## **BT** wholesale

 $\times$ 

# WHOLESALE CALLS New customer reports BT Wholesale have two customer reports available on an opt in basis -Long Duration Calls Report and Call Barring Report. They are designed to help manage your call barring inventory effectively and quickly highlight

# Long Duration Call Report

any long duration calls, reducing the number of customer billing disputes.

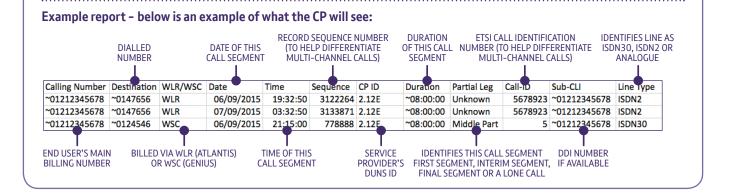
Long duration calls can last for hours. Some can even last for days. While many of them are genuine, some are not intended (e.g. not hanging up properly) or due to an equipment problem. This often causes queries and obviously makes the call expensive.

CPs can access call records within the four hourly fraud files on SDEDs, but not everyone has the capability to analyse them.

And that's where the Long Duration Report comes in. This report shows any call record with a duration over six hours seen for each CP's Calling Line Identities (CLIs) for the previous day.

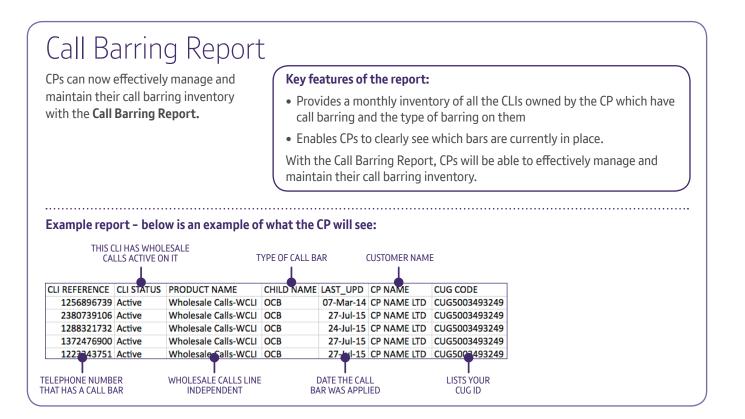
#### Key features of the report:

- Is run at 04:00 each day
- BT Exchanges produce 'partial' call records every eight hours, enabling us to see calls in progress
- Shows the calling number, date and time of the start of the call, duration, destination number and Call ID (to differentiate between simultaneous multi-channel calls)
- Can be sent to multiple email addresses
- If a call is still in progress the CP can contact their customer and/or BT to terminate the call.



Email clientreception@bt.com or call 0800671045 www.btwholesale.com/wholesale-calls

## **BT** wholesale

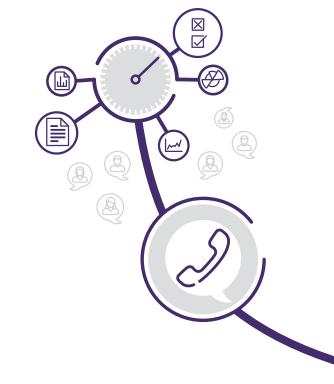


## Cost

Please call your Account Manager to find out more.

## Signing up

Get in touch with your Account Manager who will provide you with a letter to sign. You need to notify your account manager by the 27th of the month to receive it in the following month. You will then be billed for the reports on your next bill, receiving the reports from the 18th of the month onwards.





The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms part of any contract. © British Telecommunications plc 2015. Registered office: 81 Newgate Street, London, England EC1A 7AJ. Issue: 1\_0915 Email clientreception@bt.com or call 0800671045 www.btwholesale.com/wholesale-calls