLE					
				LA	1 PASCHAL PL					9-02
					/DZIP 75001					
				SA	1 PASCHAL PL,					9-02
					ADDISON,					
					TX /DZIP 75001					
				LOC	UNIT OFC					9-02
				SIC	S6513					9-02
					---DIRECTORY DELIVERY---					
				DEL	NONE					1-29-02
					---BILL---					
				TAR	ADN					
				PCL	B					
					---EQUIPMENT---					
01	9174			IFL				45.25	45.25	1-29-02
				TTB				1.30	1.30	1-29-02
				SEH1X						1-29-02
				9ZR				5.26	5.26	1-29-02

The CSR shows a non-published account at a different address than the main account.



Different Addresses on CSR

Note various addresses for lines within the CSR

		EARNING NUMBER 615	2363		
		SLA			
		520	TAYLOR DR, NASHVILLE		
			615 2363		
1	ADLB1	ADSL END USER AGGREGATION 1			
1	ADL91	DESTINATION-PROVISION ONLY			
		PROV EUA DSL MAX			
		DOWNSTREAM/UPSTREAM 3.0M X			
		384K			
1	BCR	CALL RETURN BLOCKING			
1	BRD	REPEAT DIAL BLOCKING			
1	FUJIX	FEDERAL UNIVERSAL SERVICE		B	0.00
		FEE			0.88
1	LNPCX	FCC LOCAL NO PORT LN			0.00
		CHARGE-LN			
1	NP3	NON PUBLISHED SERVICE			0.00
1	RJ11C	JACK-2W MODULAR BASEBOARD			0.00
1	TTB	TOUCH-TONE			0.00
1	1FB	BUSINESS LINE		ABC	20.50
1	9LM	FEDERAL SUBSCRIBER LINE		AB	6.50
		CHARGE			
		TOTAL MONTHLY SERVICE			
		FOR 615	2363		27.88
		TOTAL SLA			27.88
		EARNING NUMBER 615	3560		
		SLA			
		1335 MUR	RO PKE, NASHVILLE		
			615 3560		
1	NP3	NON PUBLISHED SERVICE			0.00
1	RCA	REMOTE CALL FORWARDING-ADL		ABC	17.50
		CAP INTERSTATE SVC			
1	RCFVF	REMOTE CALL FORWARDING-		ABC	17.50
		MEASURED LOCAL			
		TOTAL MONTHLY SERVICE			
		FOR 615	3560		35.00
		TOTAL SLA			35.00



Circuit Locations

(Non-USOC)

```
LHFID  CKL      1-1 NEW          CRT , NWK:LOC BLDG 10
        Field ID
        CKT      BANA 23      ?NJ
1       2UC      Analog Ckt-Loc Chan -Types 1011,1012   24.78  24.78  (08-06-96)
        Field ID
        CKT      BANA 239     NJ
        ARR      BA 3Y99M    L 1, 2
        LSO      973 622
1       267      Analog Ckt-HD Addl Station SmExch 0.00   0.00   (08-06-96)
        Field ID
        CKT      BANA 239     NJ
```

(Non-USOC)

```
LHFID  CKL      2-ADDRESS TEXT MISSING
        Field ID
        CKT      BANA 239     NJ
1       2UC      Analog Ckt-Loc Chan -Types 1011,1012   24.78  24.78  (08-06-96)
        Field ID
        CKT      BANA 239     NJ
        LSO      973 622
1       267      Analog Ckt-HD Addl Station SmExch 0.00   0.00   (08-06-96)
        Field ID
        CKT      BANA 239     NJ
```



Hunting (Rollover) Lines

1 ESY3H/TN 255 555-0812	NR	NR
1 R4N /TN 255 555-0812/ <u>HTG 1</u>	24.00	<u>24.00</u>
/PIC ATX		
/PCA SO, 09-07-11		
/LPIC ATX		
/LPCA SO, 09-07-11		

Hunting lines usually cost more than single lines. Contract?

1 RBYVX/TN 255 555-0812	NR	NR
1 RTVXP/TN 255 555-0812	NR	NR
1 9ZR /TN 255 555-0812	5.77	5.77

1 ESY3H/TN 255 555-1562	NR	NR
1 R4N /TN 255 555-1562	24.00	<u>24.00</u>
/PIC ATX		
/PCA SO, 09-07-11		
/LPIC ATX		
/LPCA SO, 09-07-11		



Toll Restriction on CSR

2753 CRB (110-051)

AT&T Inc.

PHONE NUMBER	ENCL	CS	CUS	BBX-KEY-MULTI LINE RECORD	LIST DATE	PAGE	TELEPHONE NUMBER	BBE		
3 6626	ADN	1FL-M	025 475 N		1-12-11	38	503 6 2	55		
25-25 CR	STA NO	LTD	QA	CODE	DESCRIPTION	UNIT RATE	TOTAL RATE	ACTIVITY DATE	SEQ CODE	REV CODE
					---SYS 475---					
					---LISTINGS---					
				NP	(NON-PUB)P			4-02-02	0910	0000N
					CIRCLE					
					COURTYARD					
				LA	IUM,			7-22-02	0940	0000N
					ADDISON, TX					
					/DZIP 75001					
				SA	I DR,			7-25-02	0950	0000N
					ADDISON, TX/DZIP 75001					
				SIC	S1731			1-29-02	1901	0000N
					---EQUIPMENT---					
3 3692				1FL		45.25	45.25	1-29-02	4407	246480
				TTB		1.30	1.30	1-29-02	5558	242580
				SEH1X				1-29-02	55661X	060000
				9ZR		5.26	5.26	1-29-02	5872	012400
				NSR				1-29-02	5879	192700
				9PZLM				2-17-04	5883LM	125000
				REUBX				11-15-03	5893BX	118900
				DM1TD				1-29-02	6102TD	011900
				DH2		20.00	20.00	1-29-02	7401	245200
				NSP				1-29-02	9657	241600
				SUY				1-29-02	9657	242400
				NST				1-29-02	9657	244800
				NV8				1-29-02	9657	244600
				NV9				1-29-02	9657	244700
					/LPIC 9100-SBC,062300,					
					062000,S					
					/PIC NO, 062300,062000					

The CSR shows toll restriction on a line in the courtyard.

20.00

\$20



Quantity of Items on CSR

-----USOC Summary

9ZR for Centrex lines?

Qty	Product	Desc	Rate Est.	Total		
2	1SESX	Analog Ckt-Loc Chan Sm Exch-2001		31.17		62.34
2	267	Analog Ckt-HD Addl Station SmExch		0.00		0.00
2	2UC	Analog Ckt-Loc Chan -Types 1011,1012	24.78		49.56	
6	9ZR	FCC Subscriber Line Charge	6.25		37.50	
6	ALN	Message Rate Line Service	14.89		89.34	
1	CGCUX			0.00		0.00
6	CLT	<u>BUSINESS CHARGE LISTING</u>		4.45		26.70
1	E5E	CL FRWDING BSY LN/DON'T ANS		2.00		2.00
1	MBJ1X	BUS ANSWR CL STNRD MLBX 30 MIN		7.00		7.00
8	NST	Verizon - Call Trace		0.00		0.00
1	OVQEX	Bonus Discount Plan-36 Month Contract Local Toll	0.00		0.00	
1	OVSXX	Rewarding Connections		0.00		0.00
6	POR2X	<u>LNP Cost Recovery End User Surcharge Business-Line</u>	0.00		0.00	
9	PORMX	<u>LNP Cost Recovery End User Surcharge Centrex Line</u>	0.00		0.00	
1	PVLFL	PVT LN-VOICE GRADE-CPE STA EQP		0.00		0.00
9	QURBC	<u>Federal Universal Service Fund Surcharge -Business Centrex</u>			0.16	1.44
6	QURBM	<u>Federal Universal Service Fund Surcharge -Business Multi Line</u>	1.42		8.52	
9	R3G	<u>CUSTOPAK LINE UNRESTRICTED</u>		31.00		279.00
2	RCA	REMOTE CALL FORWARDING-ADDL		15.59		31.18
1	RCFVE	REMOTE CALL FORWD-INT-INTERST		15.59		15.59
3	RCFVS	REMOTE CALL FORWD-INT-INTRAST		15.59		46.77
4	RJ11C	2 WIRE CONN BASEBOARD		0.00		0.00
1	RJ21X	UP TO 25 CONN MULTIPLE		0.00		0.00
1	RMC1L	SERIES 1000-USED WITH CPE	0.00		0.00	
5	RTVXP	700 900 BLOCKING OPTION		0.00		0.00
9	SBQ	<u>BUNDLED FEATURES - CUSTOPAK</u>		0.00		0.00
6	TTB	TOUCHTONE-PER LINE-BUS		0.00		0.00
1	VWDK1	Key Connections Business Volume Discount Plan		0.00		0.00



Package Plan on CSR

BV2 /TN 336 555-5555/PIC XXXX NR 123005 N00 5851405

/LPIC XXXX/PCA CM, 06-07-06
 /SED 09-24-03/ZSER 6C10000017
 /LPCA CM, 06-07-06
 /RMKR (A) MODEM
 /PKG COM24-CHOICE

/TTRA 336 555/EXK 336 555
 /LRN 3365840000

1 AH7 /TN 336 555-5555/SED 07-15-98 .11 071598 200
 /ZSER 7A10000019

1 CREX4 /TN 336 555-5555/CBK B NR 092403 N0
 /SED 09-24-03/ZSER 7110000036

1 ESM /TN 336 555-5555 NR 111111 N0
 /PKG COM24-CHOICE

1 FUJMX /TN 336 555-5555/SED 07-01-00 1.27 071598 0
 /ZSER 5610000023

1 LNPCX /TN 336 555-5555/SED 05-15-99 NR 051599 N
 /ZSER A41000001F

1 SEQ1X /TN 336 555-5555/SED 07-15-98 NR 123005 0
 /ZSER 811000001A

/PKG COMP8-4LNMTN/RMKR (A)
 /PKG COM24-CHOICE

1 9ZR /TN 336 555-5555/SED 07-15-98 6.45 071598 N00
 /SED 05-31-06/ZSER 6910000044

QUAN	USOC	DESCRIPTION OF SERVICE OR EQUIPMENT	BTC	TOTAL REVENUE	EFF
1	9ZR	/TN 336 555-5552/SED 07-15-98		6.45	071598 N00
1	COMP8	/TN 336 555-5552		8.95	123005 N00
1	COMP9	/TN 336 555-5552		9.00	053106 N00
1	COM24	/TN 336 555-5552		219.00	062811 N00
1	377DX	/SED 05-31-06/ZSER 7010000045			053106 000

All lines on CSR show no line charges.

Line charges for package are shown on CSR after first line.



Term Agreement on CSR

978	555	TN		158.09		
Service Address		1000A, MA 01720				
Product Listing						

Qty	Product	Desc	Rate	Est. Total	Action	(Date)

1	KSTOP	(Business Link Rewards Program)		0.00	0.00	I (01-19-10)
1	1MB	(Main Line/s)	15.95	15.95	T (02-04-11)	
	Field ID					
	PTE	15.95				
	SPP	VT1				
	TA	24 MO, 02-04-11				
	HTG	1				
	FTTP					
	LPIC	SBZ				
	LPCX	5792				
	LPCA	SN, 12-21-07				
	PIC	SBZ				
	PICX	5792				
	PCA	SN, 12-21-07				
1	POR2X	(Local Number Portability Surcharge - Business Line)		0.00	0.00	
1	TTB	(Touch-tone Service)	0.00	0.00	T (03-07-08)	
1	NPU	(Non-Published Service)		4.95	4.95	T (03-07-08)
LHFID	HTG	1 978	<u>.5555, 5316, 7678, 8036, 8046</u>			
17	QURBM	(Federal Universal Service Fund Surcharge - Business Multi-Line)				
	1.72	29.24				
17	9ZR	FCC LINE CHARGE	6.35	107.95		

**Make sure 9ZR
aren't also billed
with each line.**



Term Credits



CUSTOMER SERVICE RECORD

This account has credits as part of the term plan.

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	RCRIU /TA 24MO, 12-16-11	-	1000
	/PBC BB30/RC 10.00		
1	R3C3C /TN 973 -0500	-	3250
1	PORMX /TN 973 -0500		
1	PGOJL /TN 973 -0500		6800
	/TA 24MO, 12-16-11		
1	9PZG6 /TN 973 -0500		191
1	SBQ /TN 973 -0500/CFV		
	/CXR CTALL/SCSH/TWC		
1	R3G /TN 973 -0500/LPIC BAN		3250
	/LPCX 6500/LPCA NC, 12-07-11		
	/PIC BAX/PICX 6963		
	/PCA NC, 12-07-11/HTG A/CAT 1		
	/FTTP/INT 20/LCC IBN/TOTN		
	/CXN 0075:1/SCG 973 574-0500		
1	NN2 /TN 973 -0500/RIE		
1	QURBC /TN 973 -0500		22
1	RJIIC /TN 973 -0500/NIJ		

DESCRIPTION	AMOUNT
KCTCN Account Identifier - Bus Customer with Bundled Business Package (2010 New Bus Bundle) And Fiber To The Premise (FIOS) HSI Qualifies For A Discount	
NN2 Caller ID without feature package - Centrex Custopak	
PGOJL Solutions Bundle Line 2 Yr	
PGOJN Additional Line	
PGOJR Additional Line Unlimited	
PORMX LNP Cost Recovery End User Surcharge Centrex Line	
QURBC Federal Universal Service Fund Surcharge -Business Centrex	
RCRIU Solutions Bundle 2 Yr Credit	
RCRIW Additional Line Credit	
RCRIY CREDIT-RECURRING CHARGE;BNDL BUSINESS PK G-4+ADDNL LINE FOR CTX W/ ASSUME DIAL9 F EAT INCLS CALLER ID,VOICE MAIL,UNLTD LOCAL,UNLTD LOCAL TOLL,UNLTD LD - 2YR TERM	
RCR3C Freedom Expansion Custopak Credit	
RJIIC 2 WIRE CONN BASEBOARD	
R3G Custopak Line Unrestricted	
SBQ BUNDLED FEATURES - CUSTOPAK	
9PZG6 Charge - End User Cost Recovery (Universal Service Fund) - Long Distance Service - Long Distance Portion of Line and Feature Package(2010 New Bus Bundle)	

Line with DSL on CSR

		---RMKS---					
RMKR	GLOBAL ACCT SVC REP SANDY						
	SC						
		---EQUIPMENT---					
IFL	/SSP /UNE1		45.25	45.25	8-24-07	4407	
	<u>54.UAFU.1</u> <u>6..SW</u>						
	/UNN1 3399 /CLT						
	54.U .6981						
	/DNPC SBIS						
	/IHST SBIS						
	/UNN2 SBCIS000000						
	/UNE2 45.ACGS.214.965.						
	6981						
AS3DY/LQ LC					6-27-09	5045DY	
	/ECLI DLLSTXROH49						
	/GF ADSL,DMTS						
	/VACT VC						
	/RCID 45.OBGJ.000504..						
	SW						

When circuit codes are present in a line description, then the line is programmed for DSL service.



Pay-Per-Use Features

Product Listing

Qty	Product	Desc	Rate	Est. Total	Action	(Date)
1	57823	CPAK LINE - MEAS/ MTM	44.00	44.00		(12-12-2006)
1	57827	CPAK CL FWD-NA	0.00	0.00		(12-12-2006)
1	57828	CPAK CF- VAR	0.00	0.00		(12-12-2006)
1	57829	CPAK NO RSTRNS	0.00	0.00		(12-12-2006)
1	57834	CPAK INTCMONLY	0.00	0.00		(12-12-2006)
1	57839	CPAK CL PKUP-G	0.00	0.00		(12-12-2006)
1	57842	CPAK SC (6OR8)	0.00	0.00		(12-12-2006)
1	57844	CPAK CLBLK *60	3.00	3.00		(04-21-2009)
1	57847	CPAK CL RT *69	4.00	4.00		(12-12-2006)
1	57854	CPAK INTER ACCESS CHARGE		8.98	8.98	(12-12-2006)
1	57859	CPAK HUNTING	0.00	0.00		(12-12-2006)
1	57860	CPAK BASIC PACKAGE	0.00	0.00		(12-12-2006)
1	87002	IWMN INSIDE W MNTNC NO	0.00	0.00		(12-12-2006)
1	82545	DOMESTIC OCP DENIED	0.00	0.00		(11-06-2008)
1	82546	INTERNATIONAL OCP DENIED	0.00	0.00		(11-06-2008)

**Unlimited
pay-per-use
features**



Inconsistency – Unit Count

HTG	---	S&E	A 334	334 21		
			334 21	334		
			334 21			
(LINES & STATIONS)						
1	IFB	/TN 334 2	/TBE A			
		/PIC 0222	22/HTG A/ZNB			
		/PCA FR,				
		/LPCA BO,	19/DI 5571			
		/SED 12-1	R 6310000034			
	TTB	/TN 334 2	SED 02-07-91		NR	
		/DI 5571/	.0000000			
	AH8	/TN 334 2	SED 02-07-91		.15	
		/DI 5571/	.0000003			
CUSTOMER SERVICE RECORD						
FORM 9145						
VC ESTB	PRINTED	SLA	DPA	PAGE PF	NPA CO LINE CUST	
2-07-91				0002	334	
NUMBER	KS NO.	QUAN	USOC	DESCRIPTION OF SERVICE OR EQUIPMENT	BTC	TOTAL REVENUE
1	BCR		/TN 334	/DI 5571		NR
			/SED 09-	ER 5110000004		
1	CREX4		/TN 334	/DI 5571		NR
			/ZSER 58			
1	LNPCX		/TN 334	/SED 07-24-99		.35
			/ZSER 94	/DI 5571		
1	9ZR		/TN 334	/SED 02-07-91		7.90
			/DI 5571/ZSER 5F10000006			
6	HTG		/SED 12-13-96/DI 5571			60.00
			/ZSER 6610000007			
1	TDF24		/SPP TP 10-15-97/SED 10-15-97			NR
			/ZSER 6D10000008/RHKR (A)			
			/DI 5571			
1	IFB		/TN 334	/TBE A		38.44
			/PIC 0222/LPIC 0222/HTG A/ZNB			
			/PCA FR, 05-17-95			
			/LPCA BO, 03-09-99/DI 5571			
			/SED 12-13-96/ZSER 6A10000035			
1	TTB		/TN 334 2	SED 02-07-91		NR
			/DI 5571/	0000000A		
1	AH8		/TN 334 2	SED 02-07-91		.15

Five lines in hunting

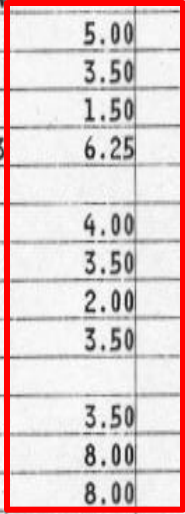


Unnecessary/Unused Features

PCL V		---EQUIPMENT---							
472	IFL	23.10	23.10	9-19-97	4407	2464B	0000000000		
	TTB	1.30	1.30	9-19-97	5558	24250	0000000000		
	SEH1X	.26	.26	5-10-98	55661X	0600E	0000000000		
	9ZR	7.22	7.22	9-19-97	5872	0124E	0000000000		
	NSR	.33	.33	3-01-99	5879	0558E	0000000000		
	CREXN			9-19-97	6100XN	00000	0000000000		
	NW1TD			9-19-97	6102TD	01190	0000000000		
	ESM	5.00	5.00	9-19-97	6941	24080	0000000000		
	ESC	3.50	3.50	9-19-97	6943	24240	0000000000		
	ESL	1.50	1.50	9-19-97	6945	24220	0000000000		
	UWM	6.25	6.25	9-19-97	8601	1047E	0000000000		
	NSP			9-19-97	9657	24160	0000000000		
	NSS	4.00	4.00	9-19-97	9657	24470	0000000000		
	NSQ	3.50	3.50	9-19-97	9657	24460	0000000000		
	NSK	2.00	2.00	9-19-97	9657	24170	0000000000		
	NSY	3.50	3.50	9-19-97	9657	24140	0000000000		
	NST			9-19-97	9657	24480	0000000000		
	NCE	3.50	3.50	9-19-97	9657	24190	0000000000		
	NSD	8.00	8.00	9-19-97	9657	24130	0000000000		
	NMP	8.00	8.00	9-19-97	9671	24120	0000000000		
	NLUYE	23.55-	23.55-	9-19-97	9672YE	25000	0000000000		
	/LPIC 9100-SBC,050799,								
	050799,D								
	/PIC NO, 091997,091797								
	,S								

- Call forward
- 3-way calling
- Speed call
- Wire Maintenance
- Call return
- Auto redial
- Priority Call
- Call block
- Call trace
- Selective call forward
- Caller ID number
- Caller ID name

\$48.25




\$23.55 “the works” discount



CSR Information

The CSR shows a summary of charges, then breaks them down by line.

CUSTOMER SERVICE RECORD			
Centrex Measured Rate Service		ACCOUNT NUMBER	
		BILL DATE	
		BILL NAME	
ITEM	QTY	DESCRIPTION	AMOUNT
SUMMARY OF SERVICES			
Your Service Is Located at:			
AT&T Affiliate Charges May Apply - See Affiliate Bill Page			
Monthly Service			
1	1	Asymmetric DSL	
2	9	Basic Centrex Access	74.34
3	1	Call Forwarding Busy	
4	4	Call Forwarding Don't Answer	
5	9	Call Hold	
6	9	Call Pickup	
7	1	Call Pickup Group	
8	1	Call Transfer DID to DOD	
9	9	Centrex Classic Feature Pkg	29.25
10	1	Centrex Measured Rate Service	
11	9	CI Fwdg Variable Unlimited	
12	1	CENTREX Group Number	
13	2	CO Prov DSL LS or DL Service	
14	1	Directed Call Pick-up Group	
15	1	DIRECT OUT	
16	1	Expense Savings-Line Not Need	
17	1	Implementation Control Contact	
18	9	Information Svcs Call Blocking	
19	2	Primary Station w/Line Sharing	7.94
20	7	Primary Station Line	161.21
21	1	Selection Criteria:	
22	1	Single Billed Account	
23	9	Trunking Charge Prim Sta Lines	11.70
24	9	WirePro SM	62.55

	UNIT	OFC
		23.03
1	Primary Station Line	
	Your Long Distance Carrier is (G)	
	AT&T Long Distance	
	Your Local Toll Carrier is	
	AT&T Long Distance	
	Access Treatment Code	
	1	
	Hunting Group	
	A	
	Location	
	UNIT OFC	.09
1	Federal Universal Service Fee	1.30
1	Trunking Charge Prim Sta Lines	8.26
1	Basic Centrex Access	
1	Call Forwarding Don't Answer	
	Calls Forwarded to:	
	1-866- 150	
	Num of Rings Before C Forward	
	4	
1	Call Hold	
1	Call Pickup	
	Call Pick-up Group Number:	
	0160	3.25
1	Centrex Classic Feature Pkg	
1	CI Fwdg Variable Unlimited	
1	Information Svcs Call Blocking	6.95
1	WirePro SM	4.40
1	Federal Subscriber Line Charge	



CSR Information

CUSSRV ITC DELTACOM PAGE 1
2/21/ ***** CSR REPORT *****
CUSTOMER RECORD
CUSTOMER NAME & LOC ADDR
SD ANY CUSTOMER
16 LEE TRAIL
CHATTANOOGA TN 37241
SIC:
BTN: (423)855-5555
WTN: (423)553-5555 FACILITIES ***** INTER: 00833 INTRA: 00833
L (LISTED - LISTED IN DIRECTORY & DIR ASST)
E911 ADDRESS
16 LEE TRAIL
BILLING INFORMATION
SD ANY CUSTOMER
16 LEE TRAIL
CHATTANOOGA TN 37421
71685 CHG - END USER COMMON LN / MU
72183 BUSINESS LINE
73022 CALLER ID DELUXE
74030 CUSTOM CODE RESTRICTION 1
WTN: (423)855-5555 FACILITIES ***** INTER: 00833 INTRA: 00833
L (LISTED - LISTED IN DIRECTORY & DIR ASST)
E911 ADDRESS
16 LEE TRAIL
BILLING INFORMATION
SD ANY CUSTOMER
16 LEE TRAIL
CHATTANOOGA TN 37421
71685 CHG - END USER COMMON LN / MU

This carrier's CSR gives addresses and details for each line, but not charges.



CSR Information

```
CMD                MSG COMMAND COMPLETED(I210)
481 655 5555 555  JAN 16  *CSR LIVE P  2  3      PNX 1FB
Any Town CITY GOVT                PSO 3

      CCON GEORGE, 481 555-5555
      ZCN AB6018, EXP 12-01-14
---S&E

      ORIG SERV ESTAB 6-3-05
6 305 2198      NP3 /MTN      .00 .00
12 109 2671 655-5559  1FB /MTN/TN 481 655-5559  20.50 20.50
      /PIC 6841/LPIC 5123
      /ZCN AB6018/DES CENTRAL
      TICKETMACHINE /LCC 1F4 /ADSL
61905 0000      S1P1X/MBH      5.95 5.95
6 305 0000 655-5559  GRLZM/MBH/TN 481 655-5559  28.00 28.00
      /IHST USWNETPHNX
6 305 0000 655-5559  MO3AE/MBH/TN 481 655-5559  .00 .00
      /SPI NONE
6 305 0000 655-5559  NMO5T/MBH/TN 481 655-5559  24.99 24.99
6 305 2198 655-5559  NKM /MTN/TN 481 655-5559  .00 .00
6 305 2198 655-5559  RTVXN/MTN/TN 481 655-5559  .00 .00
6 305 2198 655-5559  9ZR /MTN/RAX 1B/TN 481 655-5559  6.20 6.20
---RMKS
      RMKR 85 AB6018 ME H-LINK
      306910 60 MOS EXP 12-1-2014
      STATE CARRIER SVCS
      CONTRACT EP5560014-A2
      H-LINK 155555
NOS 1                TOTAL EXCLUDING TAX      85.64
```

CSR tells us:

Contact: George, 481-555-5555

Service Established: 6/3/05

Non-published Account

Line Type, Cost, Phone Number

PIC/LPIC two different carriers

Line Use: Central Ticket Machine

1 Static IP address (S1P1X): \$5.95

DSL (GRLZM): \$28.00

DLS Modem (MO3AE)

DLS Package (NMO5T): \$24.99

Contract on line: 60 months

Expiration Date: 12/1/2014

Contract number: AB6018

or EP5560014-A2



CSR Information

The Flat Line (1FL) has a high charge.

Touch-tone (TTB) is charged in some at&t areas.

Variable call forward (ESM) is on line.

Wire maintenance (UWM) is on line.

A calling plan with a credit is on line.

```

---LISTINGS---
NP (NON-PUB)WEST;
MONTIQUES LP
LA 100 MONTIQUES AVE
SA 100 MONTIQUES, DALLAS,
TX/DZIP 75205
/ZBP
LOC SUIT 410
SIC S8745
---DIRECTORY DELIVERY---
DEL 1
---BILL---
EMA D,NONE
TAR DLS
---RMKS---
RMKR TSA 05-07-03 REQ PER AGENT
---EQUIPMENT---
525 5555 1FL 51.23 51.23
/DIS 06
/RCU AR,CR,COT,TWC
/CPRD 12,11-20-02
/LPIC 5722-SBC,102204,
102004,S
/PIC 5722-SBC,102204,
102004,S
TTB 1.30 1.30
SEH1X
9ZR 5.30 5.30
NSR
9PZLM 3 1.06 1.06
REUBX
NW1TD N
ESM 9.00 9.00
UWM 3 9.50 9.50
OC4 /FSC NON 19.95 19.95
RCROC 10.00- 10.00
    
```



Items to Question on CSR



This CSR shows one remote call forward service and seven additional paths. Most likely all paths are not needed.

	--SERVICE AND EQUIPMENT			
1	RCFVL /PIC NONE/PCA BO, 04-19-99	20.45	20.45	TTNNNN
	/ZPIC A13/LPCA SQ, 02-08-99			
	/SEB 0000/CFN 1 586 -3819			
	/GSZ 8/ORD N1964167169			
	/CD 04-19-99			
7	RCA /ORD N1964167169/CD 04-19-99	20.45	143.15	TTNTNN
1	OTZD5 /ORD R9580197872/CD 04-06-04	0.00	0.00	TTNTNN
1	O8ZD5 /ORD R9580197872/CD 04-06-04	0.00	0.00	TTNTNN
1	CLT /REF A/ORD R1964171889	6.00	6.00	TTNTNN
	/CD 05-27-99			
1	CLT /REF B/ORD R1964171889	6.00	6.00	TTNTNN
	/CD 05-27-99			
1	CLT /REF C/ORD R1964171889	6.00	6.00	TTNTNN
	/CD 05-27-99			

Three additional directory listings need to be identified.



Items to Question on CSR



This CSR shows two items that need to be identified.



Product Listing

Qty	Product	Desc	Rate	Est. Total	Action(Date)
1	41464	ECF MEAS PERSONAL#	26.00	26.00	(06-01-2010)
1	44668	LDB TF SWITCH ACC	15.00	15.00	(04-30-2003)

PIC	PIC Freeze	LPIC	Bill Block
00432	NO	N/A	NO

Are PICs correct?



Customer Service Record Recap

Header

List Section

Billing Section

Service & Equipment Section

OVERLAY SH-2/99 CRG (10-05)										AT&T Inc.										
RNL		TELEPHONE NUMBER		EXCH		CS		CUS		PBX-KEY-MULTI LINE RECORD		LIST DATE		PAGE		TELEPHONE NUMBER		BOC		
739		HOU		IBH-M		072		N		N		4-11-11		1		739		55 H1		
TRK-PL-WS		STA NO	LTD	SN	CODE	DESCRIPTION		S	T	UNIT RATE	TOTAL RATE	ACTIVITY DATE	SUB CODE	REV CODE	EXIT CODE					
---MISC INTERROGATION---																				
---LISTINGS---																				
					LN	POS						9-24-03	0900	0000N						
						(PRI														
						SQU						9-24-03	0940	0000N						
					LA	302														
						/DZ														
					SA	302						3-06-08	0950	0000N						
						HOUSTON, TX														
						/DZIP 77002														
					SIC	S8999						4-03-01	1901	0000N						
---DIRECTORY DELIVERY---																				
					DEL	NONE						4-03-01	1907	N000000000						
---RTII---																				
					BN1	PO:				LP										
					BN2	PO:				PT										
					BA2	441				ST 800										
					PO	ATI				0327-3093										
					COS	71:														
					EMA	C,I						3-06-08	1999	N						
					CLA	BH 7GF														
					TAR	HOU														
					LSO	713 522														
					PCL	B														
					PIGI	713 522-0000														
---RMKS---																				
					RMKR	WINBACK PORTED IN FROM JACKSON TO CLAY GLOBAL ACCT SVC REP SANDY SCRANTON 866 324-0544														N
---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		IBH	/CXK	713 522 /HTG	A		48.75	48.75	4-03-01	4408	24788000000000				
								/RTNN												



CSRs and Audits

Customer Service Records are key to completing a thorough audit.

Carriers have added detail to the monthly bill, which may assist with line detail.

Carriers may require customers to set up on-line accounts to obtain information.



CSR Summary

Customer Service Records are a **necessary evil for an audit.**

Don't pay for CSRs; carriers change their policies every few months.

If you are not able to get a CSR from a carrier, you'll have to call them and get the information over the phone.

Be aware: sometimes carriers will only send CSRs to the billing address.

Don't be concerned if you don't know all the USOC codes.

CLECs don't usually have CSRs and put line information on the bill.





I hope you enjoyed watching this training module and learning why CSRs are critical for an auditor.

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

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Thanks!

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Telecom Audit Training Module

Deciphering Carrier Customer Service Records (CSR)

Part 2: Why CSRs are Critical for an Auditor

