

**HUAWEI CBS**  
**R002C02LG0203**

## **Voice and SMS Flow Reference**

**Issue      01**  
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**HUAWEI TECHNOLOGIES CO., LTD.**





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# About This Document

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## Intended Audience

This document describes the service processes of the transactions between the CBS and subscribers. It helps you to understand the transactions between the CBS system and subscribers when subscribers make calls.

This document is intended for:

- Technical support engineers
- Policy planning engineers
- Installation and commissioning engineers

## Change History

Updates between document issues are cumulative. Therefore, the latest document issue contains all updates made in previous issues.

### Changes in Issue 03 (2010-12-15)

Compared with the previous version, the updates are as follows:

- Modify the Manage Package process by the USSD.
- Modify the transfer failure notification process by the USSD.
- Modify the Recharge Process by the USSD.

### Changes in Issue 02 (2010-11-19)

Compared with the previous version, the updates are as follows:

- Modify the claiming and disclaiming missing process.
- Modify the FN process by the IVR.

### Changes in Issue 01 (2010-10-30)

Initial commercial release.



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# 1 Overview of Service Processes

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## About This Chapter

The overview of service processes describes the cells in the service flowcharts, classification of service processes, and the service processes of interactions between the Convert Billing Solution (CBS) and the subscriber.

### 1.1 Description of Cells in Service Flowcharts

This topic describes the meanings and usage of all the cells in the service flowcharts.

### 1.2 Classification of Service Processes

This topic describes the classification and meanings of different service processes.

### 1.3 List of Service Processes

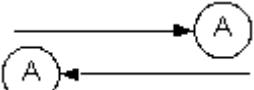
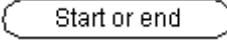
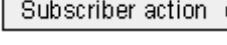
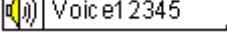
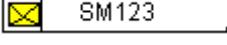
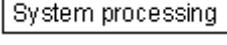
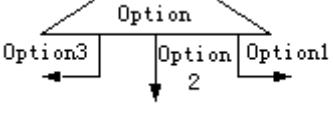
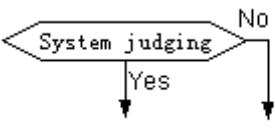
This topic describes all the service processes of the OCS system.

## 1.1 Description of Cells in Service Flowcharts

This topic describes the meanings and usage of all the cells in the service flowcharts.

**Table 1-1** describes the cells in the service flowcharts of the prepaid service (PPS).

**Table 1-1** Cell description

Type	Graphic Element	Meaning
Basic graphic element		This cell is named skip cell. It indicates the connection between two nodes in a flowchart. This graphic element is used when the flow direction line between two nodes crosses another line.  <b>NOTE</b> This cell is valid only in a same flowchart.
		Indicates the start or end of a flowchart.
Descriptive graphic element		Indicates an operation task to be performed by a subscriber.
		Indicates the voice to be played to a subscriber by the system.
		Indicates the SM to be sent to a subscriber by the system.
		Indicates the USSD message to be sent to a subscriber by the system.
		Indicates a system internal processing task.
Subprocess graphic element		Indicates a subprocess that the current process needs to skip to. The words in the graphic box indicates the name of the subprocess.
Branching graphic element		Indicates a block diagram with more than two branches. It has multiple exits.
Judgment graphic element		Indicates a judgment condition. It has two exits.

## 1.2 Classification of Service Processes

This topic describes the classification and meanings of different service processes.

The CBS service process consist of the common call process and Interaction Voice Response (IVR) process. The common call process contains the calling process and called process. For more information, see [Table 1-2](#).

**Table 1-2** Classification of service processes

Classification		Description
Common call process	Calling process	This topic describes the process for the CBS system to analyze the information about a calling subscriber and the interactions between the CBS system and the calling subscriber when the subscriber makes calls in different situations.
	Called process	This topic describes the process for the CBS system to analyze the information about a called subscriber and the interactions between the CBS system and the called subscriber when the subscriber receives calls in different situations.
IVR process		This topic describes the contents of the self-service management after a subscriber dials the IVR access code to access the level-1 IVR menu.

## 1.3 List of Service Processes

This topic describes all the service processes of the OCS system.

According to the flowchart classification that is described in [Table 1-2](#),[Table 1-3](#) describes the OCS service processes that are contained in each type of flowchart.

**Table 1-3** List of service processes

Process	Description
<a href="#">2.1 Calling Process</a>	This topic describes the process for the CBS system to analyze the information about a calling subscriber and the interactions between the CBS system and the calling subscriber when the subscriber makes calls in different situations.
<a href="#">2.2 Called Process</a>	This topic describes the process for the CBS system to analyze the information about a called subscriber and the interactions between the CBS system and the called subscriber when the subscriber receives calls in different situations.

Process	Description
<b>3 IVR Process</b>	<b>3.1 Main IVR Process</b>
	This topic describes the contents of the self-service management after a subscriber dials the IVR access code to access the level-1 IVR menu.
	<b>3.2 Recharge Process</b>
	This topic describes the self-recharge process of a subscriber according to the IVR voices.
	<b>3.3 Call Screen Process</b>
	This topic describes the call screen function of a subscriber according to the IVR voices.
	<b>3.4 Process of Call Center</b>
	This topic describes the process that a subscriber calls attendants.
	<b>3.5 Process of Modifying Password</b>
	This topic describes the process that a subscriber modifies the password according to the IVR voices.
	<b>3.6 Process of Claiming and Disclaiming Missing</b>
	This topic describes the process that a subscriber reports the loss of a SIM card or cancels the loss report according to the IVR voices.
	<b>3.7 Process of CBE Returning a Result Code</b>
	This topic describes the process that the CBE Returning a Result Code according to the IVR voices.
	<b>3.8 FN Process</b>
	This topic describes the process that a subscriber manages the FN function according to the IVR voices.
	<b>3.9 Process of Querying Account Information</b>
	This topic describes the process that a subscriber queries the account information according to the IVR voices.
	<b>3.10 Process of Changing Language Types</b>
	This topic describes the process that a subscriber changes the language type of the IVR voices according to the IVR voices.
	<b>3.11 Process of Switching Main product</b>
	This topic describes the process that a subscriber switches the main product according to the IVR voices. The main product of a subscriber can be switched over between the common brand and the brand of busy or idle state.
	<b>3.12 HomeZone Process</b>
	This topic describes the process that a subscriber manages the HomeZone function according to the IVR voices.
	<b>3.13 Process of Transferring Balance</b>
	This topic describes the process that a subscriber transfers balance according to the IVR voices.
	<b>3.14 Process of Setting Consumption Limit of a Child Card</b>
	This topic describes the process that a subscriber with the parent card sets the limit of the child card for using the account balance of the parent card according to the IVR voices.

Process	Description
	<b>3.15 Process of Switching Over Brands</b>  This topic describes the process that a subscriber switches the current brand according to the IVR voices. The brand of a subscriber can be switched over between the common brand and the brand of busy or idle state.
	<b>3.16 Process of Query Last Call Cost</b>  This topic describes the process that a subscriber manages the parent and child card according to the IVR voices.
<b>4 USSD Process</b>	<b>4.1 Recharge Process</b>  This topic describes the process that a subscriber recharge the account by sending the USSD message.
	<b>4.2 Process of Query Last Call Cost</b>  This topic describes the process that a subscriber queries the last call cost.
	<b>4.3 Process of Changing Passwords</b>  This topic describes the process that a subscriber changes the password by sending the USSD message.
	<b>4.4 Process of Transferring Balance</b>  This topic describes the process that a subscriber transfers the account balance by sending the USSD message.
	<b>4.5 Process of Querying Account Information</b>  The topic describes the process of querying accounts information by sending the USSD message.
	<b>4.6 Process of loaning</b>  This topic describes the process that a subscriber loans by sending the USSD message.
	<b>4.7 Process of Managing FN</b>  This topic describes the process that a subscriber manages FN service by USSD.
	<b>4.8 Process of Switching Main product</b>  This topic describes the process that a subscriber switches the main product by sending the USSD message.
	<b>4.9 Process of Call Me Back</b>  The topic describes the process that a subscriber manages the Call Me Back function by sending the USSD message.
	<b>4.10 Process of Managing Package</b>  This topic describes the process that a subscriber manage package according to the USSD.



# 2 Call Process

## About This Chapter

The call process refers to the process for the CBS system to analyze the information about calling and called subscribers, and refers to the interactions between the CBS system and subscribers when the subscribers make or receive calls in different situations.

### [2.1 Calling Process](#)

This topic describes the process for the CBS system to analyze the information about a calling subscriber and the interactions between the CBS system and the calling subscriber when the subscriber makes calls in different situations.

### [2.2 Called Process](#)

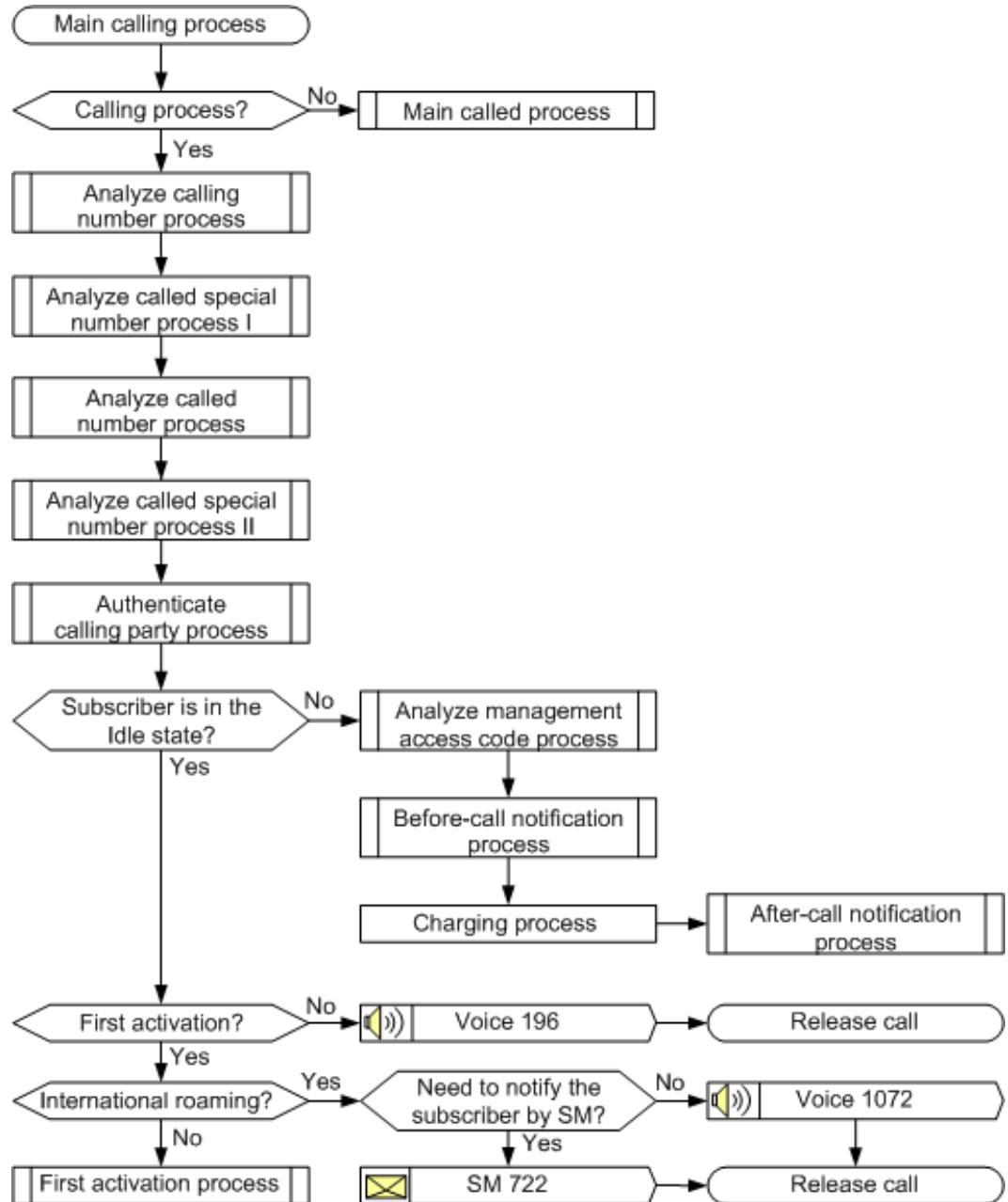
This topic describes the process for the CBS system to analyze the information about a called subscriber and the interactions between the CBS system and the called subscriber when the subscriber receives calls in different situations.

## 2.1 Calling Process

This topic describes the process for the CBS system to analyze the information about a calling subscriber and the interactions between the CBS system and the calling subscriber when the subscriber makes calls in different situations.

### 2.1.1 Main Calling Process

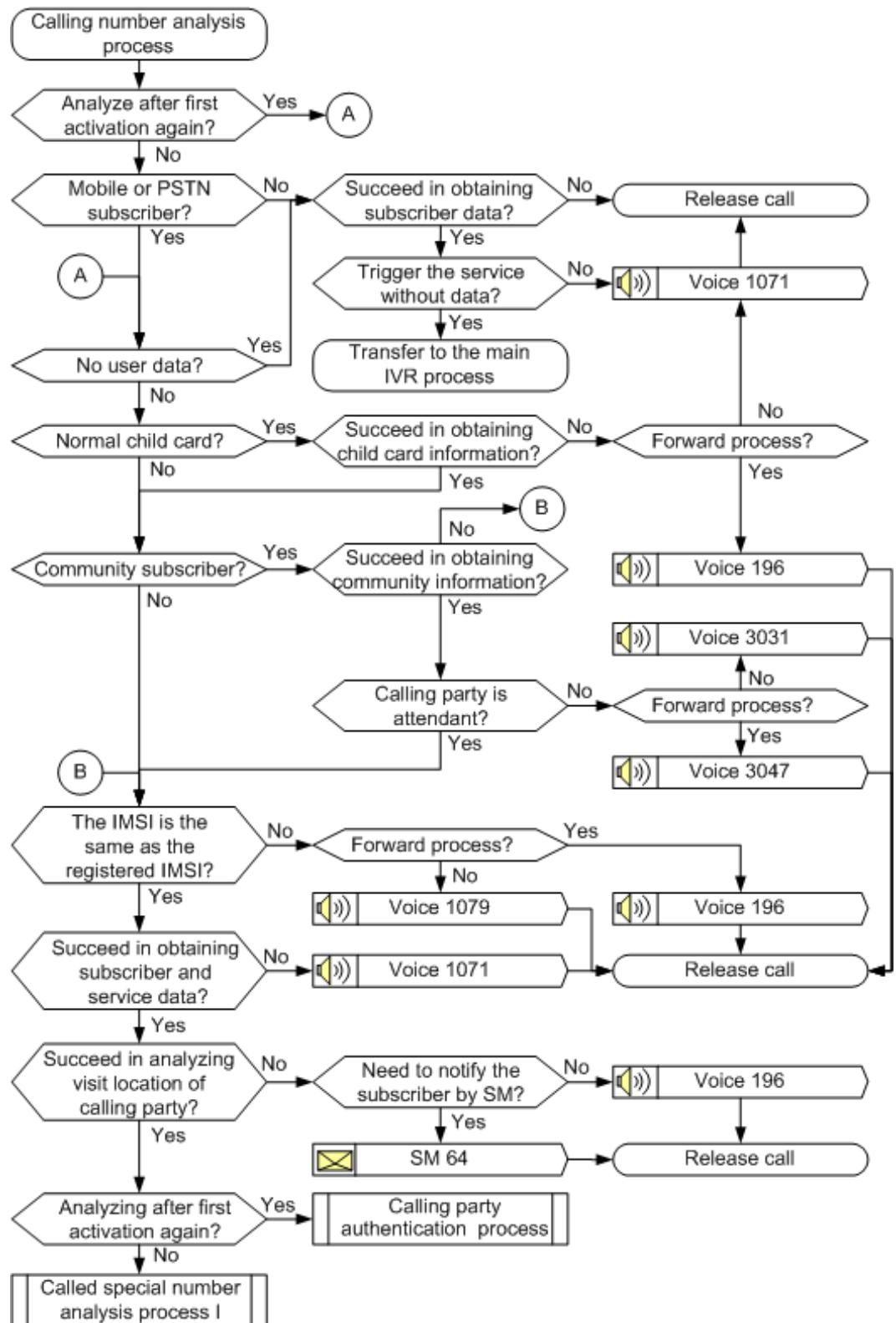
**Figure 2-1** Main calling process



No.	Content
Voice 196	Sorry, your call cannot be completed at this time. Please contact customer care.
Voice 1072	Sorry, you cannot be activated when roaming outside the country.
SM 722	Sorry, you can not be activated when roaming outside the country.

## 2.1.2 Calling Subprocesses

### Process of Analyzing a Calling Number

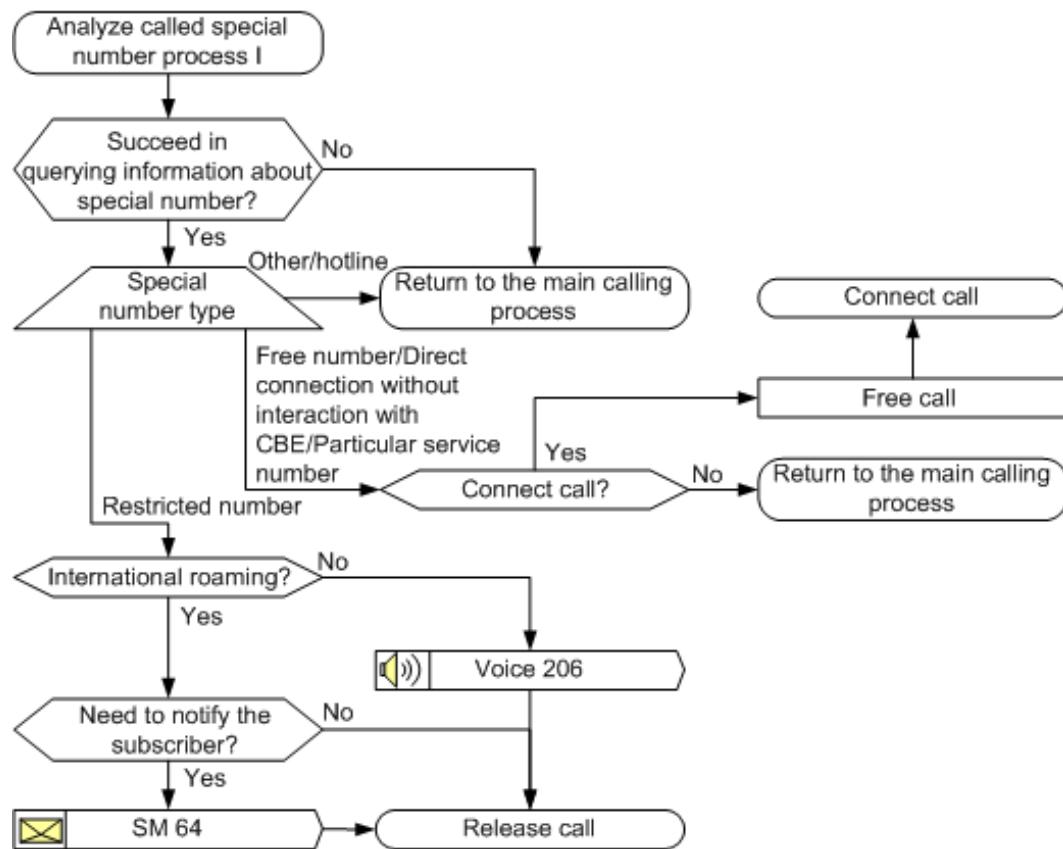
**Figure 2-2** Calling number analysis process
**No.**      **Content**

Voice 196      Sorry, your call cannot be completed at this time. Please contact customer care.

Voice 1071	There is a problem with your account. Please contact the customer care. Thank you.
Voice 1079	Sorry, your IMSI is different from the registered IMSI.
Voice 3031	Sorry, you cannot dial this number. Thank you for using the service.
Voice 3047	Sorry, the number you dialed cannot be connected.
SM 64	Sorry, your call can not be completed at this time.

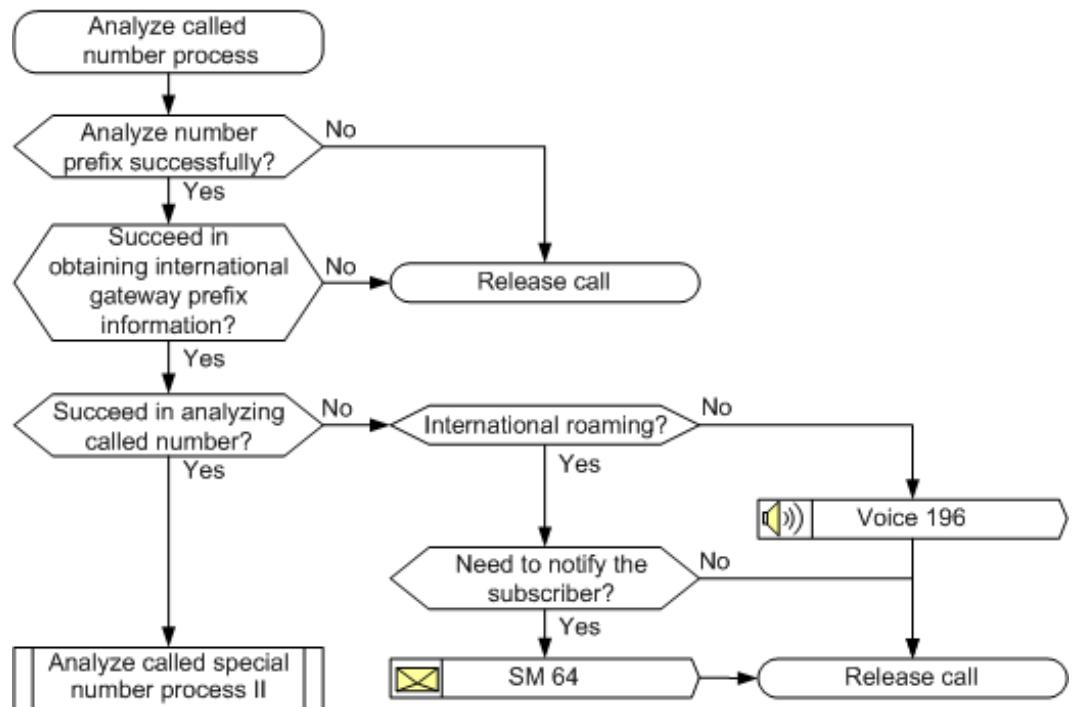
## Process of Analyzing Called Special Number I

Figure 2-3 Analyze called special number process I



No.	Content
Voice 206	You are not allowed to dial the number. Please contact customer care.
SM 64	Sorry, your call can not be completed at this time.

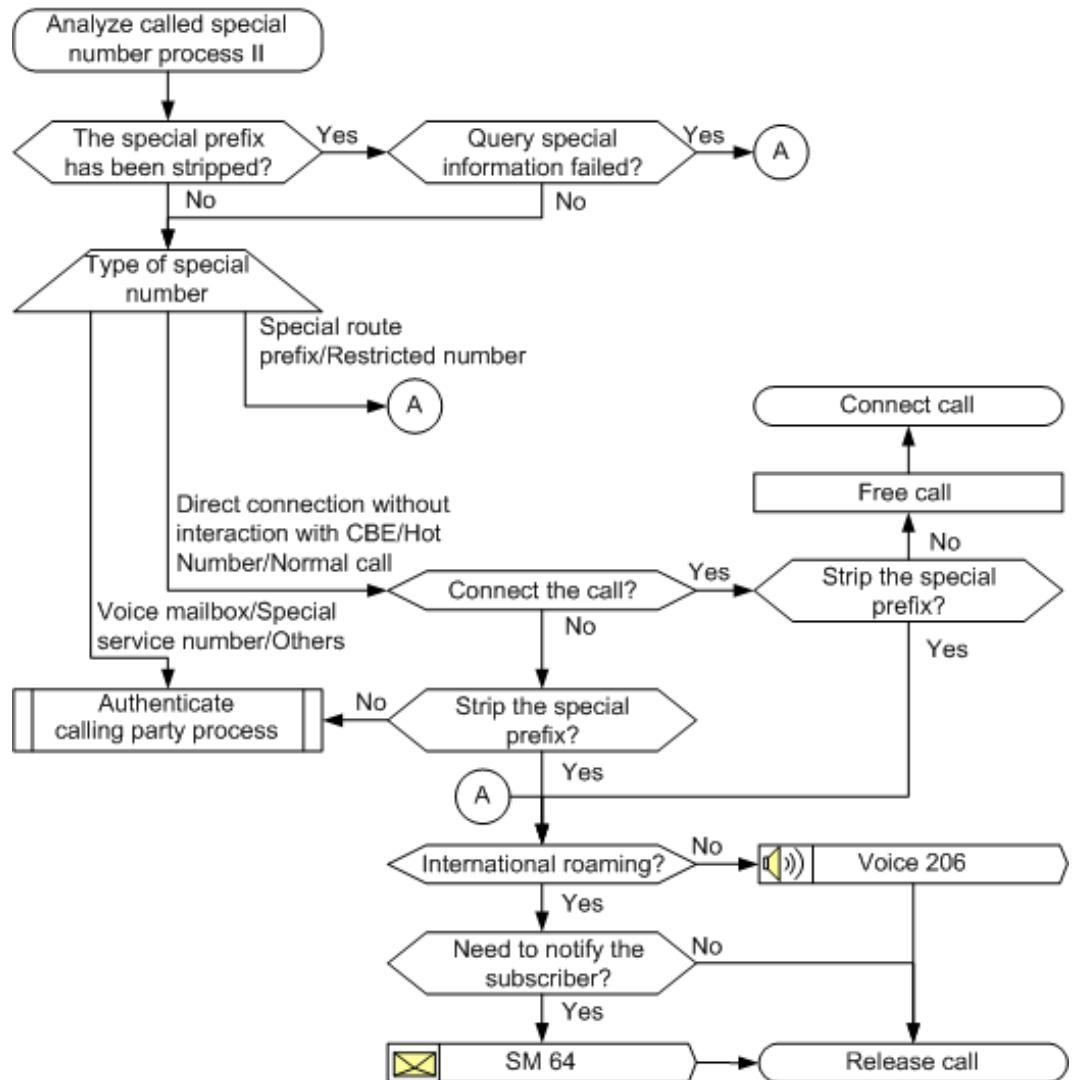
## Process of Analyzing Called Number

**Figure 2-4** Analyze called number process

No.	Content
Voice 196	Sorry, your call cannot be completed at this time. Please contact customer care.
SM 64	Sorry, your call can not be completed at this time.

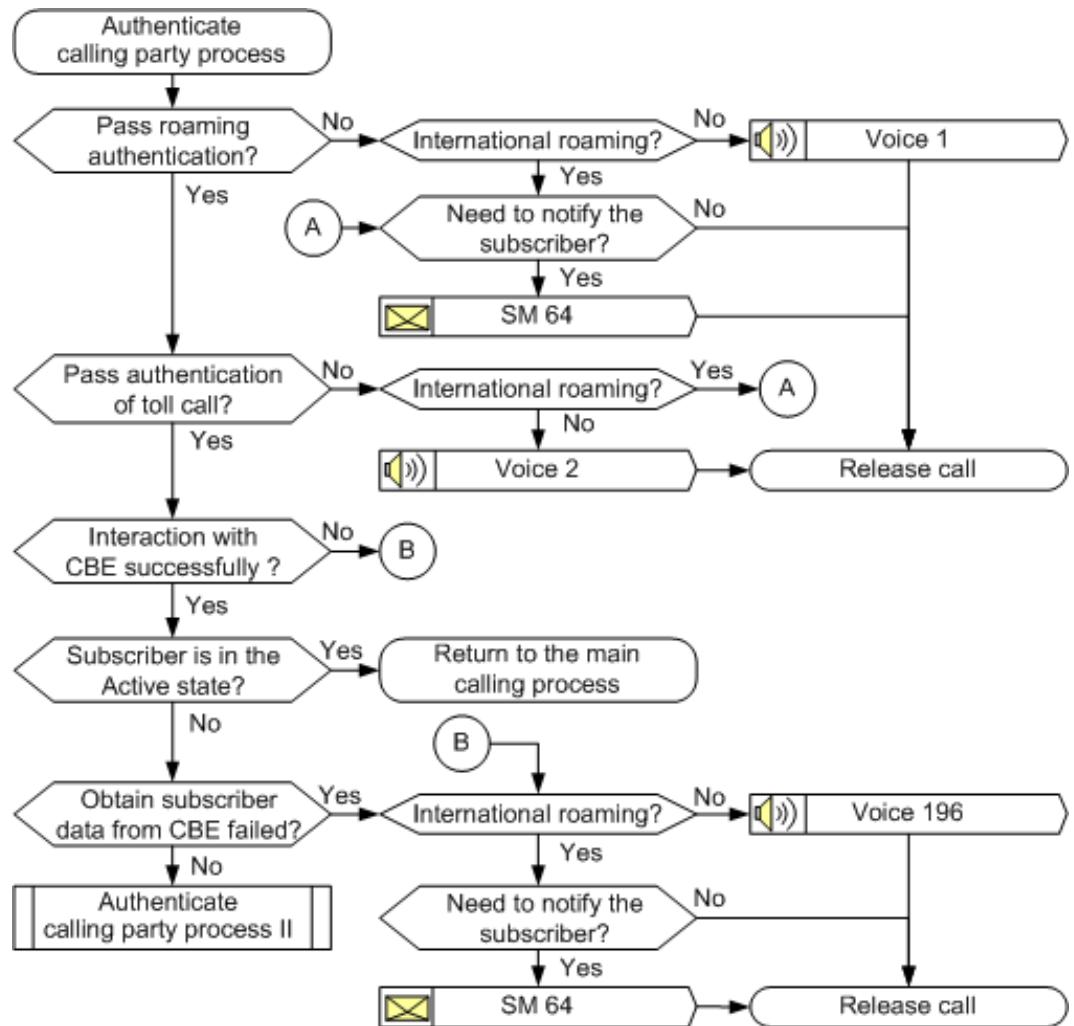
## Process of Analyzing Called Special Number II

**Figure 2-5 Analyze called special number process II**



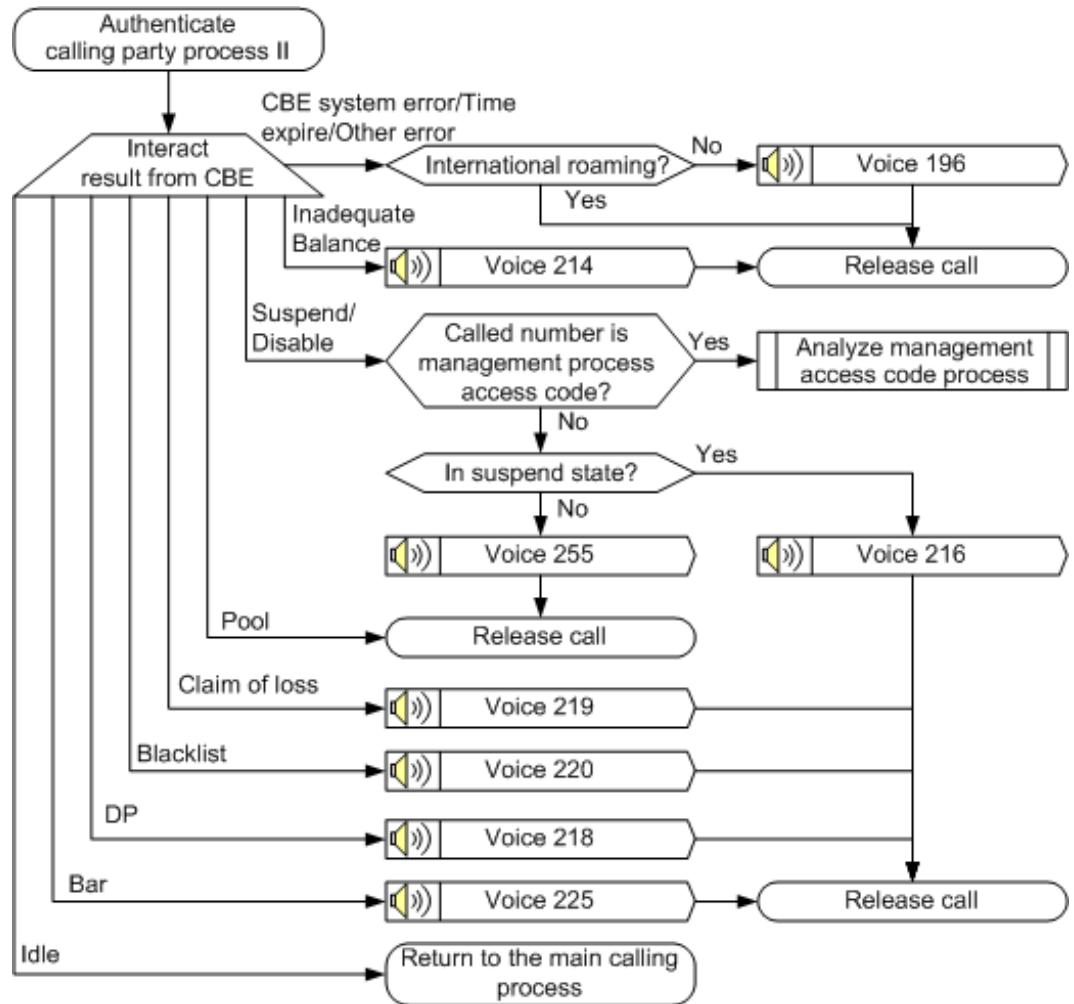
No.	Content
Voice 206	You are not allowed to dial the number. Please contact customer care.
SM 64	Sorry, your call can not be completed at this time.

## Process of Authenticating Calling Party

**Figure 2-6** Authenticate calling party process

No.	Content
Voice 1	Sorry, you have no authority to roam, please contact customer care.
Voice 2	You are not allowed to dial the number. Please contact customer care.
Voice 196	Sorry, your call cannot be completed at this time. Please contact customer care.
SM 64	Sorry, your call can not be completed at this time.

**Figure 2-7 Authenticate calling party process II**



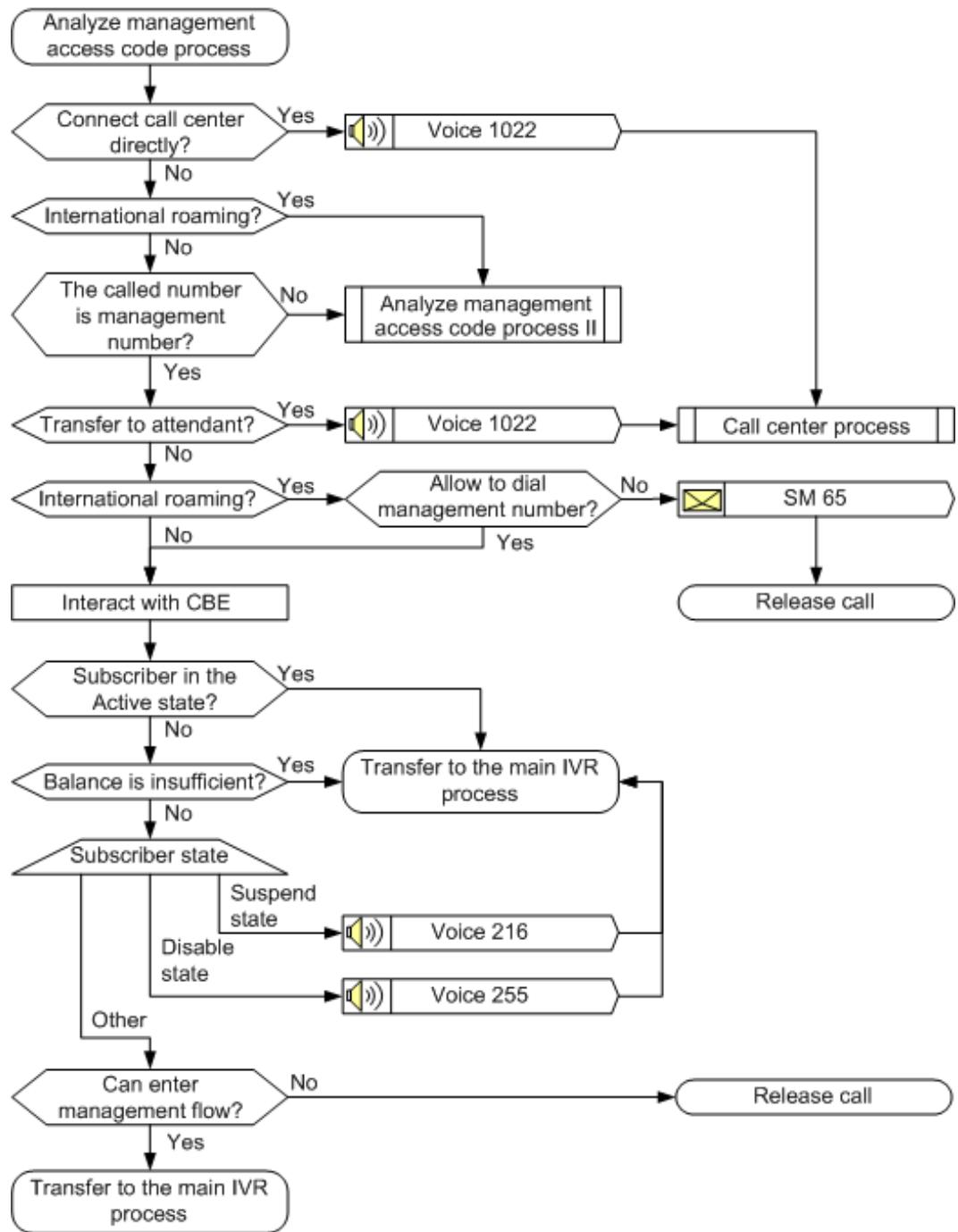
No.	Content
Voice 196	Sorry, your call cannot be completed at this time. Please contact customer care.
Voice 214	Your account balance is insufficient for the call. Please recharge your account first.
Voice 216	Sorry, your account has been suspended. Please recharge your account.
Voice 218	Please contact customer care for reconnection.
Voice 219	Sorry, your SIM card is claimed for missing.
Voice 220	Sorry, your account has been locked. Please contact the customer care.
Voice 225	Sorry, your number has been barred. Please contact customer care.
Voice 255	Your prepaid account has been disabled. Please recharge your account.

**NOTE**

The carrier can configure the voice that needs to be played when the subscriber is in a different state. In addition, the carrier can configure the mode of notifying the related information, that is, through voice or short message.

## Process of Analyzing Management Access Code

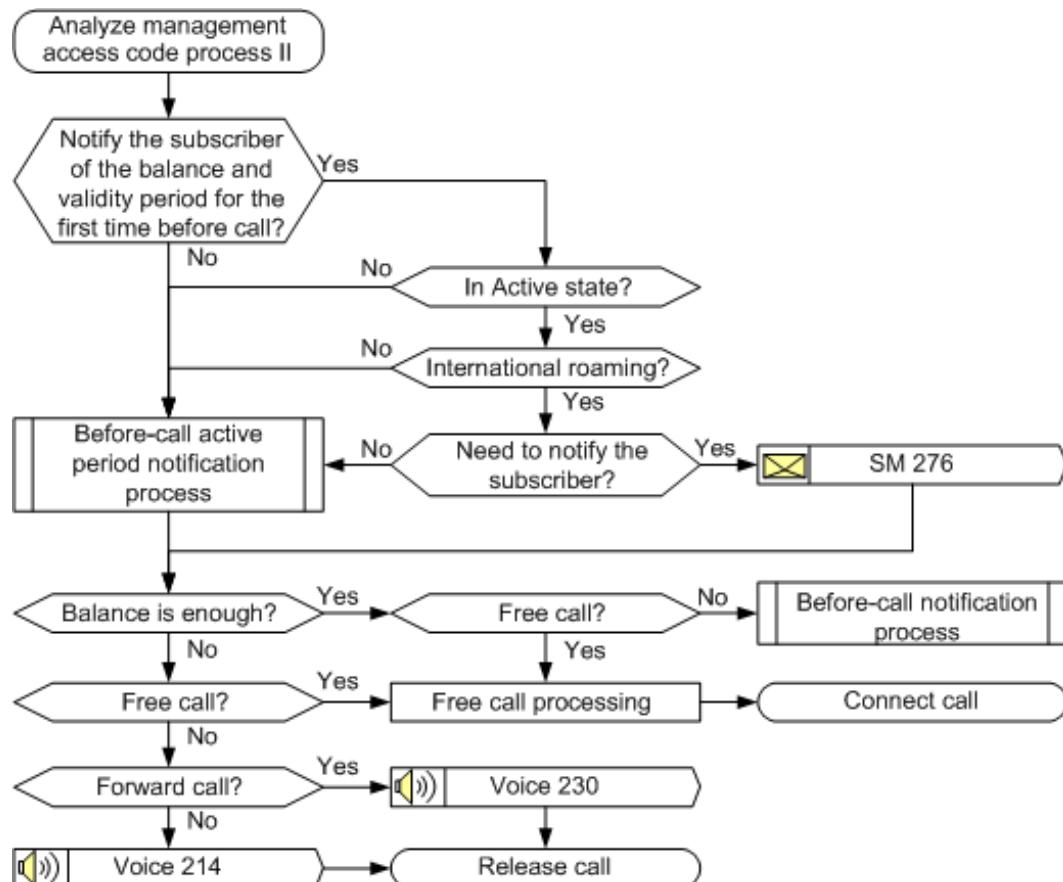
**Figure 2-8** Analyze management access code process



No.	Content
Voice 216	Sorry, your account has been suspended. Please recharge your account.
Voice 255	Your prepaid account has been disabled. Please recharge your account.
Voice 1022	Please wait. Your call is being transferred to the customer care.

No.	Content
SM 65	Sorry, you cannot access management flow when roaming outside the country.

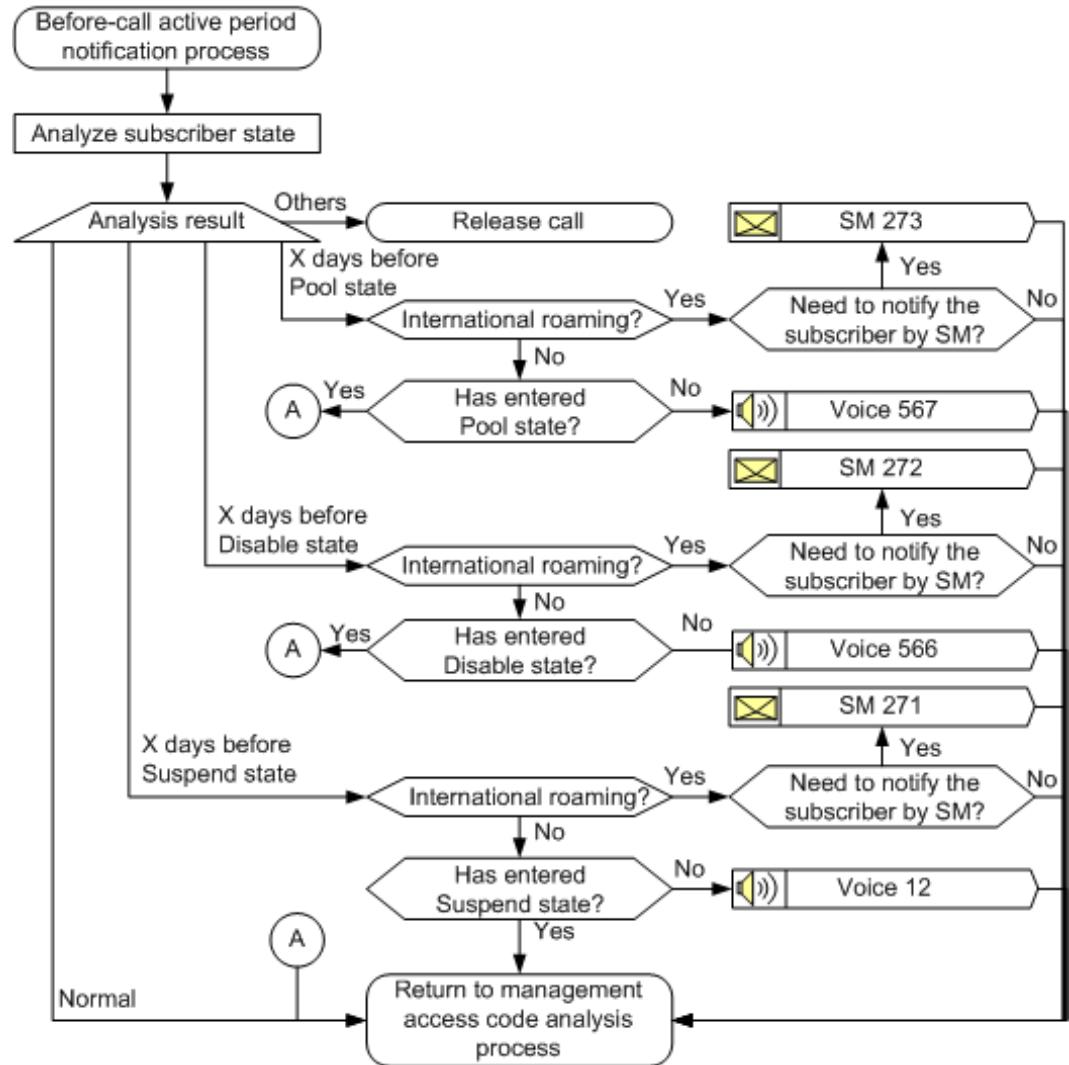
**Figure 2-9 Analyze management access code process II**



No.	Content
Voice 214	Your account balance is insufficient for the call. Please recharge your account first.
Voice 230	Sorry, your call cannot be forwarded because the called party has insufficient balance.
SM 276	Your account balance is [balance] [currency name], by this balance, your account will expire after [active stop].

## Process of Before-Call Active Period Notification

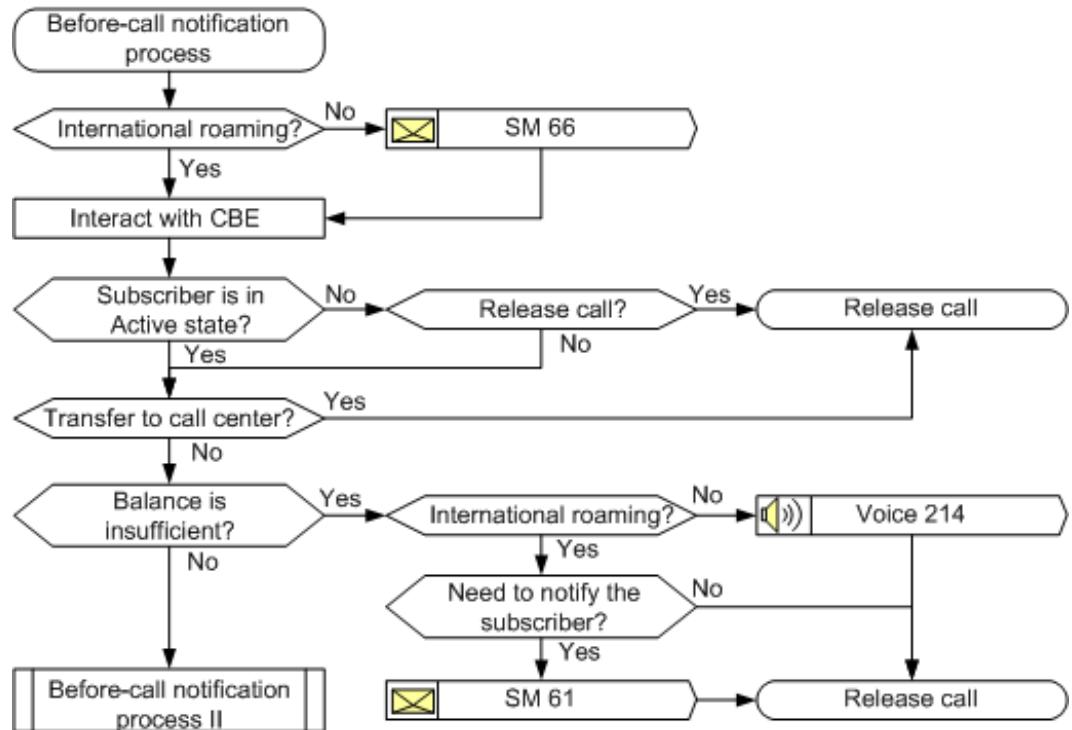
**Figure 2-10** Before-call active period notification process



No.	Content
Voice 12	Please recharge your account since you will be suspended after [active stop].
Voice 566	Your account has expired. Please recharge to activate. The account will be disabled on [suspend stop]
Voice 567	Please recharge. Your account will be recycled on s [disable stop].
SM 271	Please recharge your account since you will be suspended after [active stop].
SM 272	Your balance will be set to be 0 after [suspend stop].
SM 273	Your account will be deleted from the system after [disable stop].

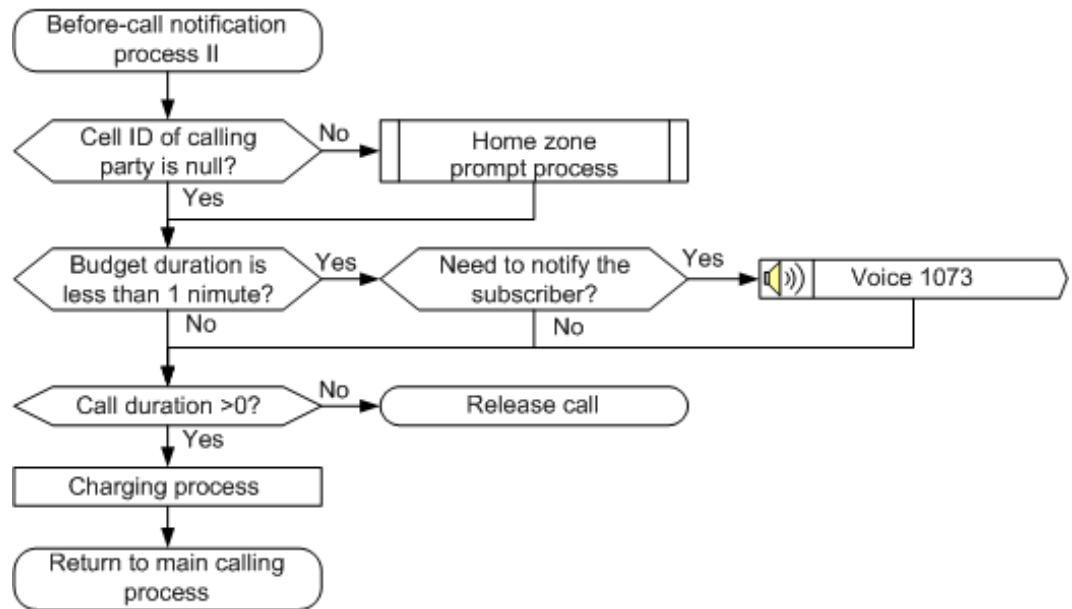
## Process of Before-Call Notification

**Figure 2-11** Before-call notification process



No.	Content
Voice 214	Your account balance is insufficient for the call. Please recharge your account first.
SM 61	Sorry, your balance is not sufficient for the call.
SM 66	you are now roaming abroad. Please enjoy your international roaming service.

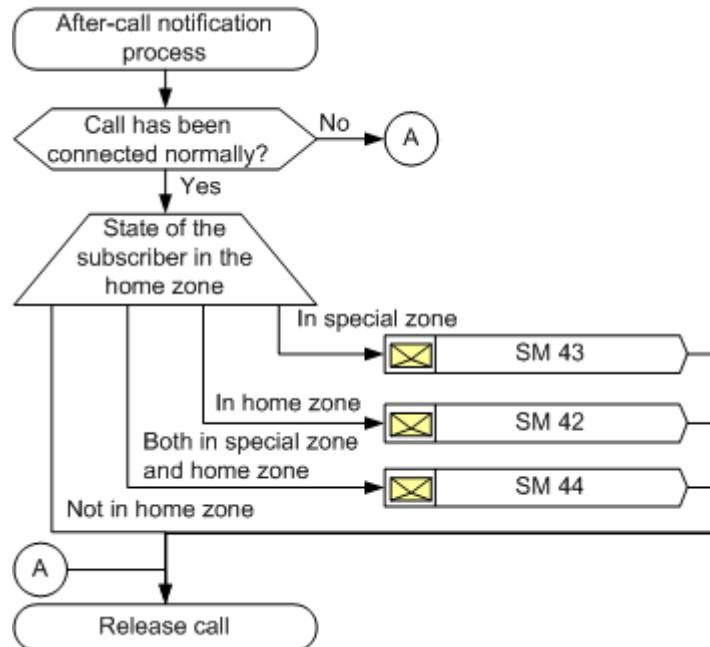
**Figure 2-12** Before-call notification process II



No.	Content
Voice 1073	Your available call duration is less than one minute.

## Process of After-Call Notification

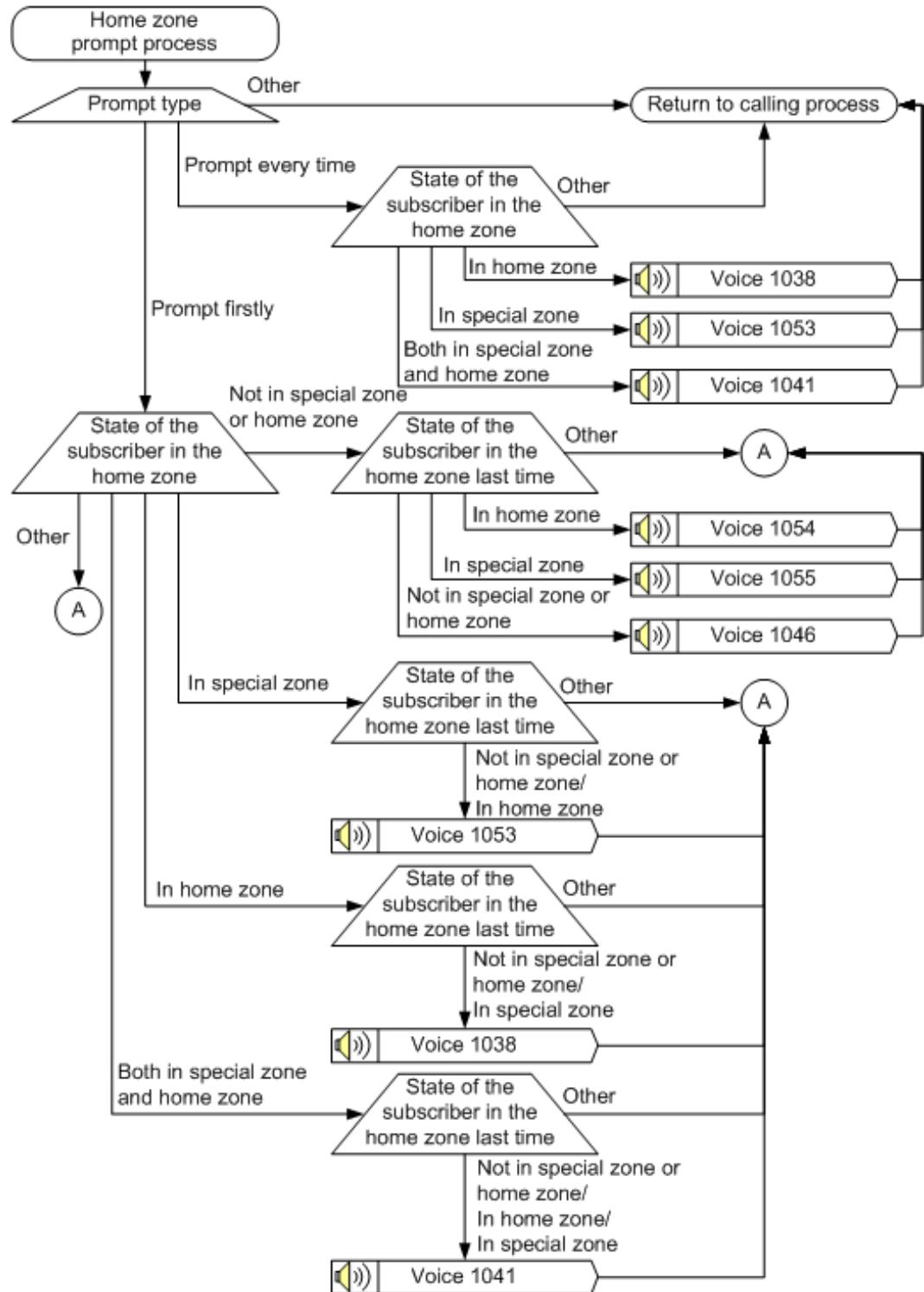
Figure 2-13 After call notification process



No.	Content
SM 42	You made this call in your home zone and got preference tariff.
SM 43	You made this call in special rate zone and got preference tariff.
SM 44	You made this call in special rate zone and home zone, you got preference tariff.

## Process of Home Zone Prompt

**Figure 2-14** Home Zone prompt process

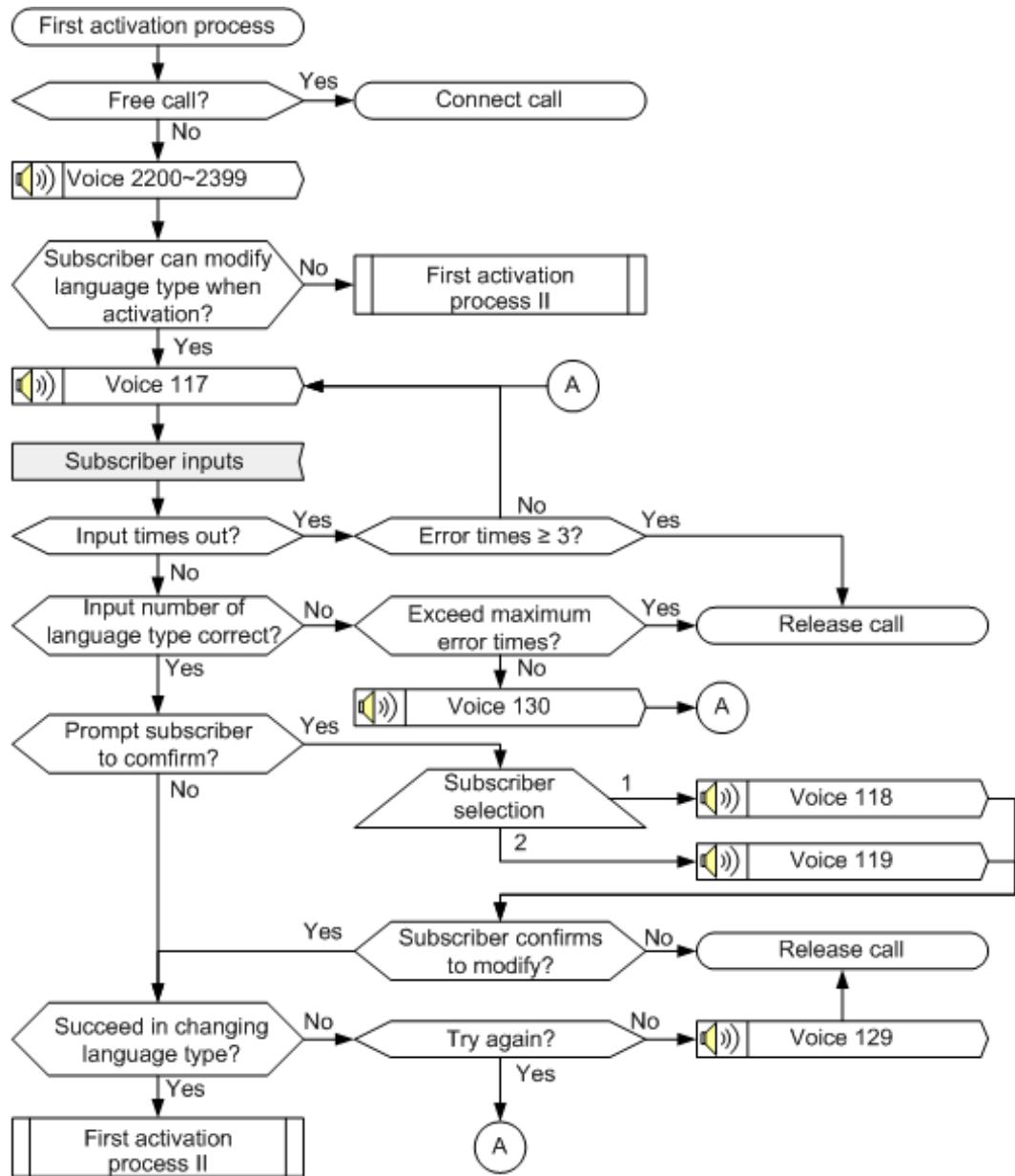


No.	Content
Voice 1038	You make this call in your home zone and will get a preferential tariff.
Voice 1041	You are now in your own home zone and special zone.
Voice 1046	You are not in your special zone or home zone.

No.	Content
Voice 1053	You make this call in a special zone.
Voice 1054	You have left your home zone.
Voice 1055	You have left your special zone.

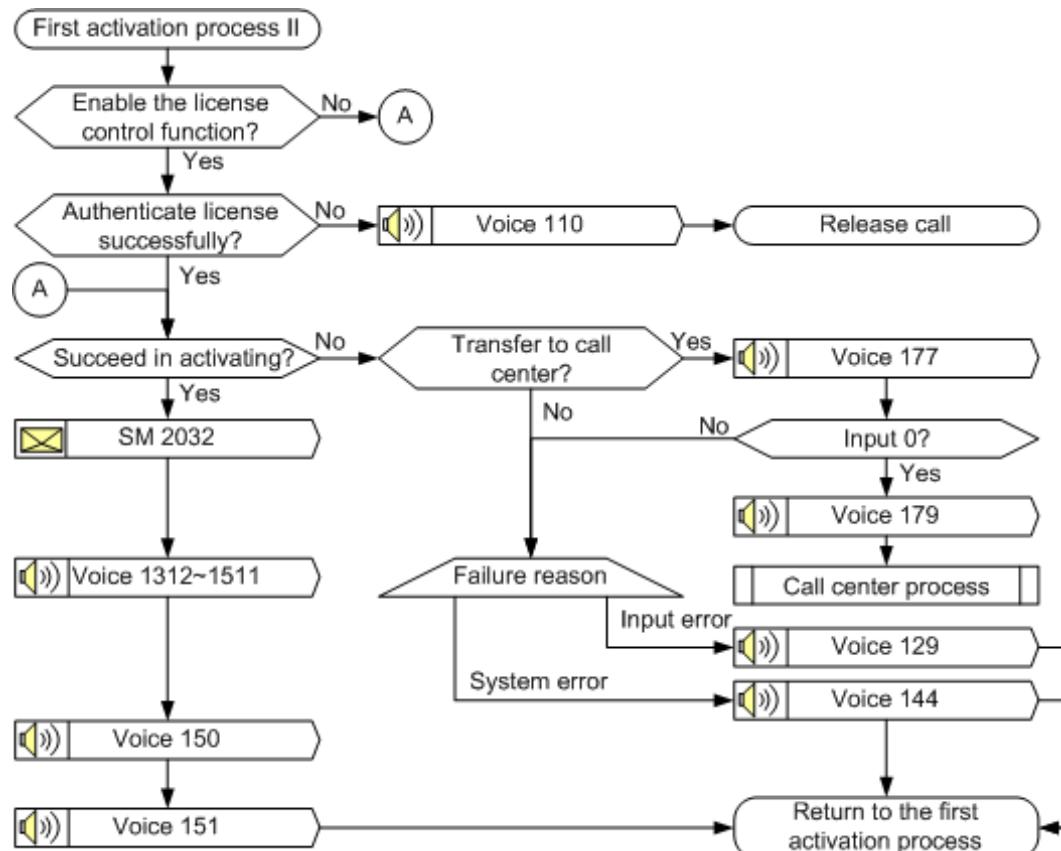
## Process of First Activation

Figure 2-15 First activation process



No.	Content
Voice 117	Press (1) for English, press (2) for Swahili, press another key to return to Main Menu.
Voice 118	You have selected the language English. Press (1) to confirm; press (2) to change.
Voice 119	You have selected the language Swahili. Press (1) to confirm; press (2) to change.
Voice 129	Sorry, your operation failed.
Voice 130	Your input is incorrect. Please enter the correct information.
Voice 177	Sorry, a system error occurred. Press (0) to contact the customer care.
Voice 2200–2399	Reserved for welcome voice before first activation.
<b>NOTE</b>	
The content of voice can be recorded by carrier.	

**Figure 2-16** First activation process II



No.	Content
Voice 110	Sorry, the prepaid service is not available. Please contact the customer care for help. Thank you.
Voice 129	Sorry, your operation failed.
Voice 144	Sorry, a system error occurred. Please try again later. Thank you.

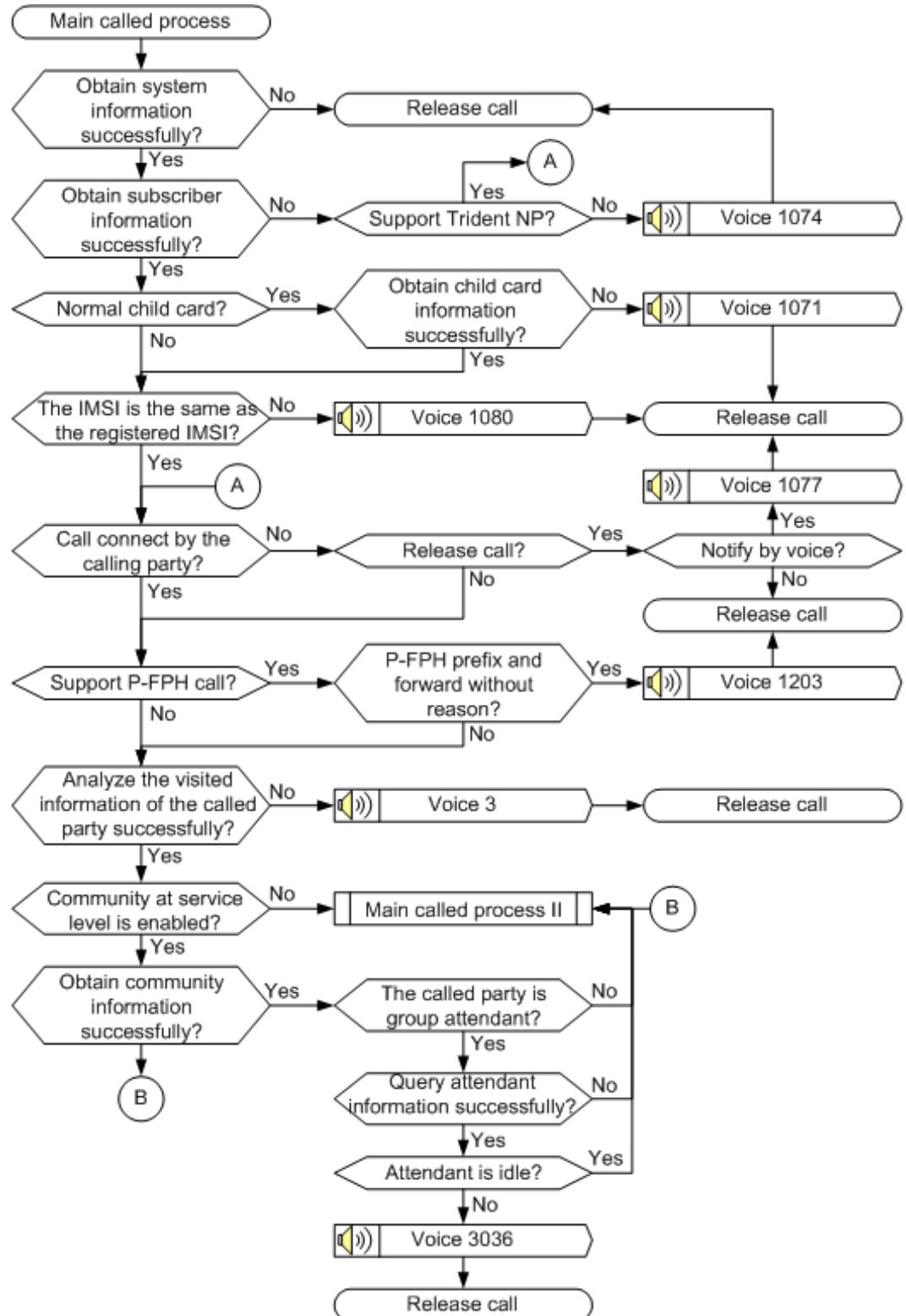
No.	Content
Voice 150	Your balance is XXX [currency unit].
Voice 151	Your credit expires on the [Expiry Date].
Voice 177	Sorry, a system error occurred. Press (0) to contact the customer care.
Voice 179	Please wait when your call is being transferred to the customer care.
Voice 1312–1511	Reserved for the welcome voice after first activation.
SM 2032	Thank you for choosing TSubStr(\$sS_s_BrandName,1). You are very welcome to enjoy our service. Any further information, please contact our call center XXX. You have TMoney (\$iS_ICDR_AccountLeft) [currency name] and valid until TDate (\$sS_sCDR_NewAcitvestop) XXX [currency name] and valid until TDate (\$sS_sCDR_NewAcitvestop).

## 2.2 Called Process

This topic describes the process for the CBS system to analyze the information about a called subscriber and the interactions between the CBS system and the called subscriber when the subscriber receives calls in different situations.

### 2.2.1 Main Called Process

**Figure 2-17 Main called process**



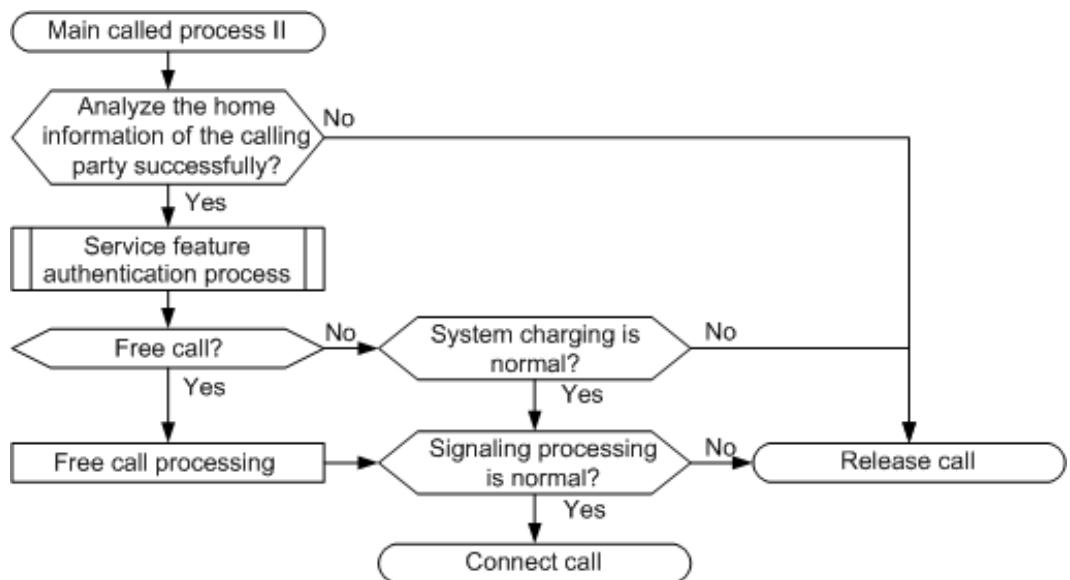
**No. Content**

Voice 3 The called party cannot answer your call now.

Voice 1071 There is a problem with your account. Please contact the customer care. Thank you.

- Voice 1074 Sorry, the number you dialed does not exist.
- Voice 1077 Please record this voice by yourself when the called party cannot receive calls from this type of number.
- Voice 1080 Sorry, the number you dialed cannot be connected now.
- Voice 1203 Sorry, the P-FPH service is not available because of unconditional call forwarding.
- Voice 3036 Sorry, the called party is busy now. Thank you for using the service.

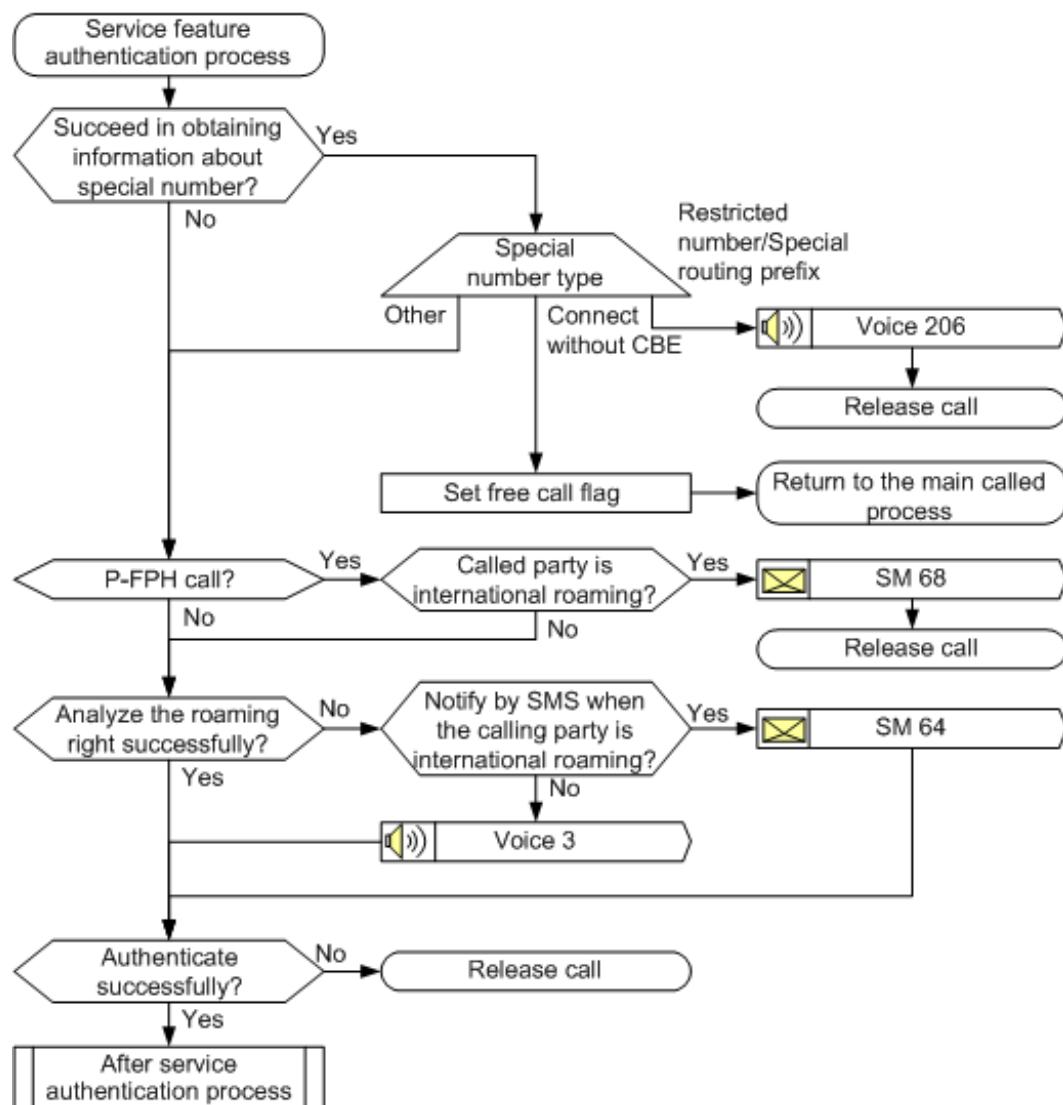
**Figure 2-18 Main called process II**



## 2.2.2 Called Subprocesses

### Process of Service Authentication

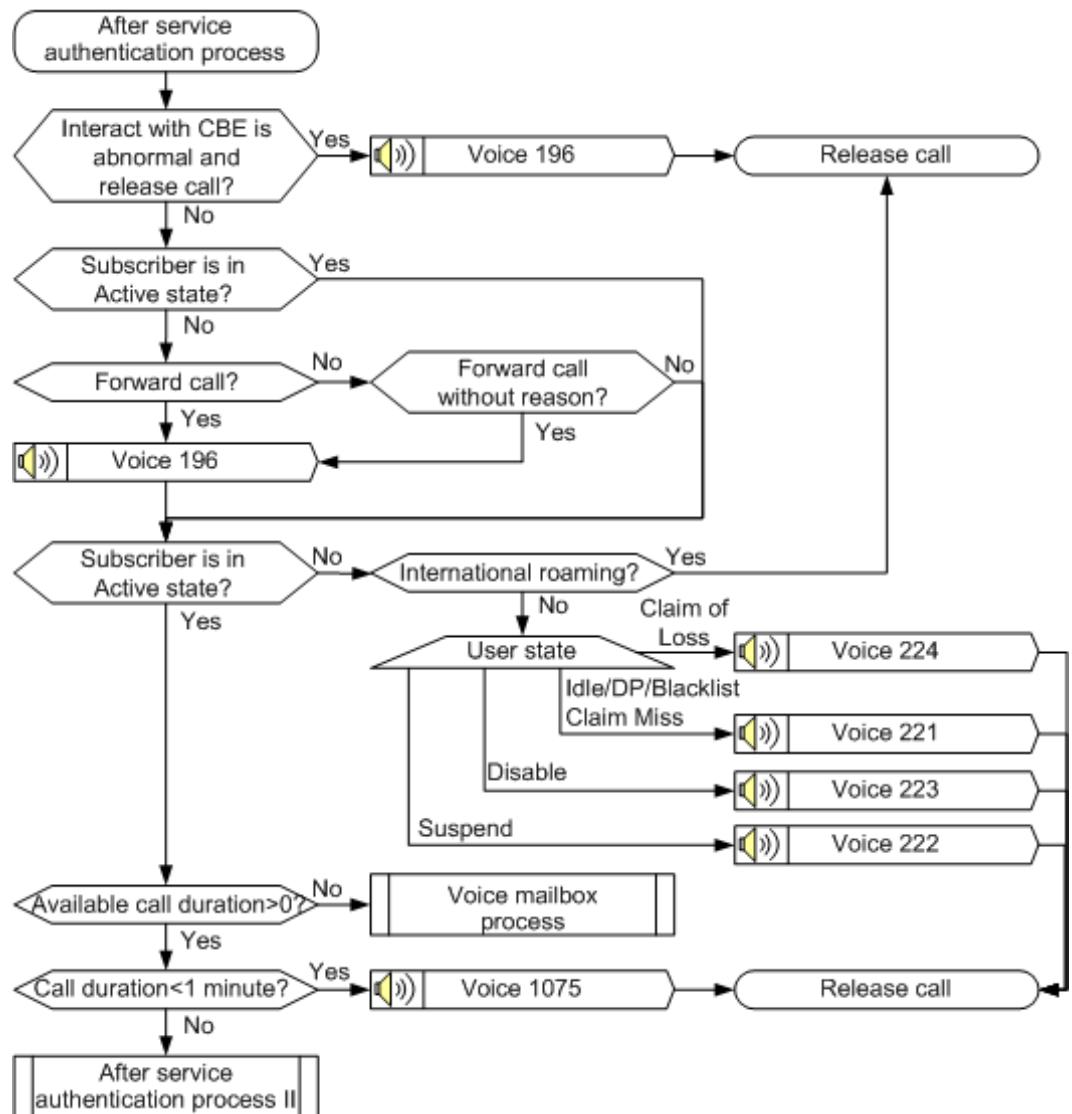
**Figure 2-19** Service feature authentication process



**No. Content**

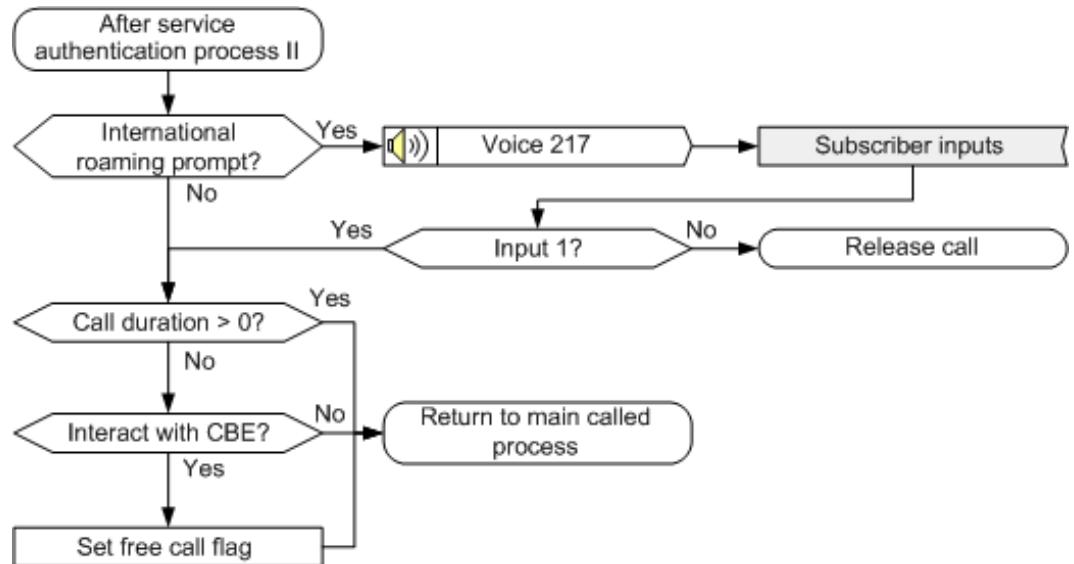
Voice 3	The called party cannot answer your call now.
Voice 206	You are not allowed to dial the number. Please contact customer care.
SM 64	Sorry, your call cannot be completed at this time.
SM 68	Sorry, the called party is roaming abroad, and cannot enjoy collected call service now.

## Processing of After Service Authentication

**Figure 2-20** After service authentication process**No.****Content**

- |            |  |
|------------|--|
| Voice 196  | Sorry, your call cannot be completed at this time. Please contact customer care. |
| Voice 221  | Sorry, the number you dialed is invalid.   |
| Voice 222  | Sorry, the number you dialed is in the suspend period.                           |
| Voice 223  | Sorry, the number you dialed is in the disable period.                           |
| Voice 224  | Your call cannot be connected now.   |
| Voice 1075 | Sorry, the balance of the subscriber you dialed is insufficient.                 |

**Figure 2-21** After service authentication process II



No.

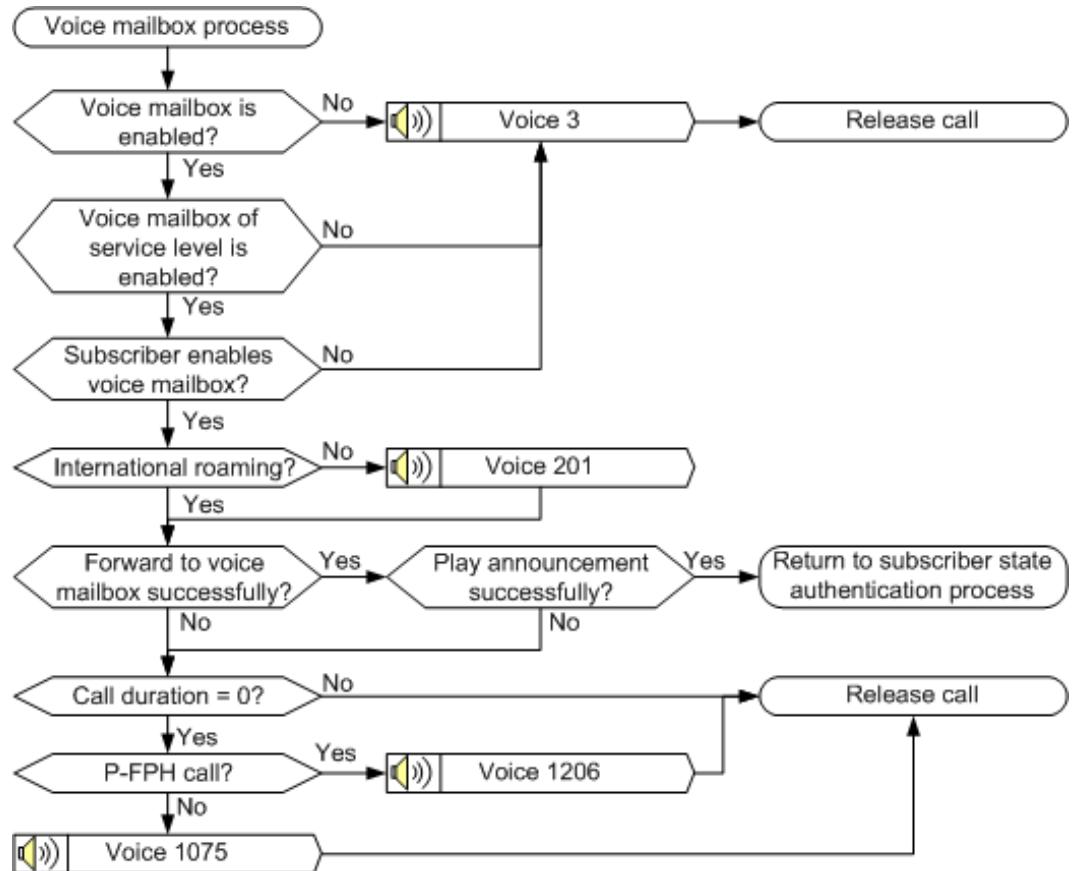
Content

Voice 217      The subscriber you dialed is roaming abroad now. Press (1) to continue your call; press another key to cancel this call or just hang up.

**NOTE**

The carrier can configure the voice that needs to be played when the subscriber is in a different state. In addition, the carrier can configure the mode of notifying the related information, that is, through voice or short message.

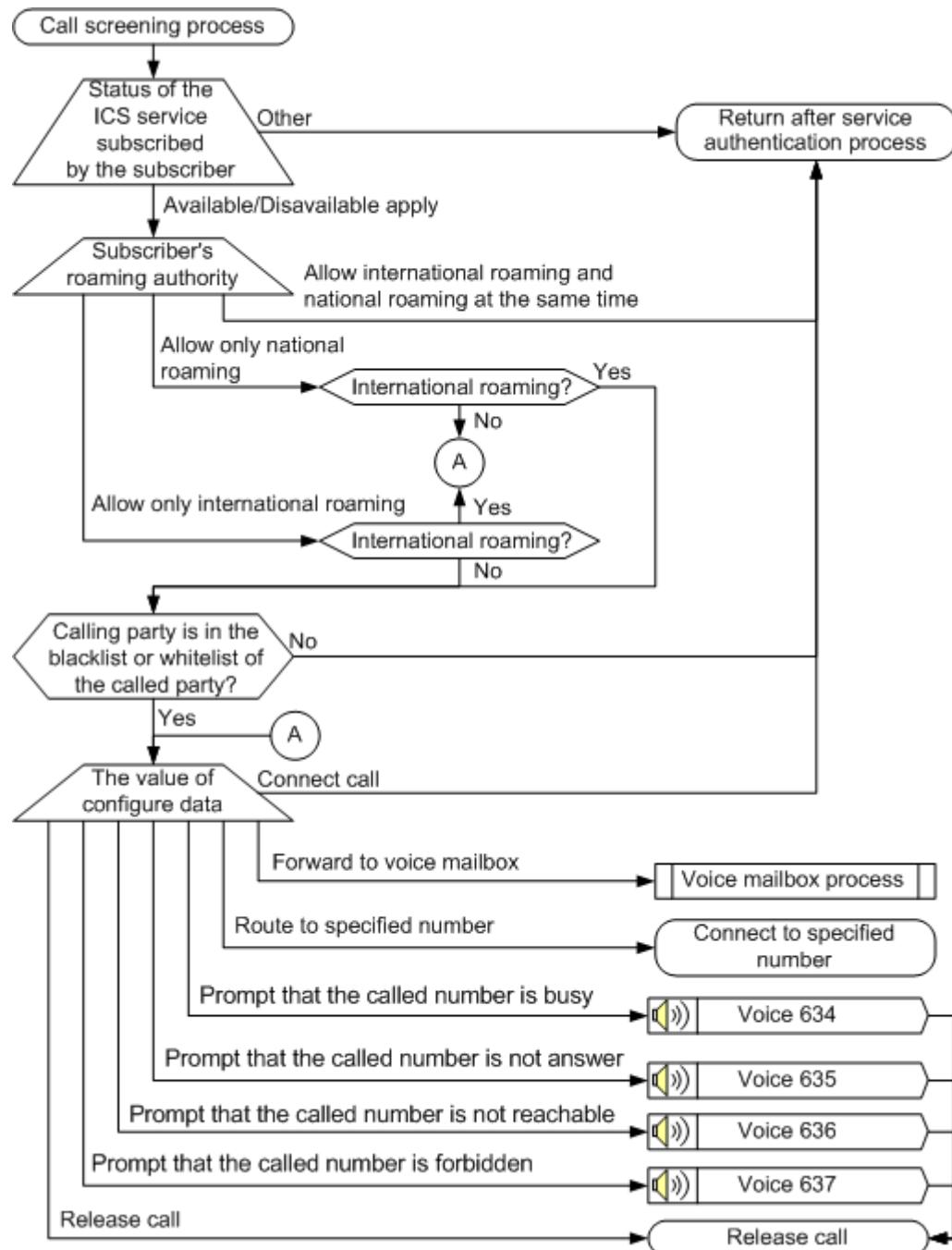
## Process of Voice Mailbox

**Figure 2-22** Voice mailbox process
**No.**      **Content**

Voice 3	The called party cannot answer your call now.
Voice 201	Please wait while your call is being transferred to the voice mailbox.
Voice 1075	Sorry, the balance of the subscriber you dialed is insufficient.
Voice 1206	Sorry, the balance of the called party is insufficient. Please do not make collect calls to the called party.

## Process of Call Screening

**Figure 2-23** Call screening process



No.	Content
Voice 634	[Busy tone]
Voice 635	[No answer tone]
Voice 636	[Not reachable tone]
Voice 637	The called party cannot answer your call now.



# 3 IVR Process

## About This Chapter

The IVR process describes the internal processing logical of the CBS system and the interactions between the CBS system and subscribers when subscribers dial the IVR access code to access the CBS system for the self-service management.

### [3.1 Main IVR Process](#)

This topic describes the contents of the self-service management after a subscriber dials the IVR access code to access the level-1 IVR menu.

### [3.2 Recharge Process](#)

This topic describes the self-recharge process of a subscriber according to the IVR voices.

### [3.3 Call Screen Process](#)

This topic describes the call screen function of a subscriber according to the IVR voices.

### [3.4 Process of Call Center](#)

This topic describes the process that a subscriber calls attendants.

### [3.5 Process of Modifying Password](#)

This topic describes the process that a subscriber modifies the password according to the IVR voices.

### [3.6 Process of Claiming and Disclaiming Missing](#)

This topic describes the process that a subscriber reports the loss of a SIM card or cancels the loss report according to the IVR voices.

### [3.7 Process of CBE Returning a Result Code](#)

This topic describes the process that the CBE Returning a Result Code according to the IVR voices.

### [3.9 Process of Querying Account Information](#)

This topic describes the process that a subscriber queries the account information according to the IVR voices.

### [3.10 Process of Changing Language Types](#)

This topic describes the process that a subscriber changes the language type of the IVR voices according to the IVR voices.

### [3.11 Process of Switching Main product](#)

This topic describes the process that a subscriber switches the main product according to the IVR voices. The main product of a subscriber can be switched over between the common brand and the brand of busy or idle state.

### [3.13 Process of Transferring Balance](#)

This topic describes the process that a subscriber transfers balance according to the IVR voices.

### [3.14 Process of Setting Consumption Limit of a Child Card](#)

This topic describes the process that a subscriber with the parent card sets the limit of the child card for using the account balance of the parent card according to the IVR voices.

### [3.15 Process of Switching Over Brands](#)

This topic describes the process that a subscriber switches the current brand according to the IVR voices. The brand of a subscriber can be switched over between the common brand and the brand of busy or idle state.

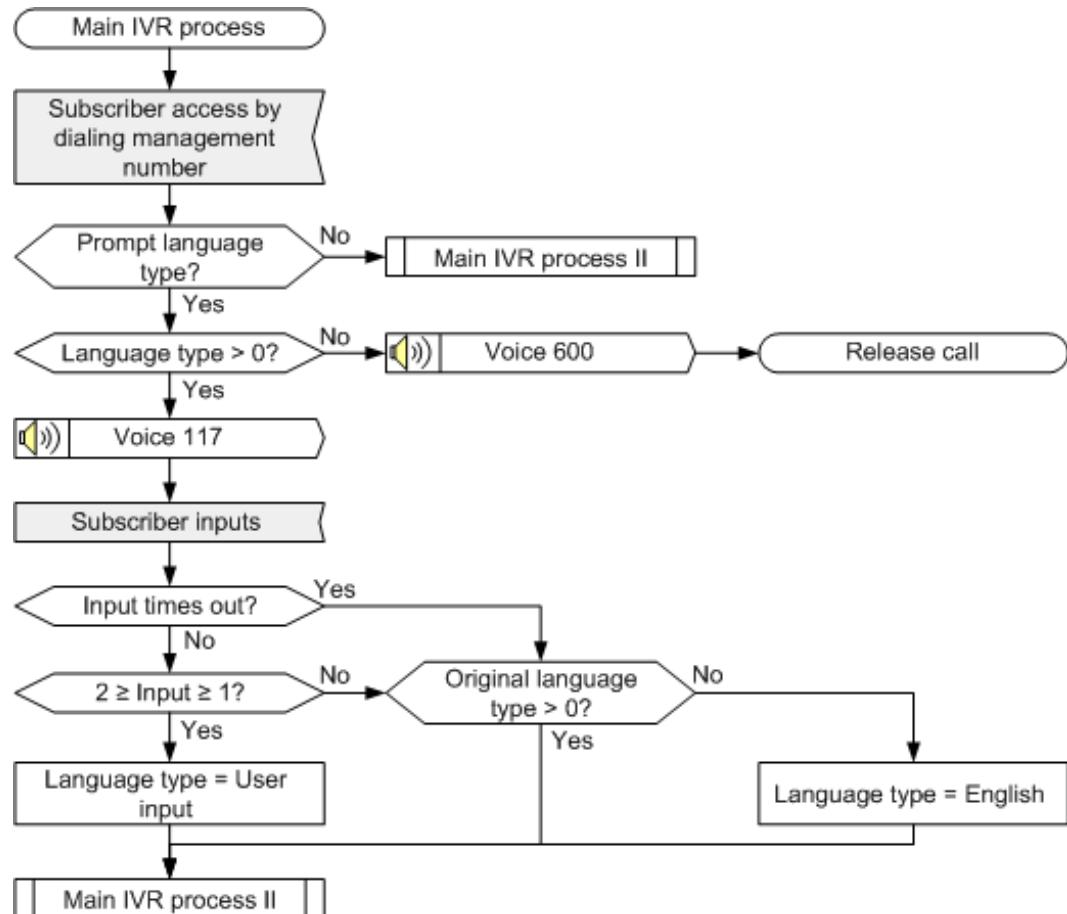
### [3.16 Process of Query Last Call Cost](#)

This topic describes the process that a subscriber queries the last call cost.

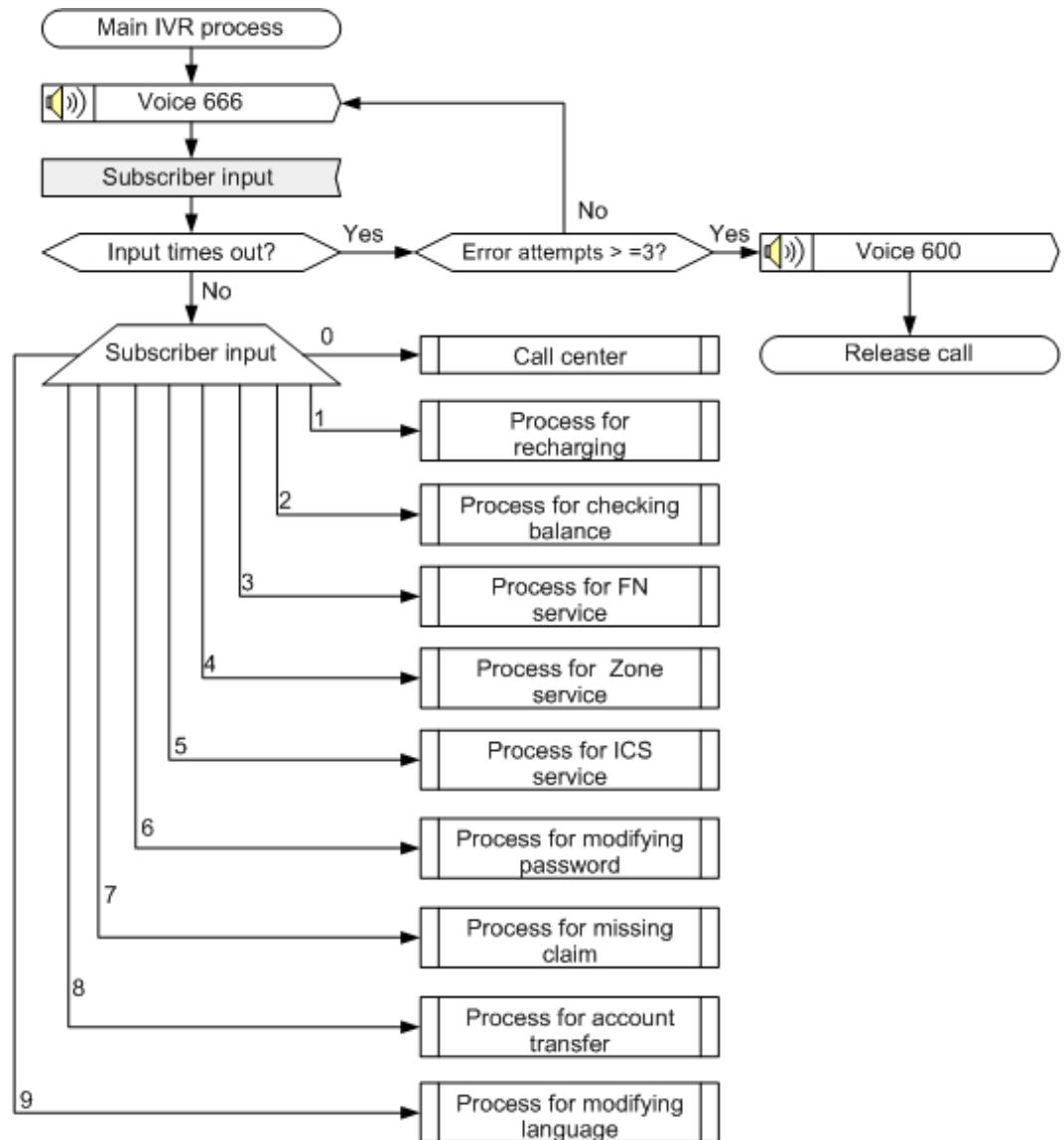
## 3.1 Main IVR Process

This topic describes the contents of the self-service management after a subscriber dials the IVR access code to access the level-1 IVR menu.

**Figure 3-1 Main IVR process**



No.	Content
Voice 117	Press (1) for English, press (2) for Swahili, press another key to return to Main Menu.
Voice 600	Sorry, the operation failed. Please call customer care.

**Figure 3-2 Main IVR process II**

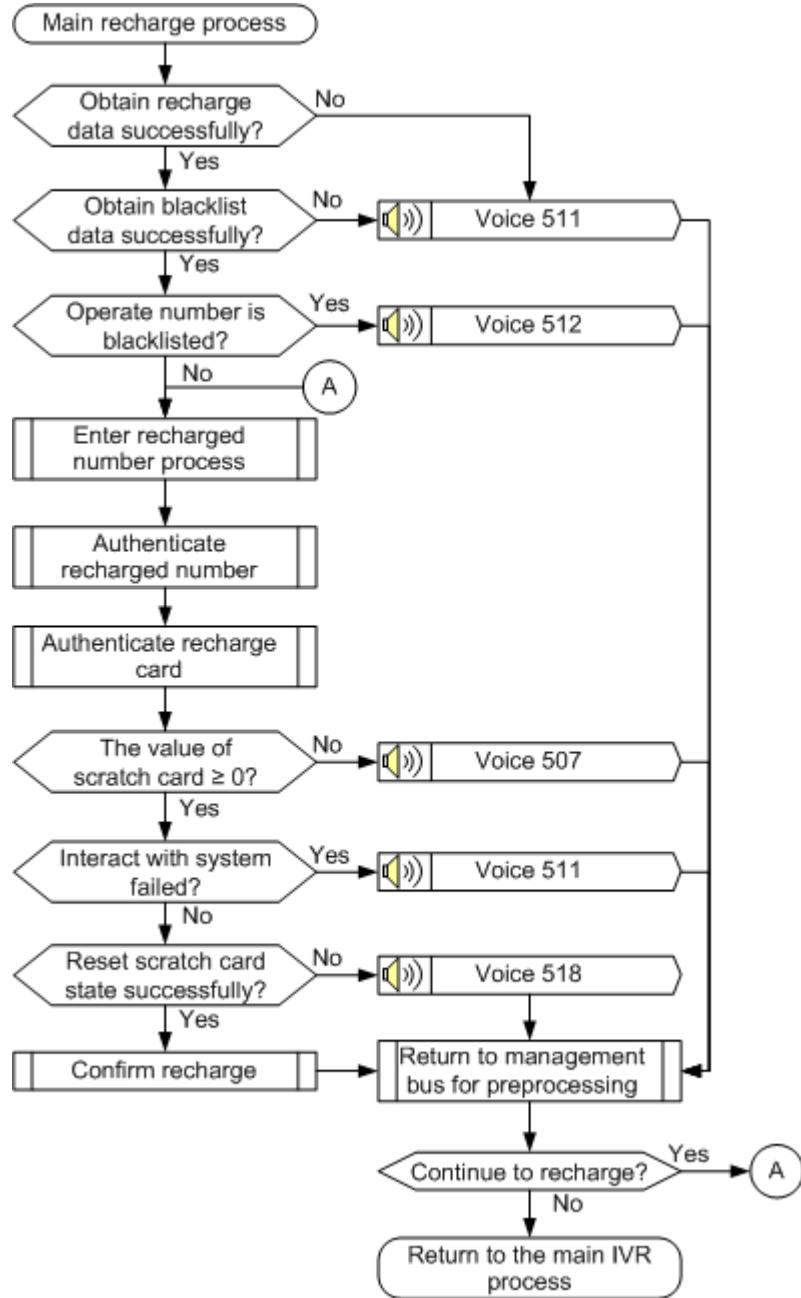
No.	Content
Voice 600	Sorry, the operation failed. Please call customer care.
Voice 666	Welcome to Safaricom Prepaid Service. Please select from the following menu Press 1 for Tariff Change Press 2 for Language Change Press 3 for Family and Friends Menu Press 4 for PIN Change Press 5 for Voucher Recharging Press 6 for Credit and Expiration date enquiry Press 7 for Home zone menu Press 8 for Voice Mail Press 9 for Call Sponsor

## 3.2 Recharge Process

This topic describes the self-recharge process of a subscriber according to the IVR voices.

### 3.2.1 Main Recharge Process

Figure 3-3 Main recharge process

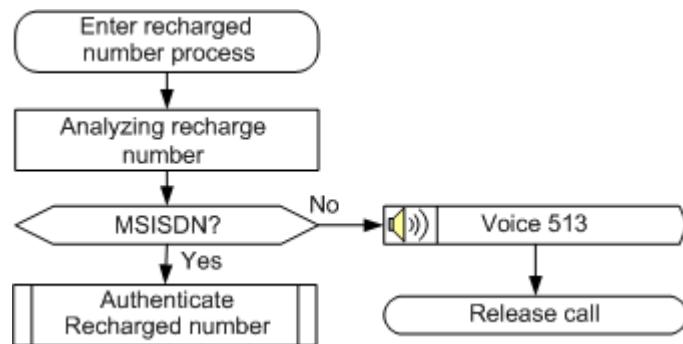


No.	Content
Voice 507	The card number you entered is not valid.
Voice 511	Sorry, We cannot process your recharge at the moment. Please try again later. Thank you.
Voice 512	Sorry, your account has been locked. Please contact customer care.
Voice 518	The recharge operation has failed. Please contact customer care.

### 3.2.2 Recharge Subprocesses

#### Process of Entering a Recharged Number

**Figure 3-4** Enter recharged number process

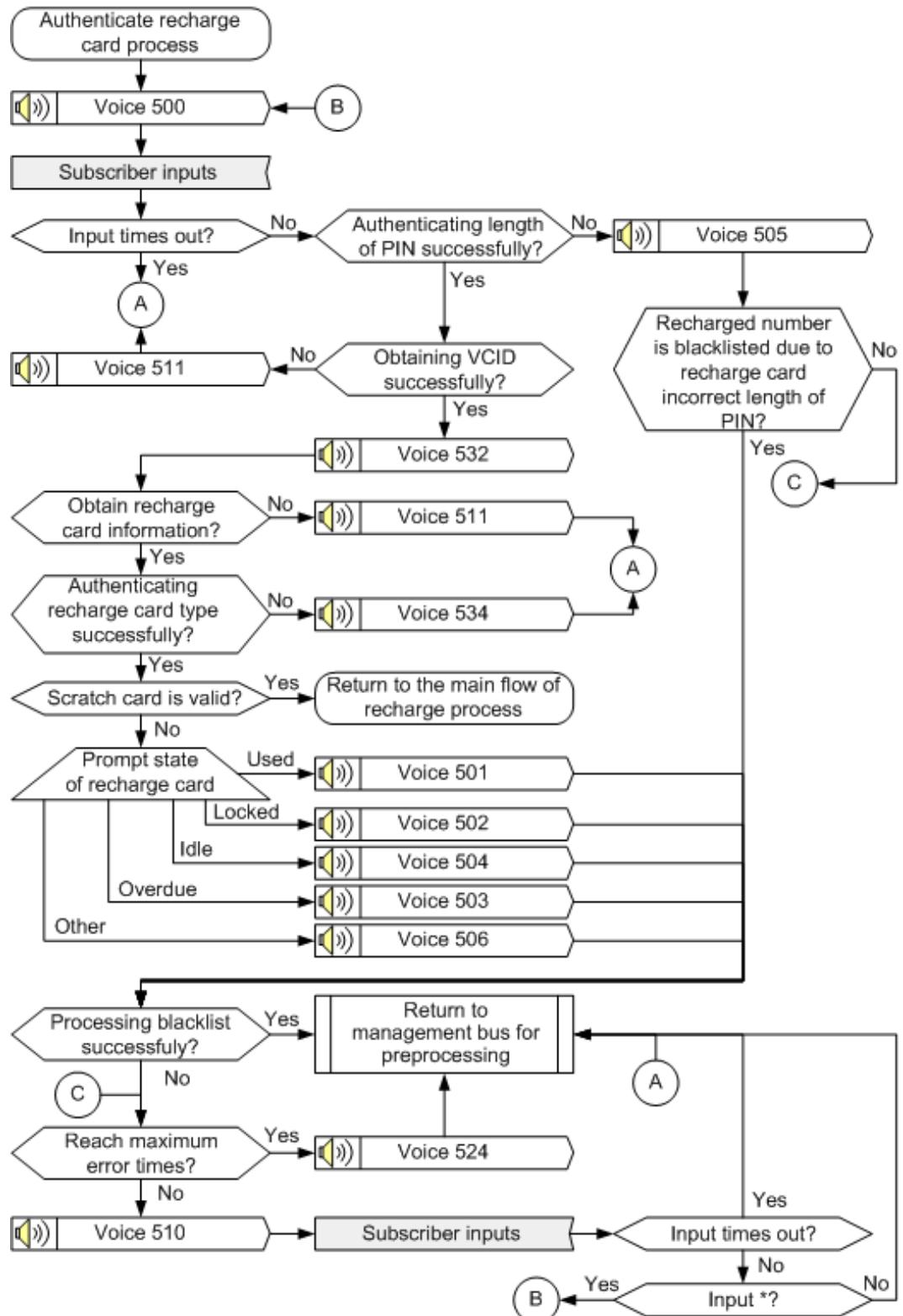


No.	Content
Voice 513	Sorry, you cannot recharge. Please contact customer care.

#### Authenticating a Recharged Number

#### Process of Authenticating Recharge Card

**Figure 3-5 Authenticate recharge card process**



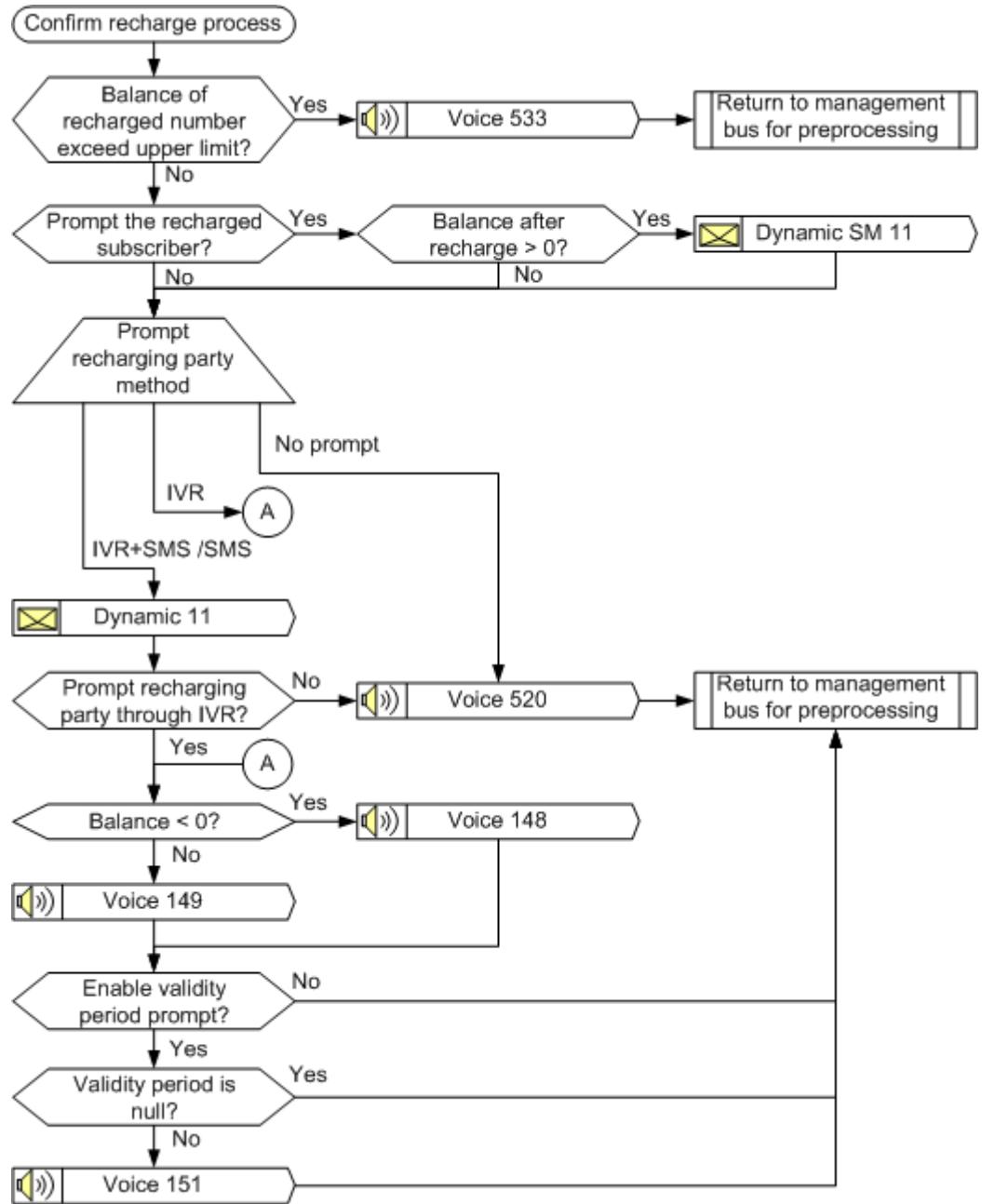
No.	Content
-----	---------

Voice 500      Please enter the [PIN Digits] digits of your card number, followed by a hash (#).

No.	Content
Voice 501	The card number you entered is not valid.
Voice 502	The card number you entered is not valid.
Voice 503	The card number you entered is not valid.
Voice 504	The card number you entered is not valid.
Voice 505	The length of the recharge card you entered is wrong.
Voice 506	The card number you entered is not valid.
Voice 510	To retry, press (*).
Voice 511	Sorry, We cannot process your recharge at the moment. Please try again later. Thank you.
Voice 524	You have reached the maximum recharge times. Please hang up and try again.
Voice 532	Please wait a moment.
Voice 534	The card number you entered is not valid.

## Process of Confirming Recharge

**Figure 3-6 Confirm recharge process**

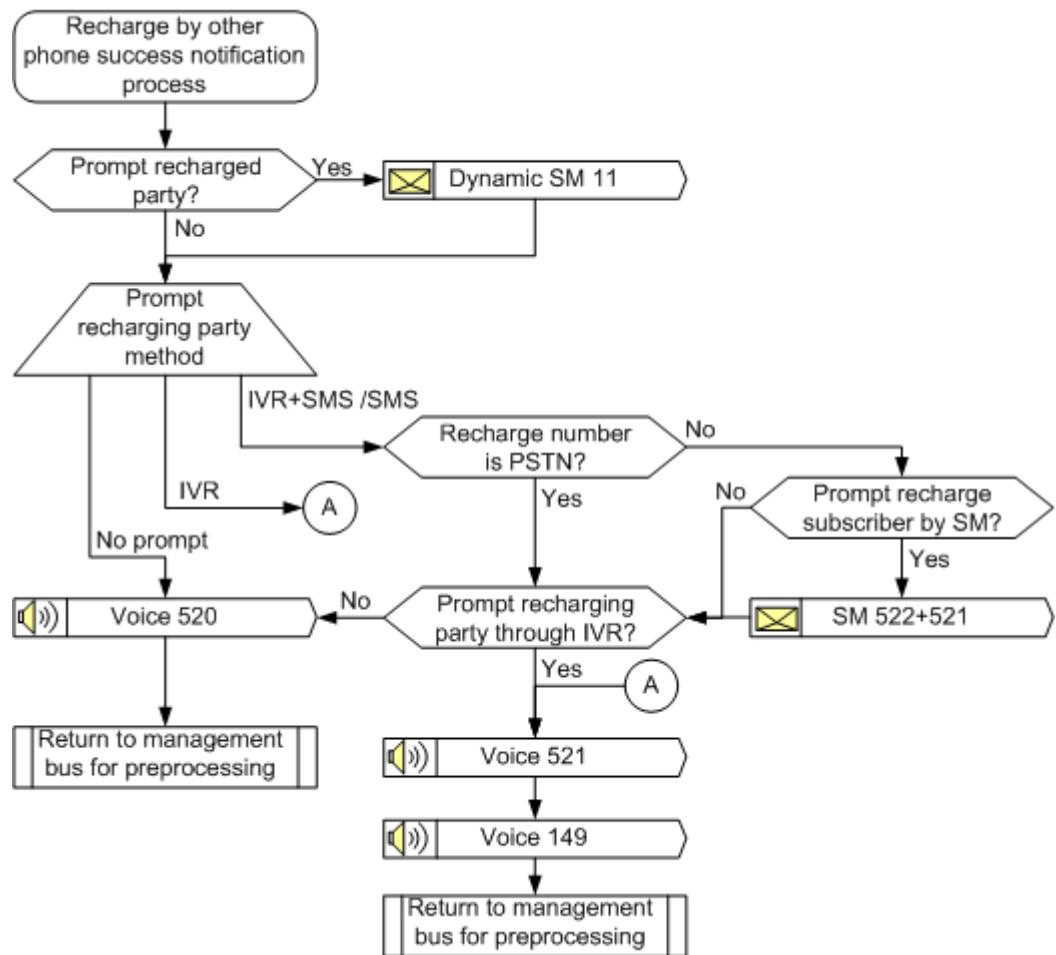


No.	Content
Voice 148	Your account has been recharged successfully, your current account balance is minus XXX [currency unit] and XX [currency unit]. Your credit expires on the [Expiry Date].
Voice 149	Your account has been recharged successfully, your current account balance is XXX [currency unit] and XX [currency unit]. Your credit expires on the [Expiry Date].
Voice 151	Your credit expires on the [Expiry Date].
Voice 520	Your Recharge is successful. Safaricom the better option.
Voice 533	Recharging is not allowed. Your account has been recharged to the maximum allowed value. Thank you.

No.	Content
DynamicSM 11	After recharging, your balance is XXX. Your validate time is XXX. Your recharge bonus is XXX.

## Process of Recharge by Other Phone Success Notification

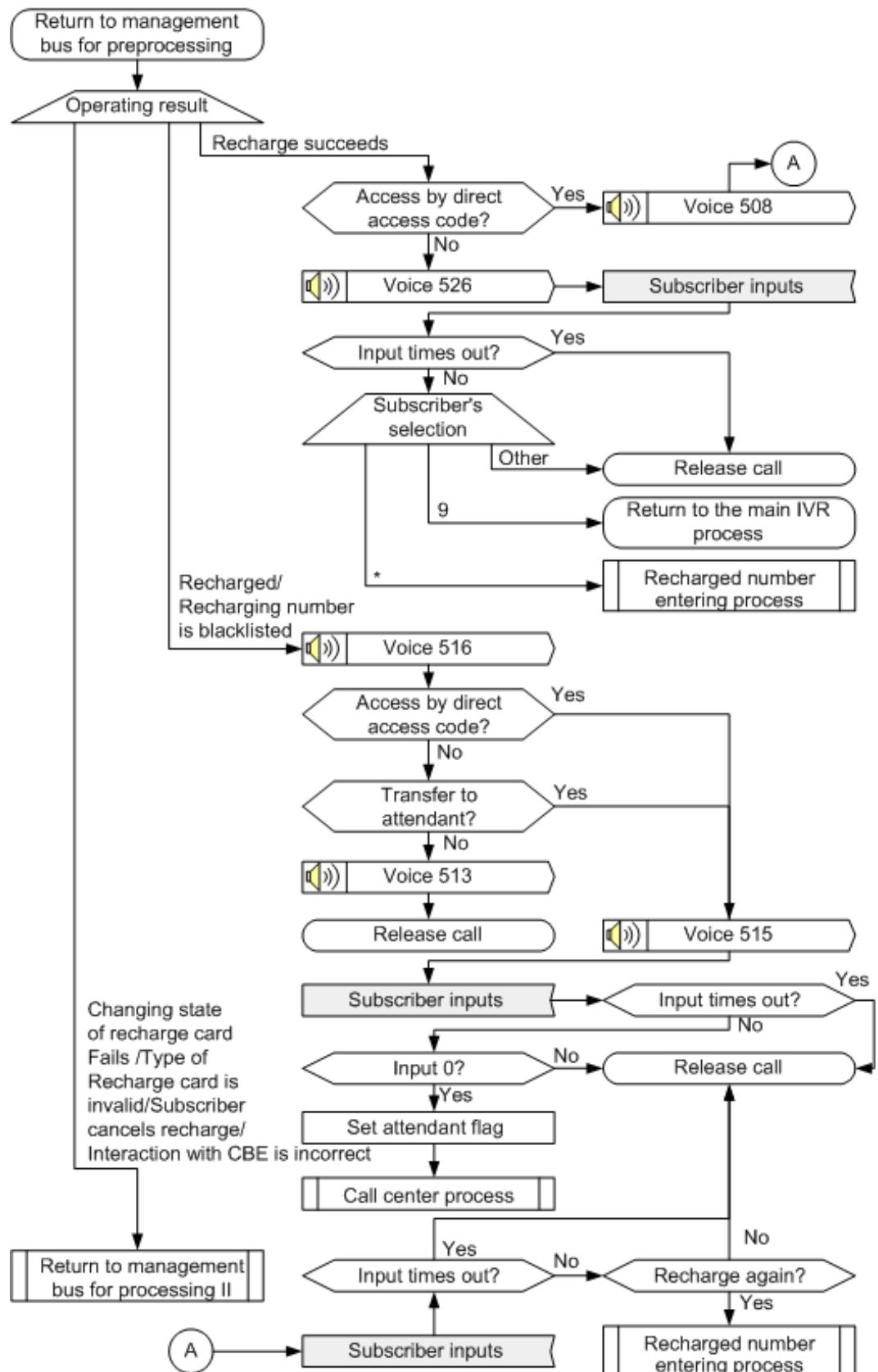
**Figure 3-7** Recharge by other phone success notification process



No.	Content
Voice 149	Your account has been recharged successfully, your current account balance is XXX [currency unit] and XX [currency unit]. Your credit expires on the [Expiry Date].
Voice 520	Your Recharge is successful. Safaricom the better option.
Voice 521	The recharge amount is [recharge amount][currency unit].
SM 521	The recharged amount is [Recharge Amount] [CurrencyName].
SM 522	You have recharged the number [Called Number] successfully.
Dynamic SM 11	After recharging, your balance is XXX. Your validate time is XXX.

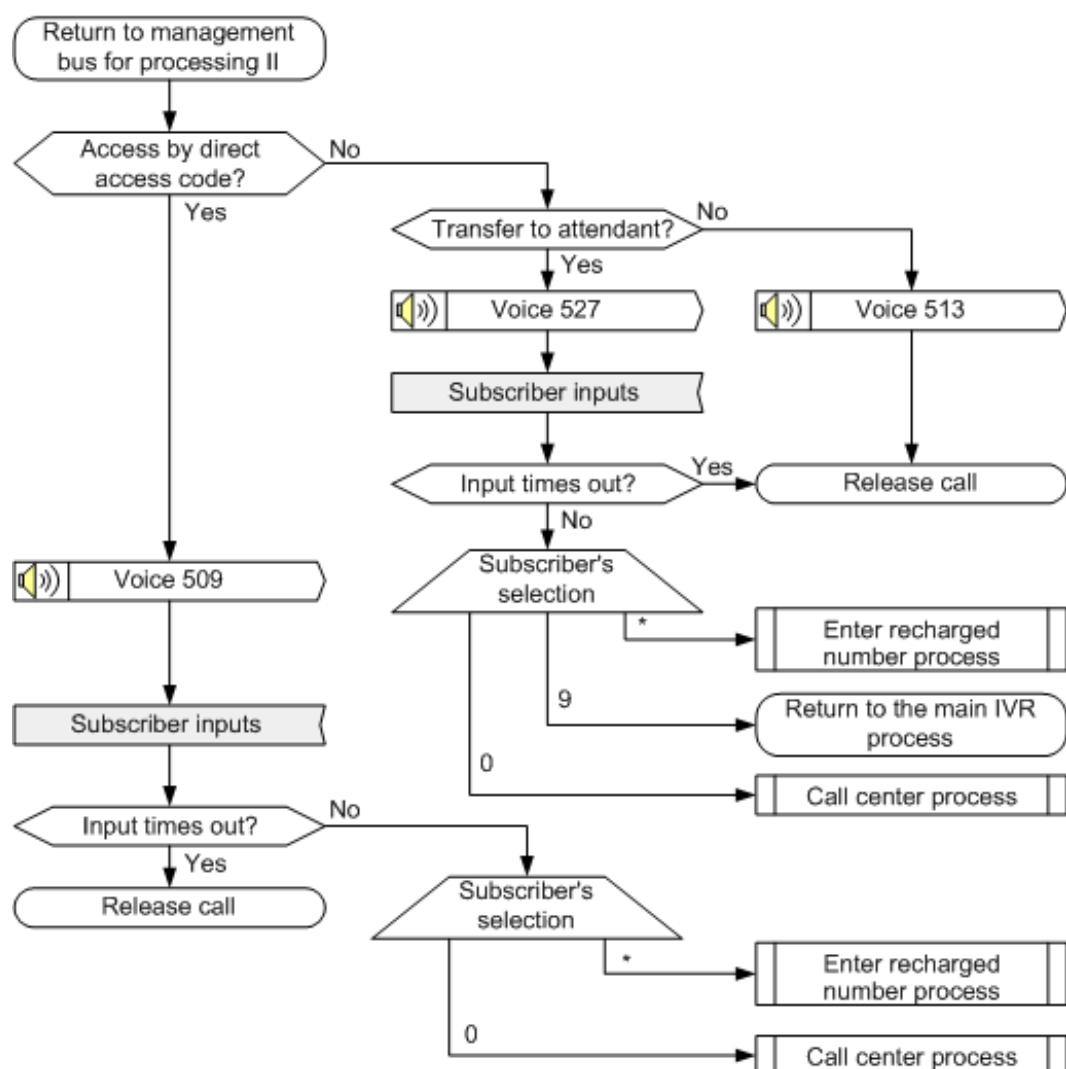
## Process of Returning to Management Bus

**Figure 3-8** Return to management bus for preprocessing



No.	Content
Voice 508	For another recharging, press (1), to exit, please hang up.
Voice 513	Sorry, you cannot recharge. Please contact customer care.
Voice 515	Please press (0) to contact customer care.
Voice 516	As a result of multiple failed attempts to enter the correct voucher activation number your service has been barred.
Voice 526	For another recharging, press (1). To return to the main menu, press (#), to exit, please hang up.

**Figure 3-9** Return to management bus for processing II



No.	Content
Voice 509	To retry again, press (*). To contact customer care, press (0).
Voice 513	Sorry, you cannot recharge. Please contact customer care.

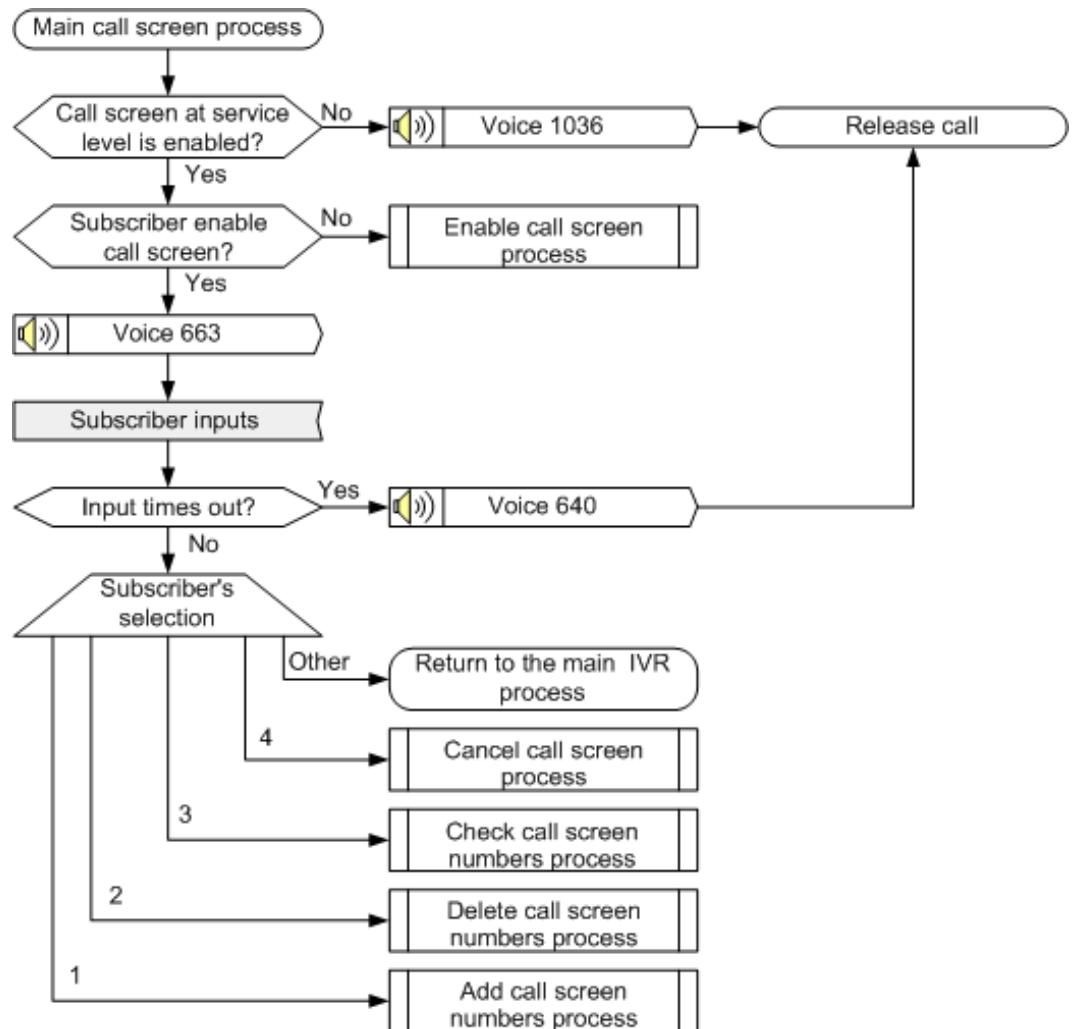
No.	Content
Voice 527	For another recharge, press (1). To return to the main menu, press (#),To contact customer service center, press (0).

## 3.3 Call Screen Process

This topic describes the call screen function of a subscriber according to the IVR voices.

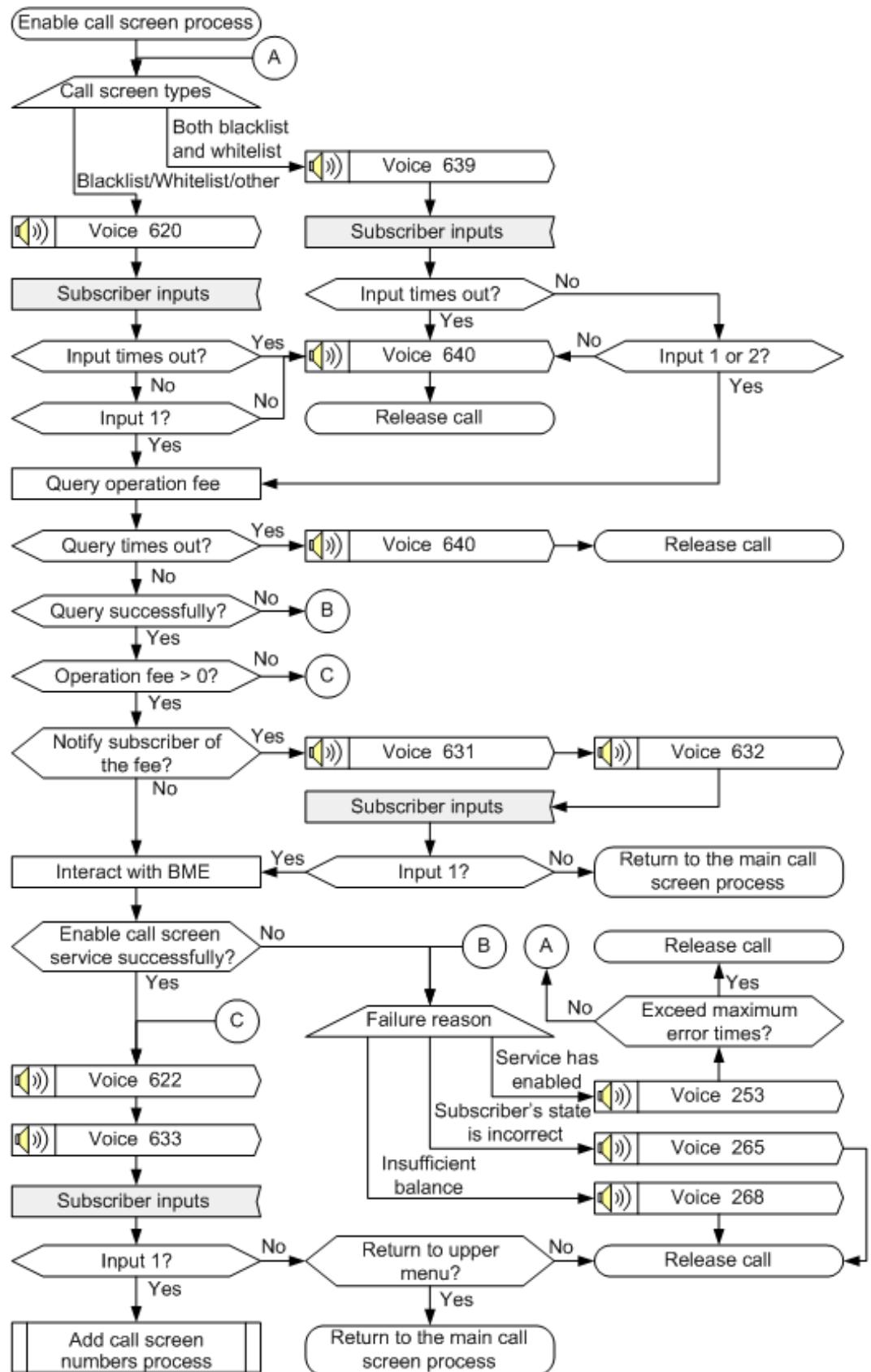
### 3.3.1 Main Process of Managing Call Screen

**Figure 3-10** Main call screen process



No.	Content
Voice 663	Press (1) to add screen numbers; press (2) to delete screen numbers; press (3) to query screen numbers; or press (4) to unsubscribe from the call screen service; press (0) to return to the main menu.
Voice 640	Thank you for using the service.
Voice 1036	Sorry, you have not subscribed to this service. Thank you.

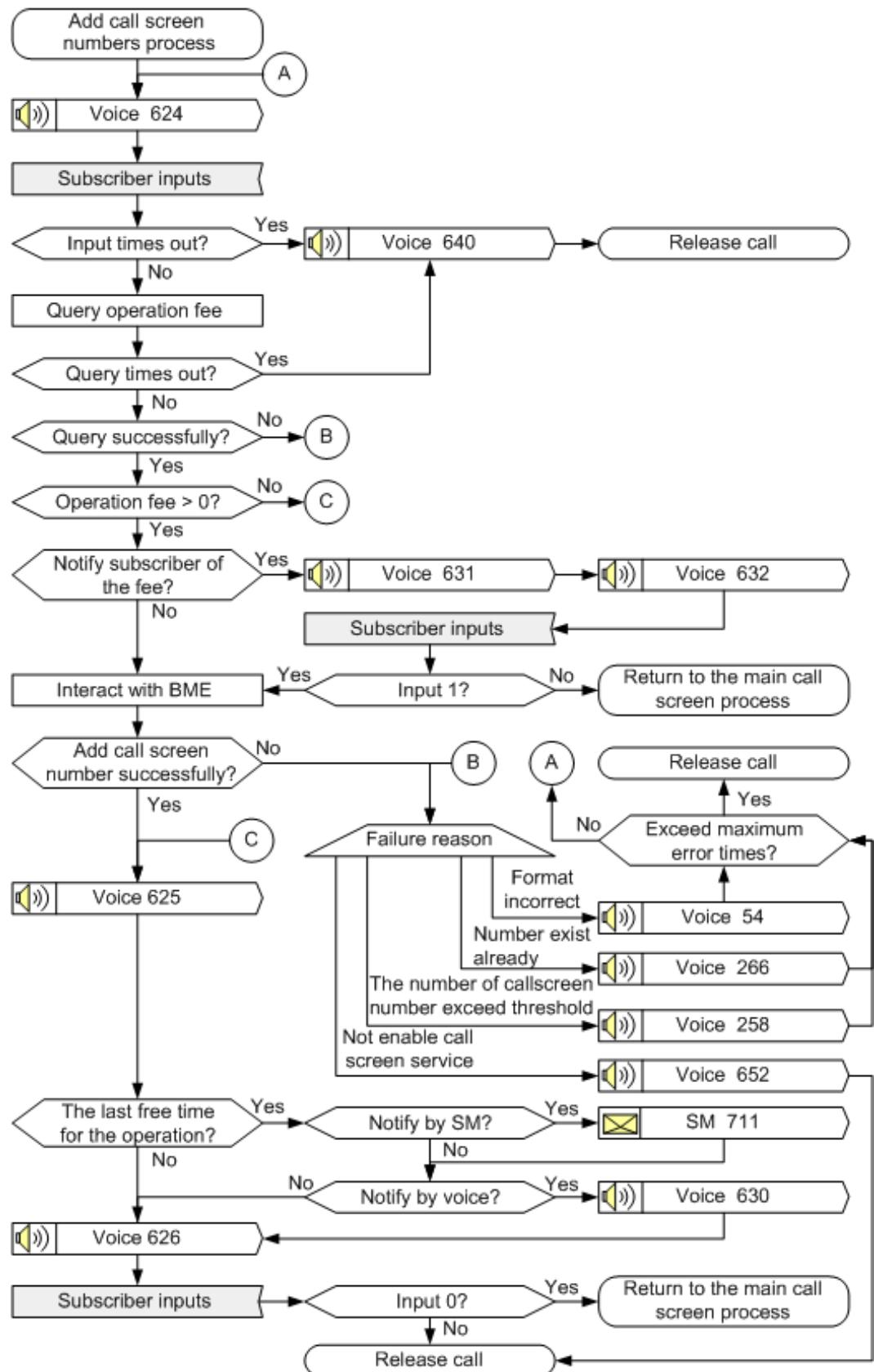
### 3.3.2 Process of Enabling Call Screen

**Figure 3-11** Enable call screen process

No.	Content
Voice 253	Your call screen service has already been activated. Safaricom the better option.
Voice 265	Sorry, you are not allowed to subscribe for this service. Please contact customer care.
Voice 268	Sorry, you have insufficient balance in your account to subscribe for call screen service.
Voice 620	Welcome to the Safaricom call screen service. Press (1) to subscribe to the service; press another key.
Voice 622	Your subscription request has been accepted.
Voice 631	For this operation You will be charged [operation fee].
Voice 632	Press (1) to confirm; press another key to cancel.
Voice 633	Press (1) to set your call screen number; press another key or hang up to exit.
Voice 639	Welcome to the Safaricom call screen service, press (1) to apply for the blacklist service; press (2) to apply for the whitelist service; press another key or hang up to exit.
Voice 640	Thank you for using the service.

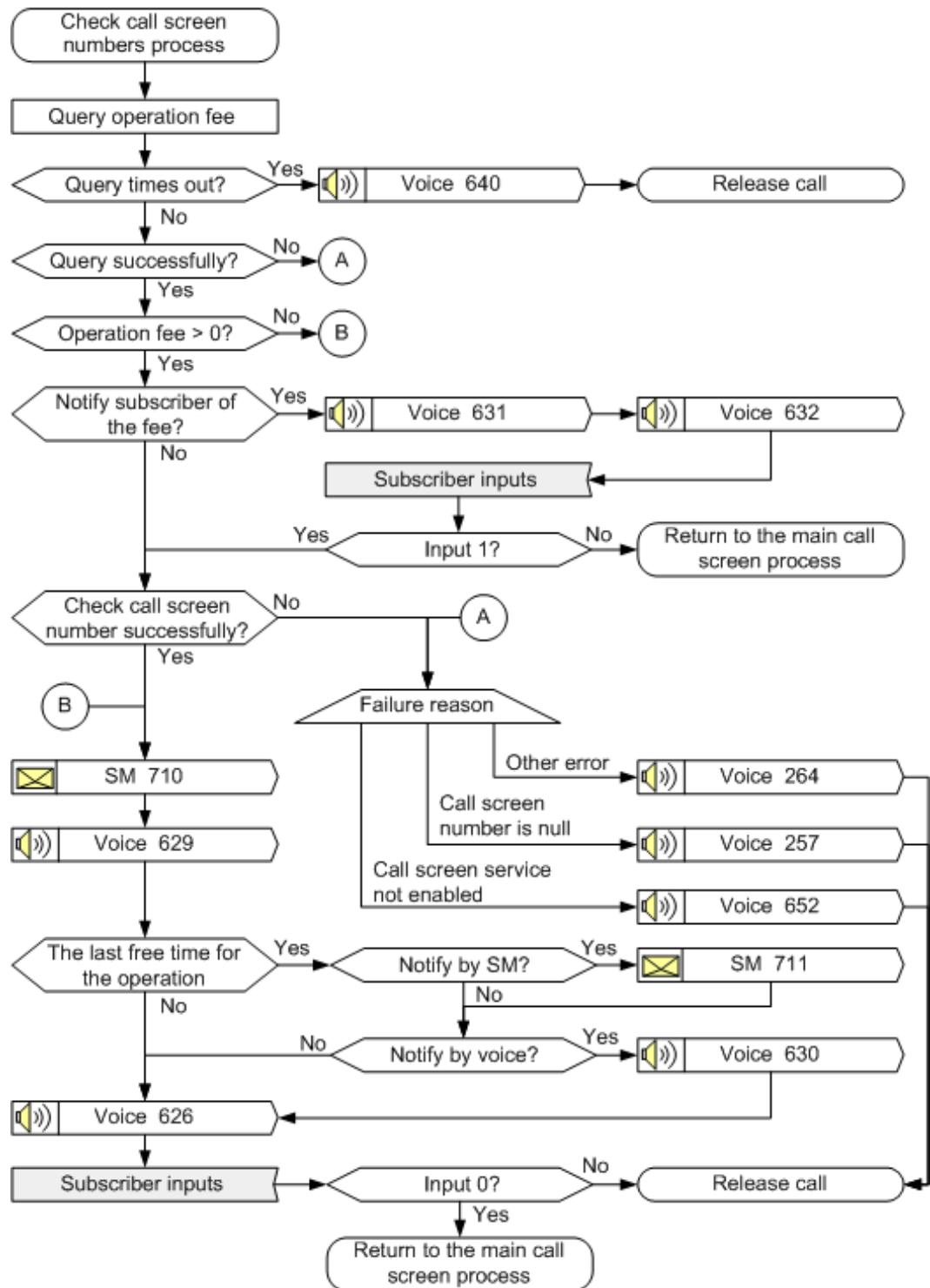
### 3.3.3 Process of Adding Call Screen Numbers

**Figure 3-12 Add call screen numbers process**



No.	Content
Voice 54	Sorry, you have entered a wrong number.
Voice 258	Sorry, you cannot add more screen numbers Please contact customer care.
Voice 266	Sorry, the number you have entered already exists in your list.
Voice 624	Please enter your screen number and confirm with the and hash (#) key.
Voice 625	Your number has been added successfully.
Voice 626	Press (0) to return to the previous menu; press another key to hang up.
Voice 630	This operation is free of charge. The next operation will be charged.
Voice 631	For this operation You will be charged [operation fee].
Voice 632	Press (1) to confirm; press another key to cancel.
Voice 640	Thank you for using the service.
Voice 652	Sorry, your call screen service is not available now.
SM 711	This operation is free of charge. You will be charged from next time.

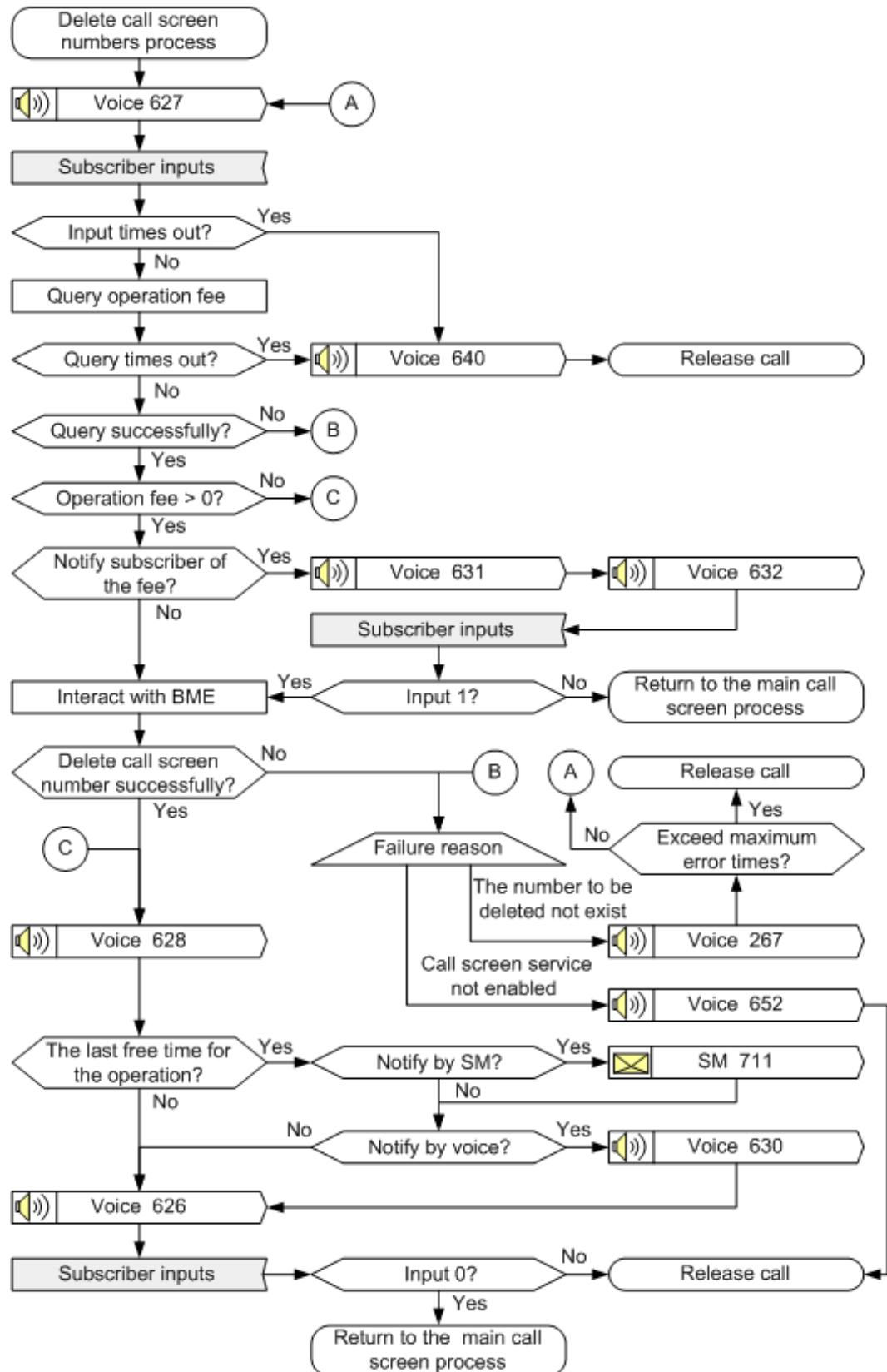
### 3.3.4 Process of Checking Call Screen Numbers

**Figure 3-13** Check call screen numbers process

No.	Content
Voice 257	You do not have screen numbers now.
Voice 264	Sorry, the service is unavailable. Please contact customer care.
Voice 626	Press (0) to return to the previous menu; press another key to hang up.

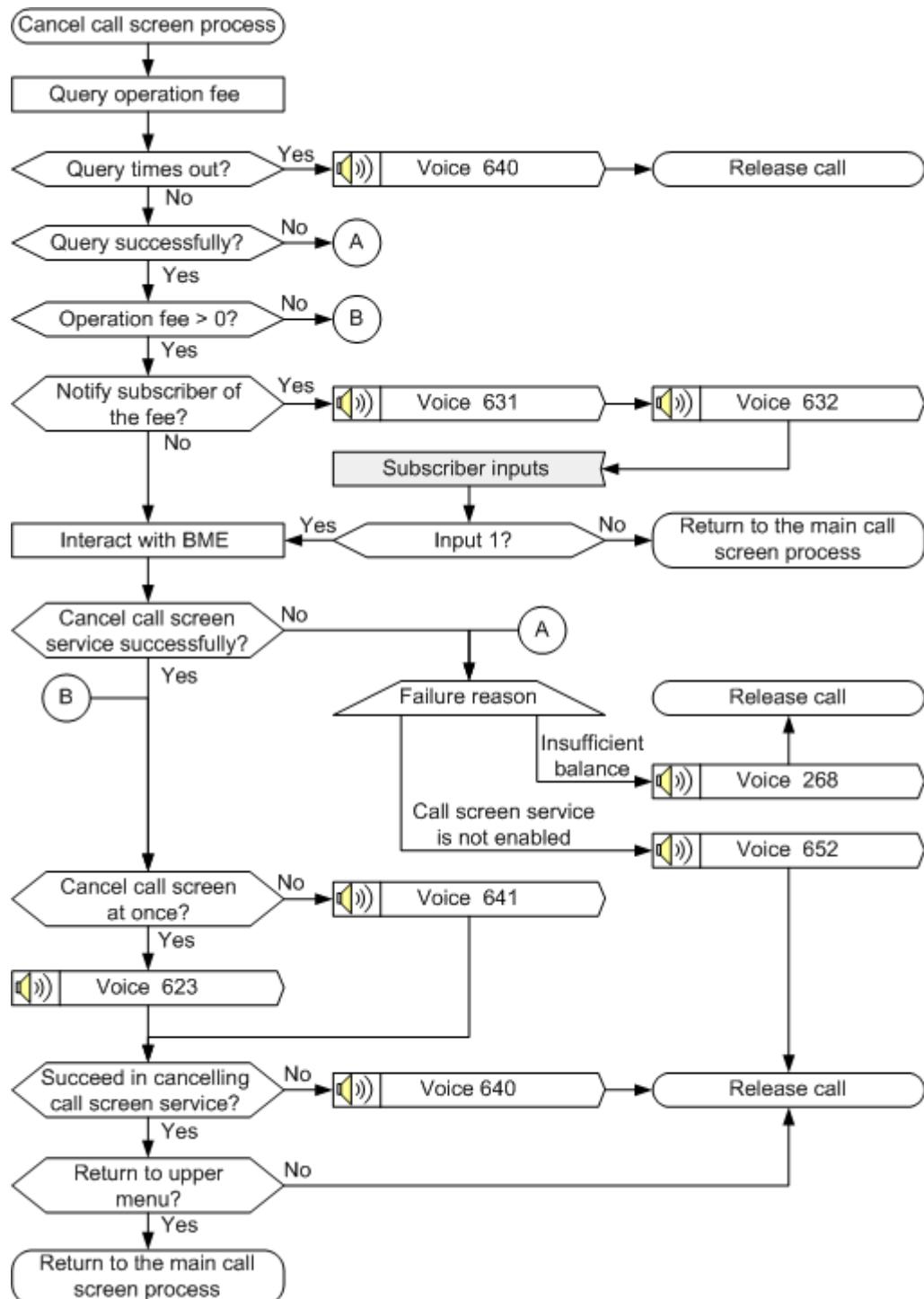
No.	Content
Voice 629	Please check the SMS for the screen number.
Voice 630	This operation is free of charge. The next operation will be charged.
Voice 631	For this operation You will be charged [operation fee].
Voice 632	Press (1) to confirm; press another key to cancel.
Voice 640	Thank you for using the service.
Voice 652	Sorry, your call screen service is not available now.
SM 710	Your call screen number is XXX.
SM 711	This operation is free of charge. You will be charged from next time.

### 3.3.5 Process of Deleting Call Screen Numbers

**Figure 3-14** Delete call screen numbers process

No.	Content
Voice 267	Sorry, the number you entered is not in your screen list.
Voice 626	Press (0) to return to the previous menu; press another key to hang up.
Voice 627	Please enter the screen number that you want to delete and confirm with the hash (#) key.
Voice 628	The number you entered has been deleted successfully.
Voice 630	This operation is free of charge. The next operation will be charged.
Voice 631	For this operation You will be charged [operation fee].
Voice 632	Press (1) to confirm; press another key to cancel.
Voice 640	Thank you for using the service.
Voice 652	Sorry, your call screen service is not available now.
SM 711	This operation is free of charge. You will be charged from next time.

### 3.3.6 Process of Canceling Call Screen

**Figure 3-15** Cancel call screen process

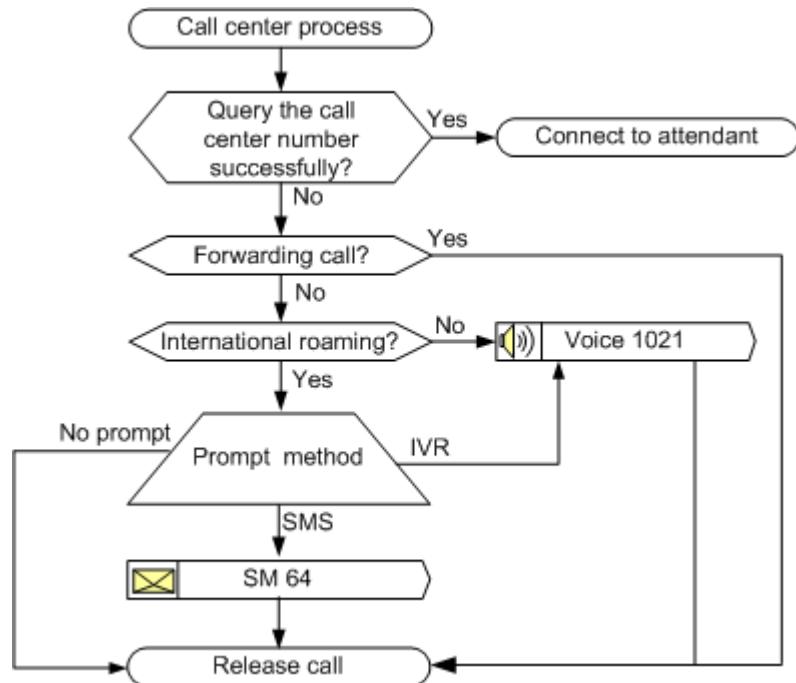
No.	Content
Voice 268	Sorry, you have insufficient balance in your account to subscribe for call screen service.
Voice 623	Your cancellation request has been accepted. Thank you for using the service.
Voice 631	For this operation You will be charged [operation fee].

No.	Content
Voice 632	Press (1) to confirm; press another key to cancel.
Voice 640	Thank you for using the service.
Voice 641	Your cancellation request is sucessful. The call screen service will be disabled on [billdate].
Voice 652	Sorry, your call screen service is not available now.

## 3.4 Process of Call Center

This topic describes the process that a subscriber calls attendants.

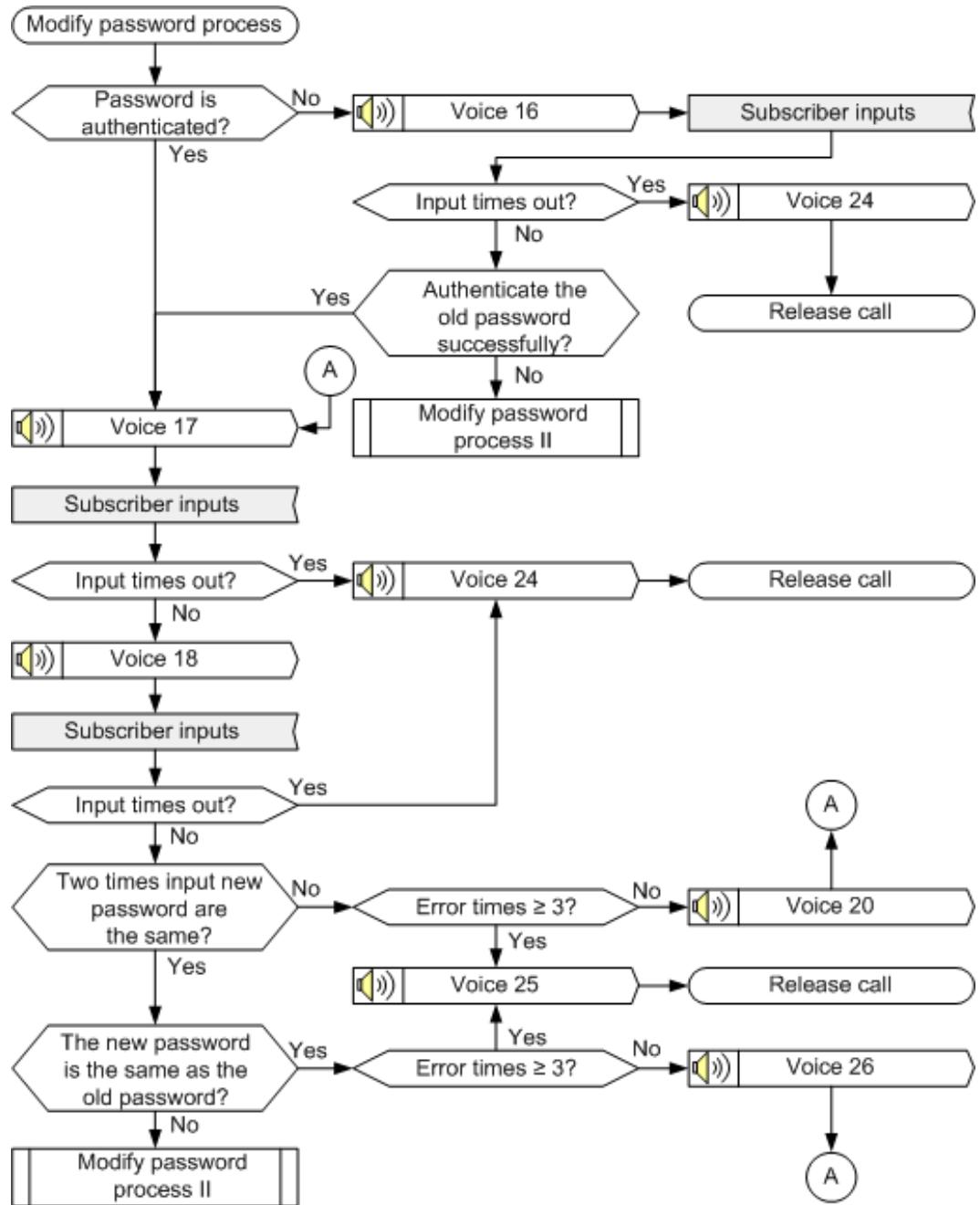
**Figure 3-16** Call center process



No.	Content
Voice 1021	Sorry, your call cannot be connected now.
SM 64	Sorry, your call can not be completed at this time.

## 3.5 Process of Modifying Password

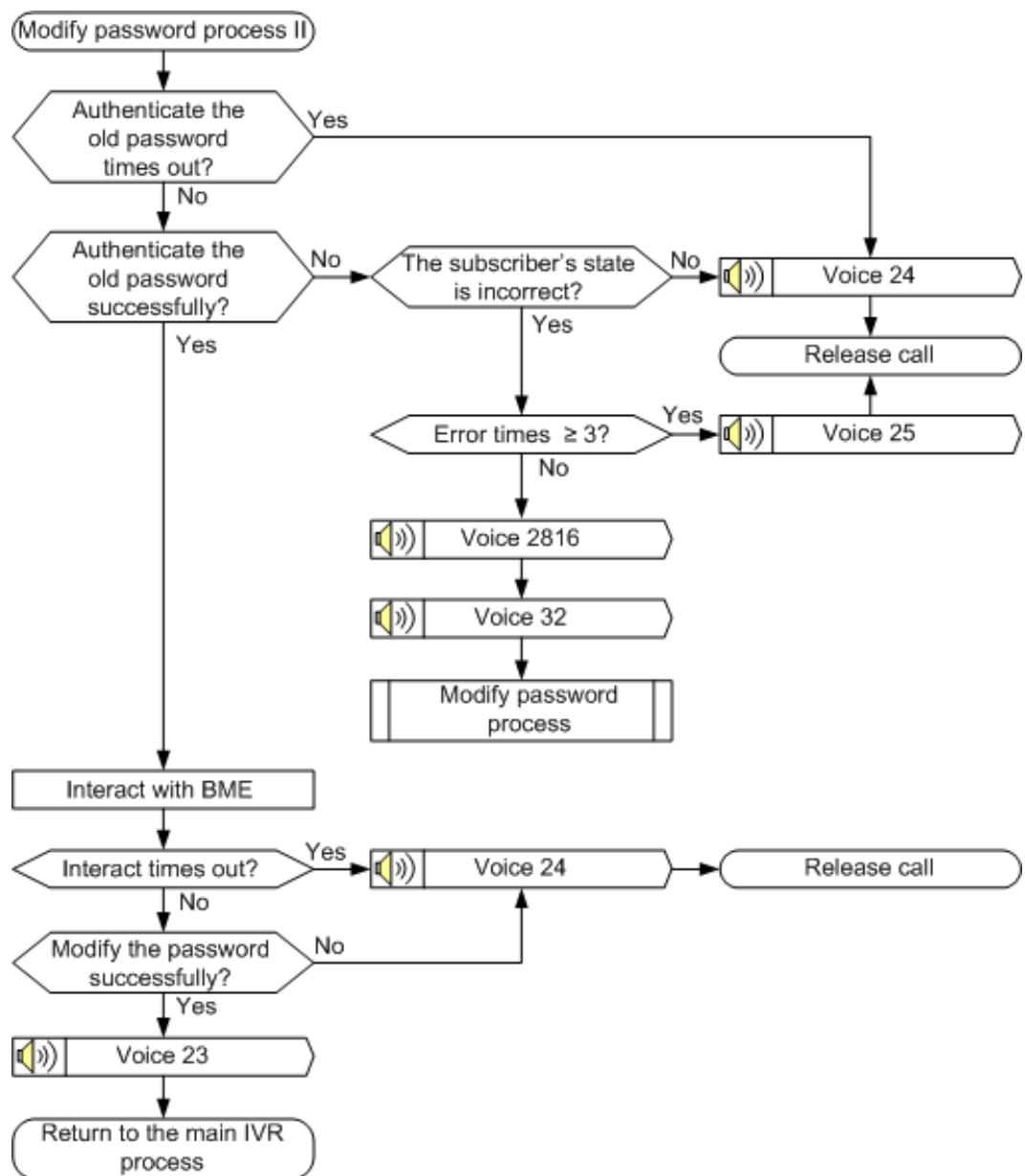
This topic describes the process that a subscriber modifies the password according to the IVR voices.

**Figure 3-17** Modify password process

No.	Content
Voice 16	Please enter your x (Note: x is customized according to the actual situation) digits user PIN number and press (#) to end.
Voice 17	Please enter a new x (Note: x is customized according to the actual situation) digits user PIN number and press (#) to confirm.
Voice 18	Please re-enter the new x (Note: x is customized according to the actual situation) digits user PIN number again and press (#) to confirm.
Voice 20	Sorry, the second input is different. Please enter again and press (#) to end.

No.	Content
Voice 24	Sorry, the operation has failed. Please contact customer care.
Voice 25	Sorry, you have entered multiple wrong PIN. The user PIN number has not been changed. Please contact customer care.
Voice 26	Sorry, your new password cannot be the same as the old password. Please re-enter and press (#) to confirm.

**Figure 3-18** Modify password process II

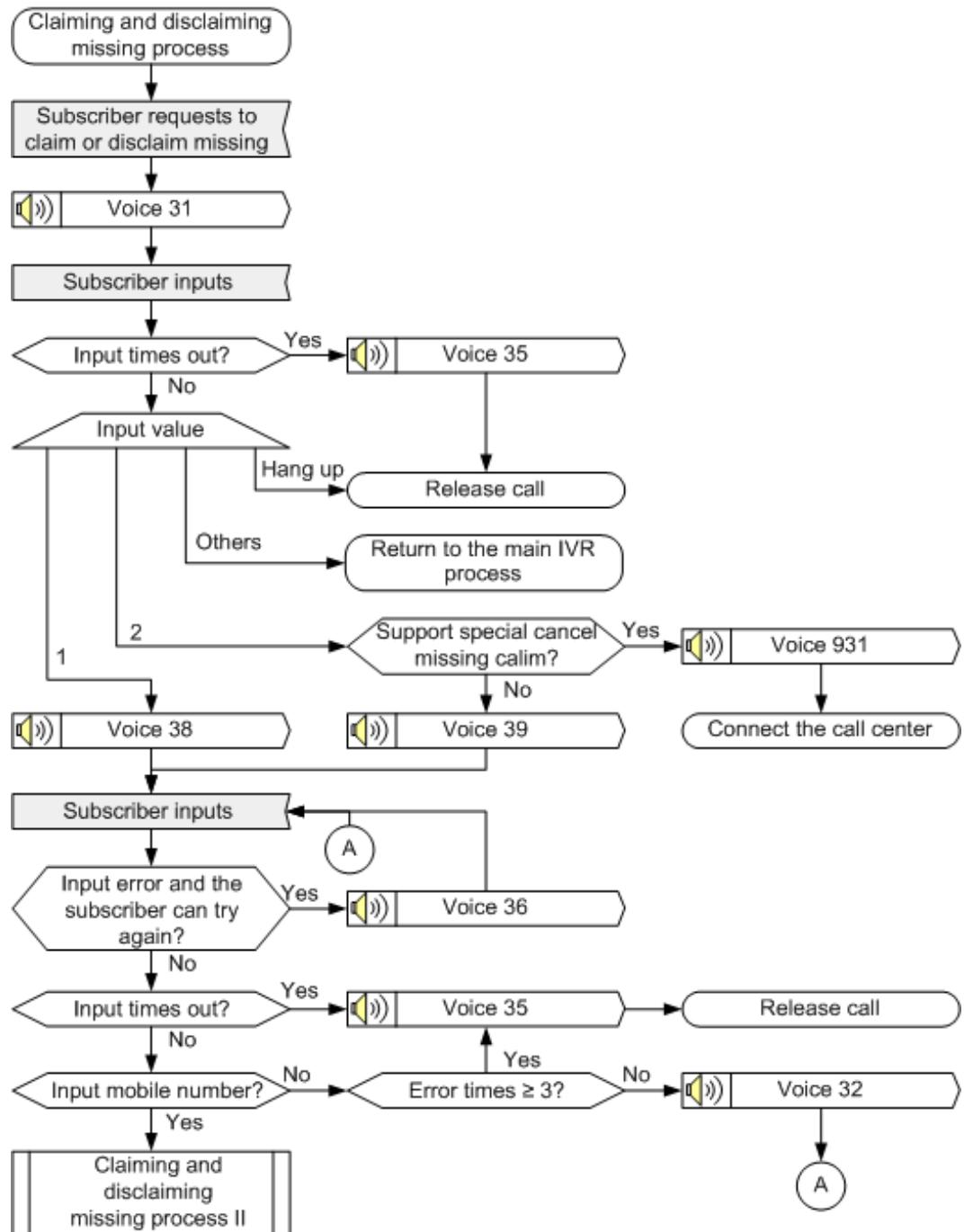


No.	Content
Voice 23	The user PIN number has been changed successfully. Thank you
Voice 24	Sorry, the operation has failed. Please contact customer care.
Voice 25	Sorry, you have entered multiple wrong PIN. The user PIN number has not been changed. Please contact customer care.
Voice 2816	You have entered the incorrect PIN.
Voice 32	Please re-enter.

## 3.6 Process of Claiming and Disclaiming Missing

This topic describes the process that a subscriber reports the loss of a SIM card or cancels the loss report according to the IVR voices.

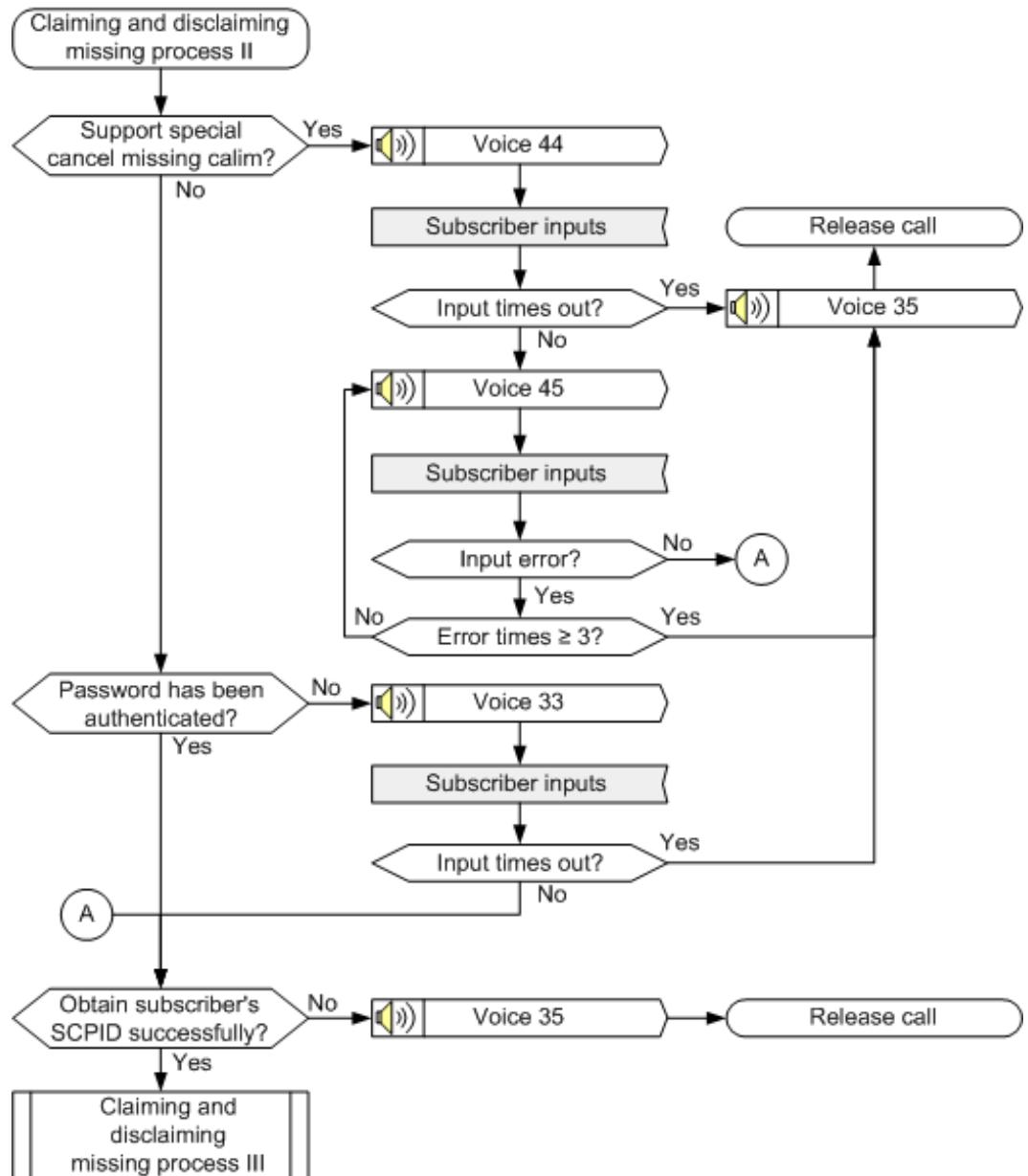
**Figure 3-19** Claiming and disclaiming missing process



No.	Content
Voice 31	Press (1) to bar lost Simcard, press (2) to restore your Simcard, and press other keys to return, or hang up to exit.
Voice 32	Please re-enter.
Voice 35	Sorry, the operation has failed. Please contact customer care.
Voice 36	Sorry, your mobile number input is incorrect. Please re-enter.

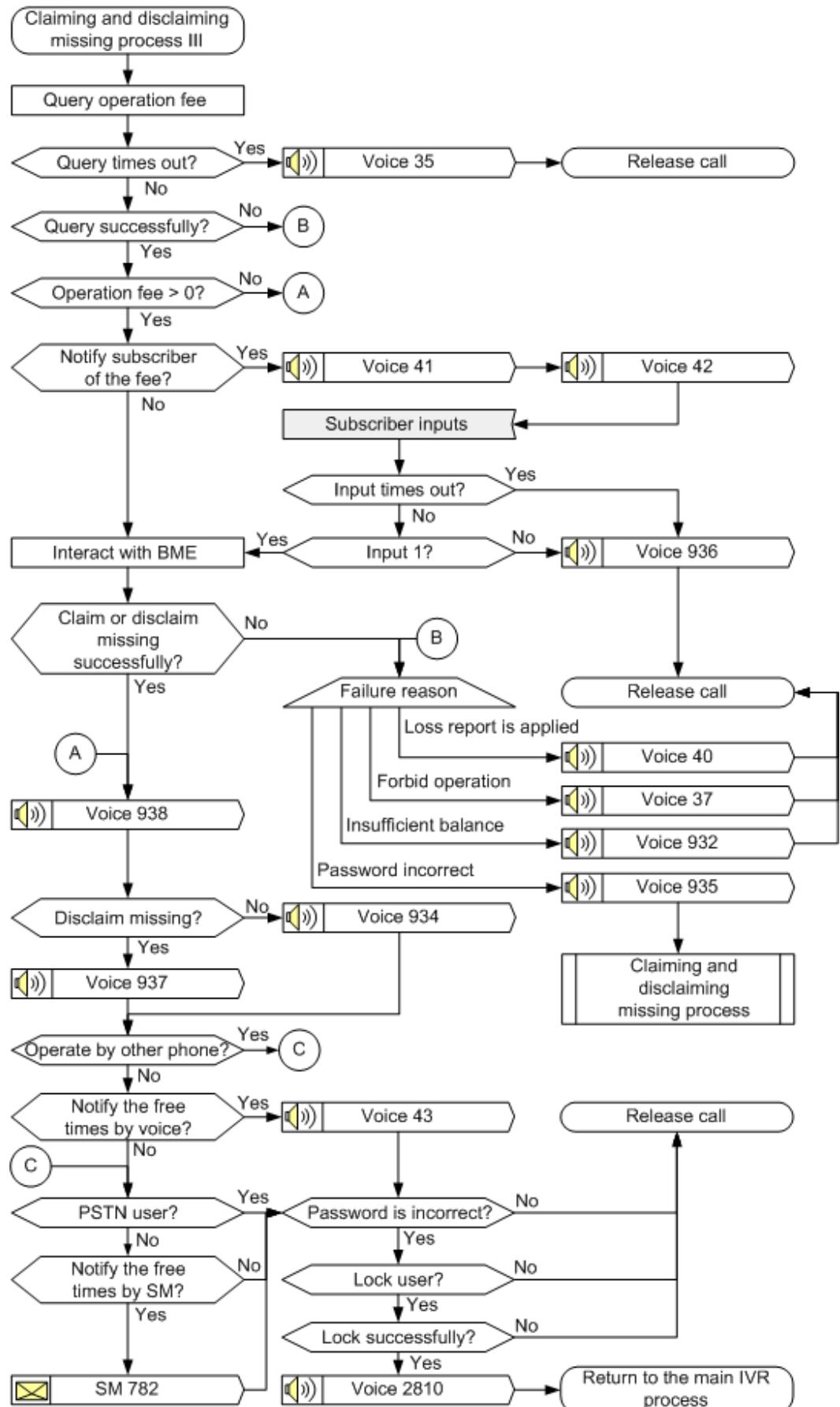
No.	Content
Voice 38	Please enter the mobile number that you would like to report lost, and confirm with (#).
Voice 39	Please enter the mobile number that you would like to restore, and confirm with (#).
Voice 931	We are transferring you to the customer care. Please wait.

**Figure 3-20** Claiming and disclaiming missing process II



No.	Content
Voice 33	Please enter your x (Note: x is customized according to the actual situation) digits user PIN number and press (#) to confirm.

No.	Content
Voice 35	Sorry, the operation has failed. Please contact customer care.
Voice 44	Please enter the ID number of the customer.
Voice 45	Please enter the birthday start with the date, month then the year.

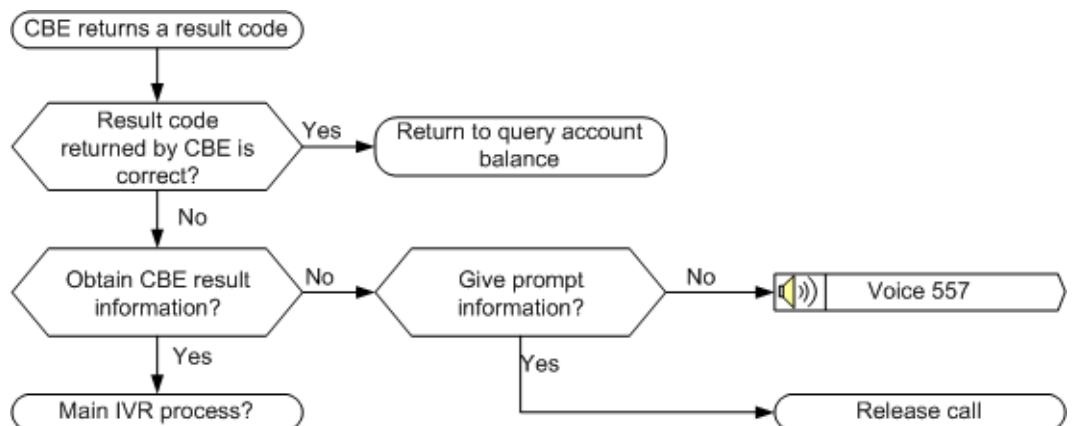
**Figure 3-21** Claiming and disclaiming missing process III

No.	Content
Voice 35	Sorry, the operation has failed. Please contact customer care.
Voice 37	Sorry, you are not allowed to bar or restore the SIM card.
Voice 40	Sorry, the SIM card has already been reported.
Voice 41	For this operation You will be charged [operation fee].
Voice 42	Press (1) to confirm, press another key to cancel.
Voice 43	This operation is free of charge. The next operation will be charged.
Voice 932	Your account balance is insufficient.
Voice 934	The mobile number XXX has been barred successfully.
Voice 935	Sorry, you have entered the wrong PIN. Please re-enter.
Voice 936	Thank you.
Voice 937	The mobile number [mobile number] has been disclaimed miss successfully.
Voice 938	The mobile number [mobile number].
Voice 2810	You have been blocked because the number of your incorrect password inputs has exceeded the maximum. Please contact customer care.
SM 782	This operation is free of charge. You will be charged from next time.

## 3.7 Process of CBE Returning a Result Code

This topic describes the process that the CBE Returning a Result Code according to the IVR voices.

**Figure 3-22** CBE returns a result code



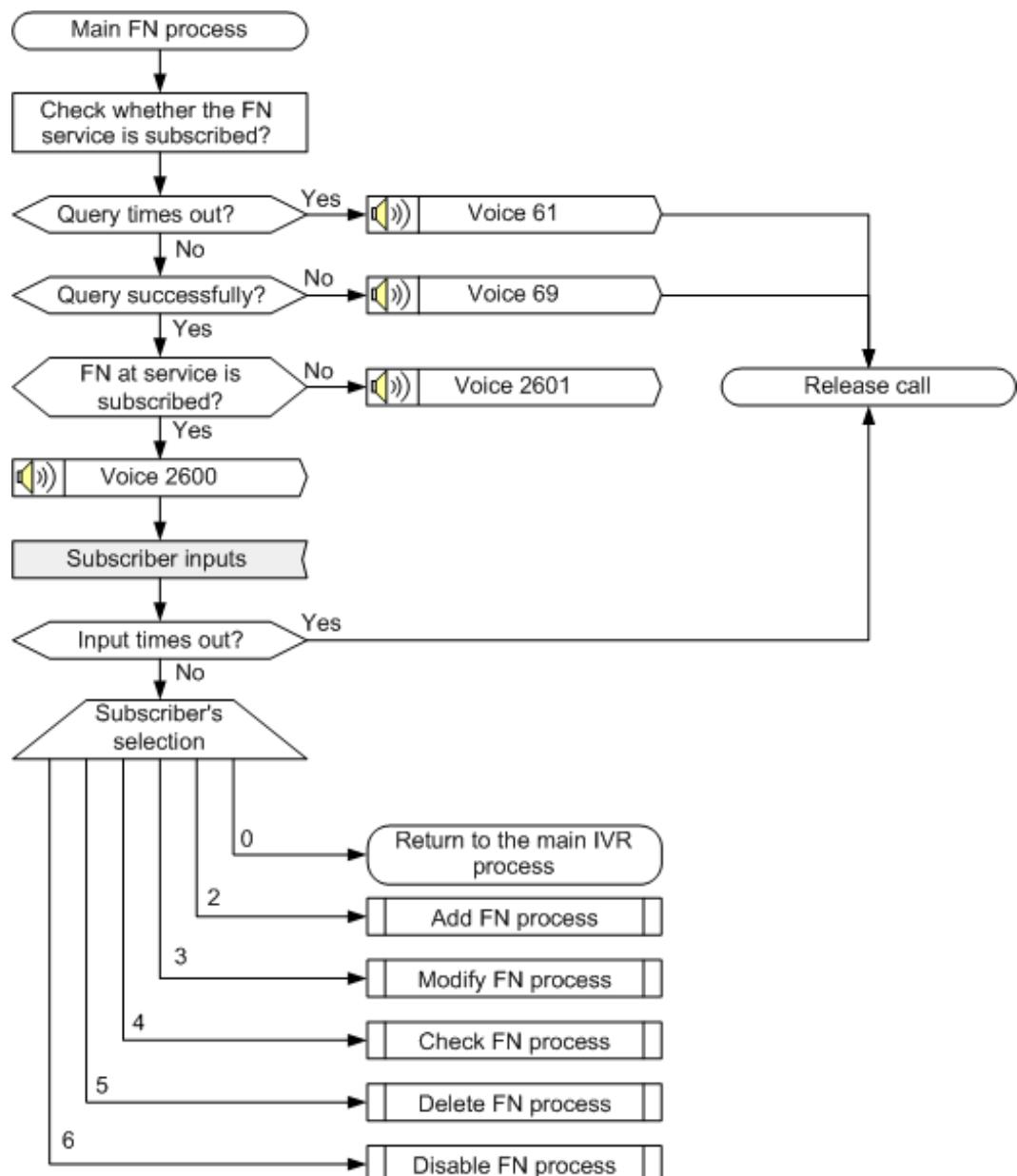
No.	Content
Voice 557	Sorry, the operation has failed. Please contact customer care.

## 3.8 FN Process

This topic describes the process that a subscriber manages the FN function according to the IVR voices.

### 3.8.1 Main Process of Managing FN

**Figure 3-23** Main FN process

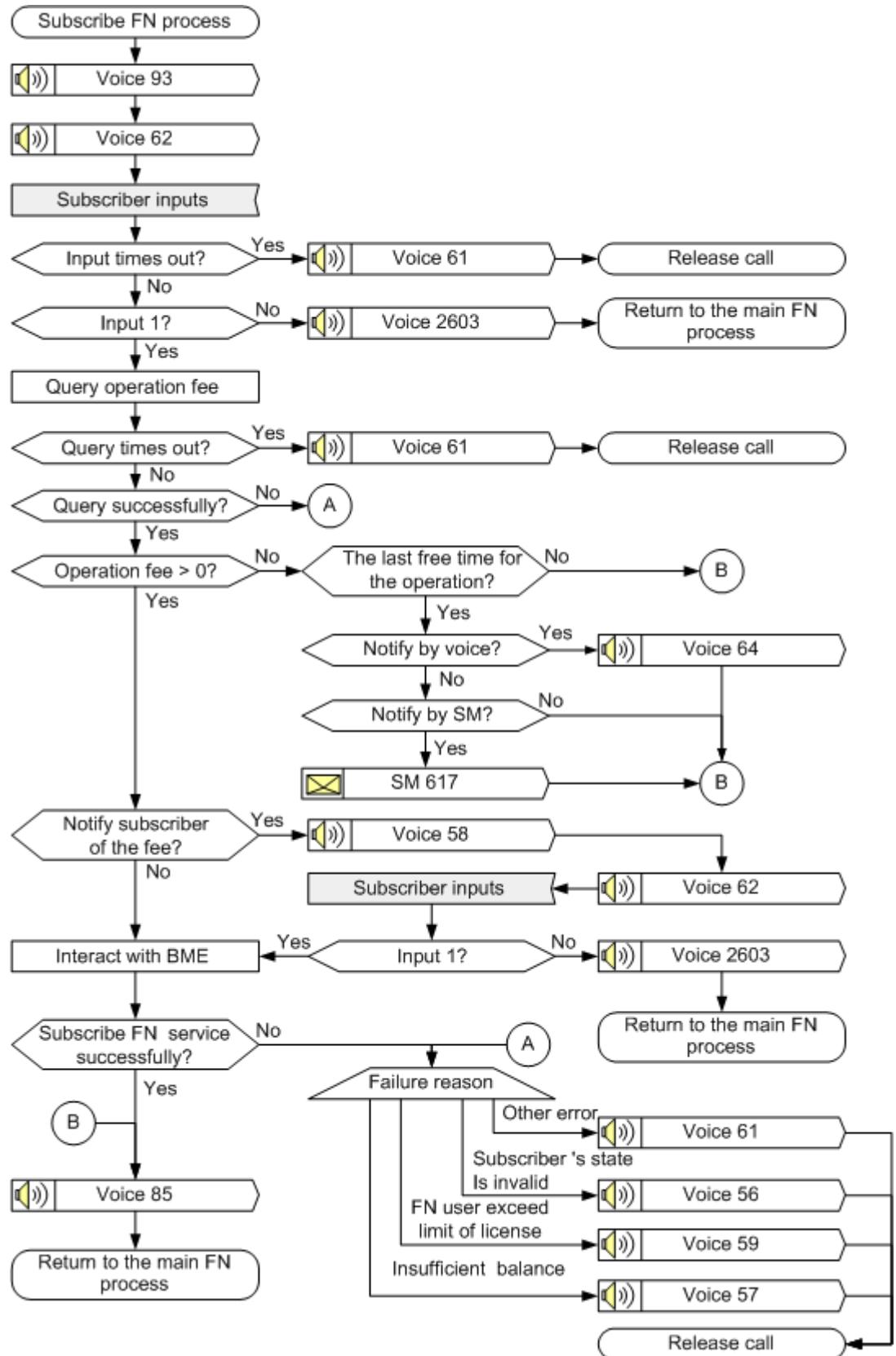


No.	Content
Voice 61	Sorry, the operation has failed. Please call customer care.

No.	Content
Voice 69	You have not subscribed to the Family and Friends service. Please contact customer care.
Voice 2600	press (2) to add FN number, press (3) to modify FN number, press (4) to check FN number, press (5) to delete FN number, or press (6) to cancel FN service, press (0) for main menu.
Voice 2601	Press (1) to subscribe FN service, press (0) for main menu.

### 3.8.2 Process of Subscribing FN

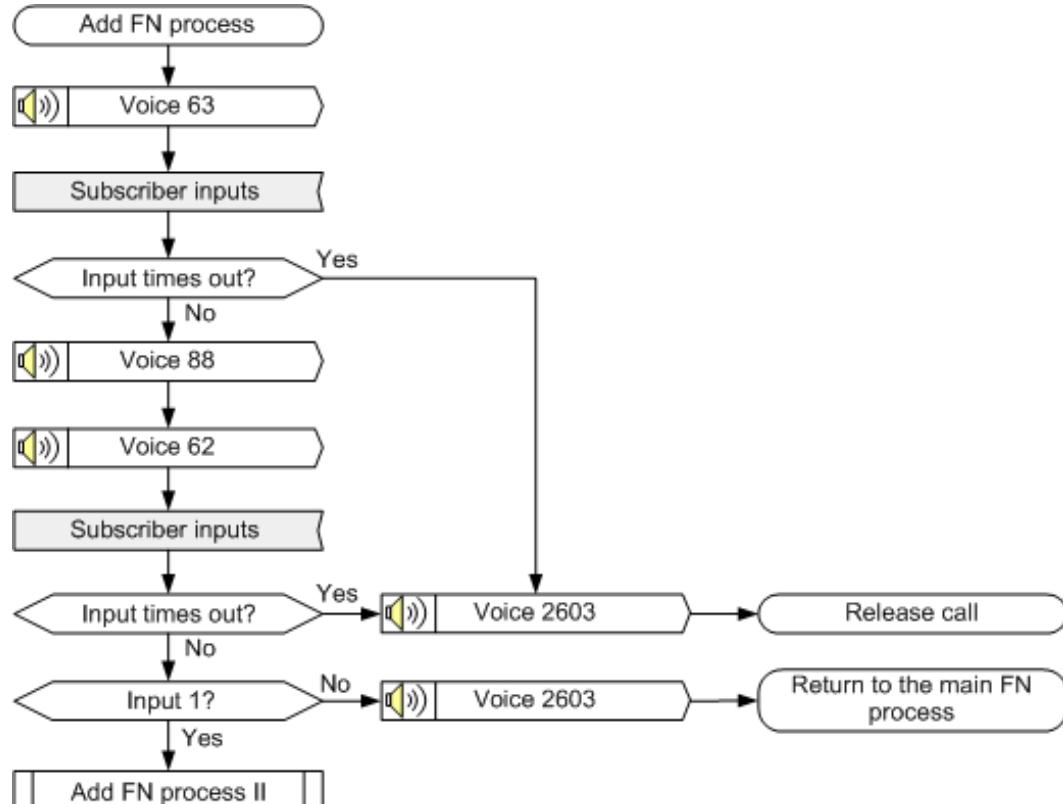
Figure 3-24 Subscribe FN process



No.	Content
Voice 56	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 57	Sorry, you have insufficient balance in your account for this operation.
Voice 58	For this operation. You will be charged [operation fee].
Voice 59	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 62	Press (1) to confirm, press another key to cancel.
Voice 64	This operation is free of charge. The next operation will be charged.
Voice 85	You have subscribed for Family and Friend service successfully.
Voice 93	The Family and Friend Service will be activated.
Voice 2603	Thank you for using the service.
SM 617	This operation is free of charge. You will be charged from next time.

### 3.8.3 Process of Adding FN

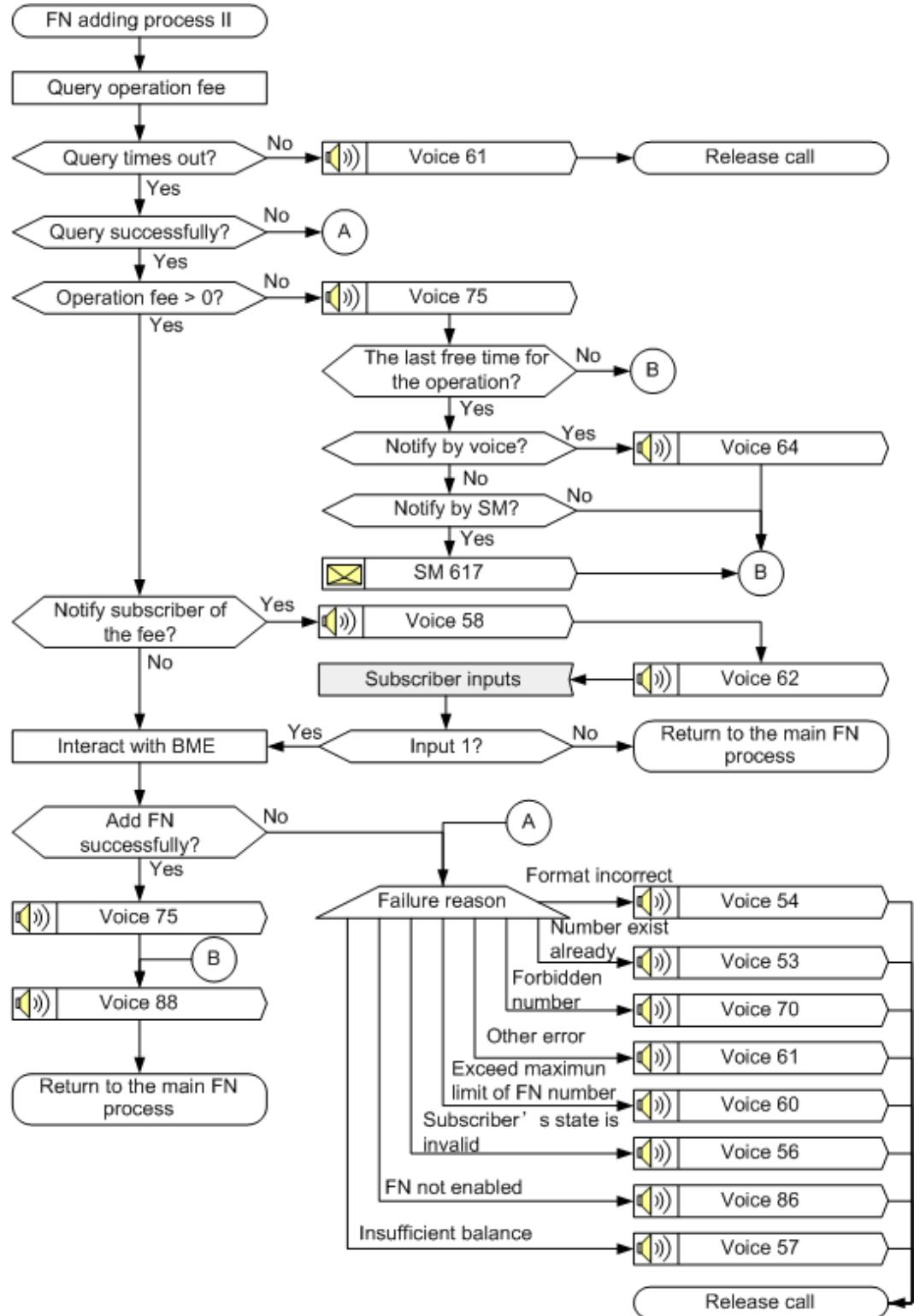
Figure 3-25 Add FN process



No.	Content
Voice 62	Press (1) to confirm, press another key to cancel.

No.	Content
Voice 63	Please enter the new Family and Friend number and press (#) to confirm.
Voice 88	You have entered XXXXX.
Voice 2603	Thank you for using the service.

**Figure 3-26 Add FN process II**

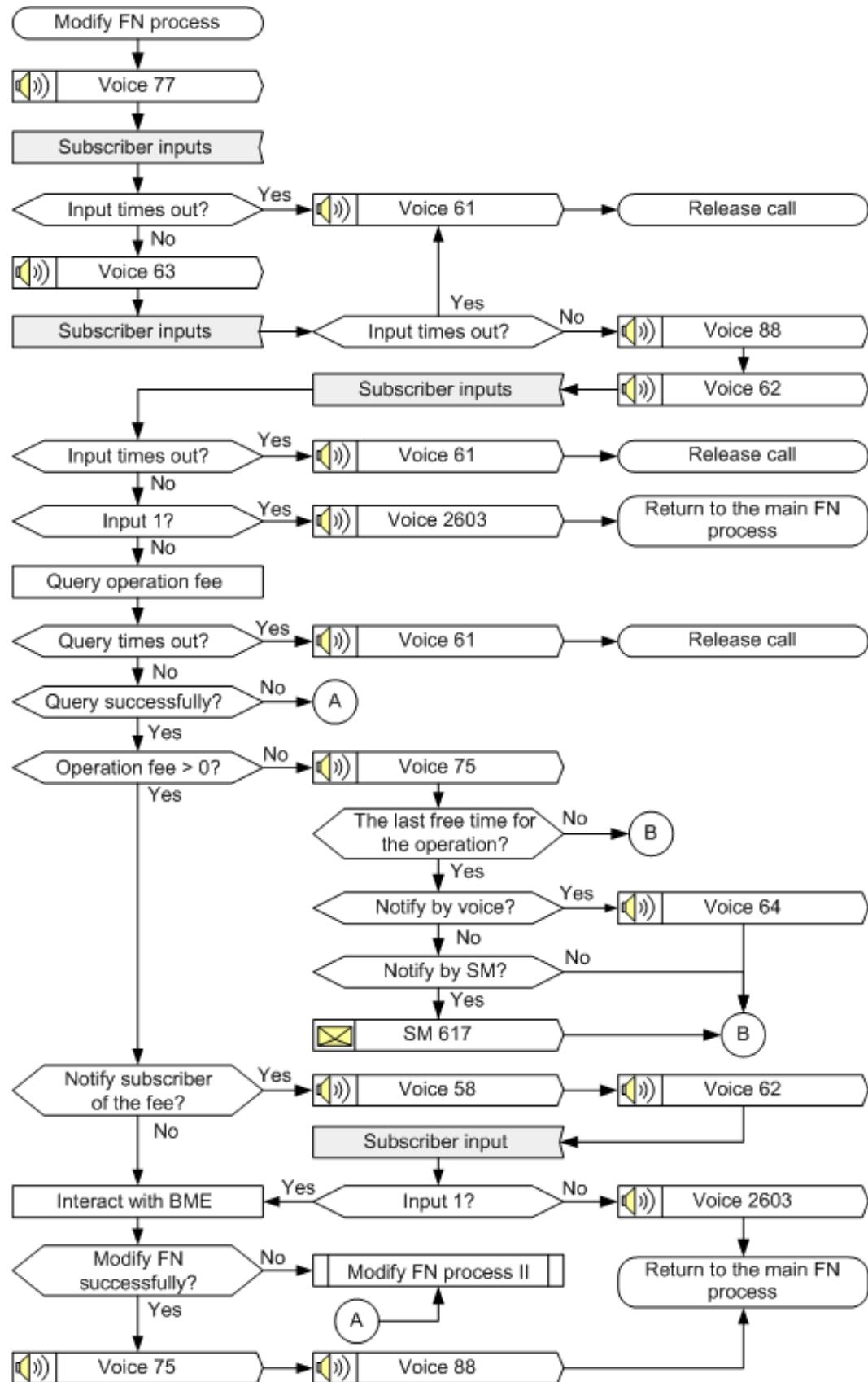


No.	Content
Voice 53	This number has already been assigned in your Family and Friends.

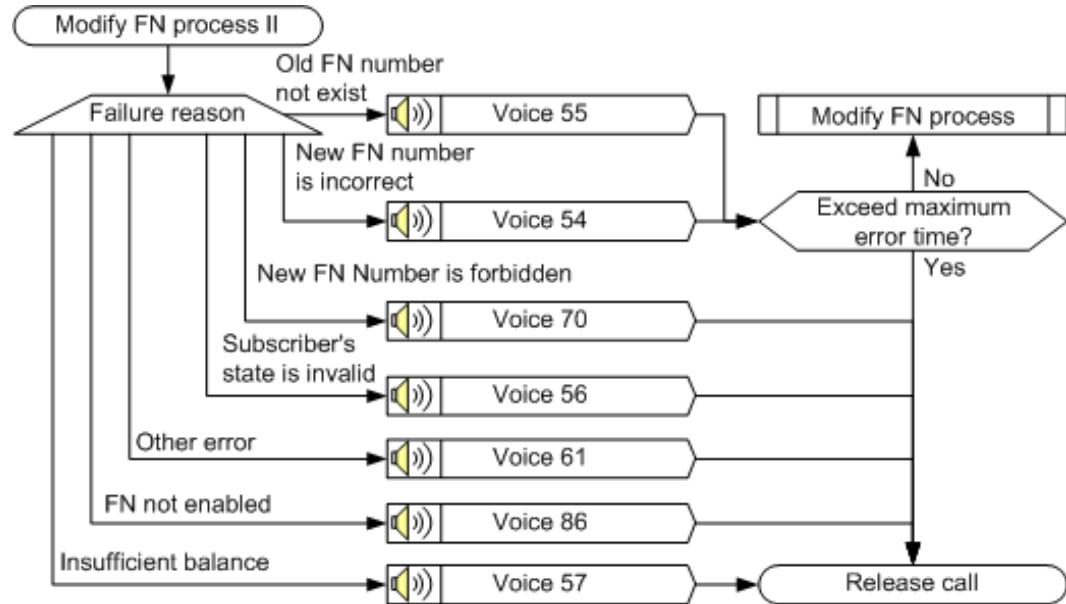
No.	Content
Voice 54	Sorry, you have entered a wrong number.
Voice 56	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 57	Sorry, you have insufficient balance in your account for this operation.
Voice 58	For this operation. You will be charged [operation fee].
Voice 60	Sorry, you have reached the maximum numbers you can add in your Family and Friends List.
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 62	Press (1) to confirm, press another key to cancel.
Voice 64	This operation is free of charge. The next operation will be charged.
Voice 70	The entered number can not be used as a Family and Friends number.2.
Voice 75	The operation has succeeded. Thank you.
Voice 86	Sorry, you have not subscribed for this service. Thank You.
Voice 88	You have entered XXXXX.
SM 617	This operation is free of charge. You will be charged from next time.

### 3.8.4 Process of Modifying FN

**Figure 3-27** Modify FN process



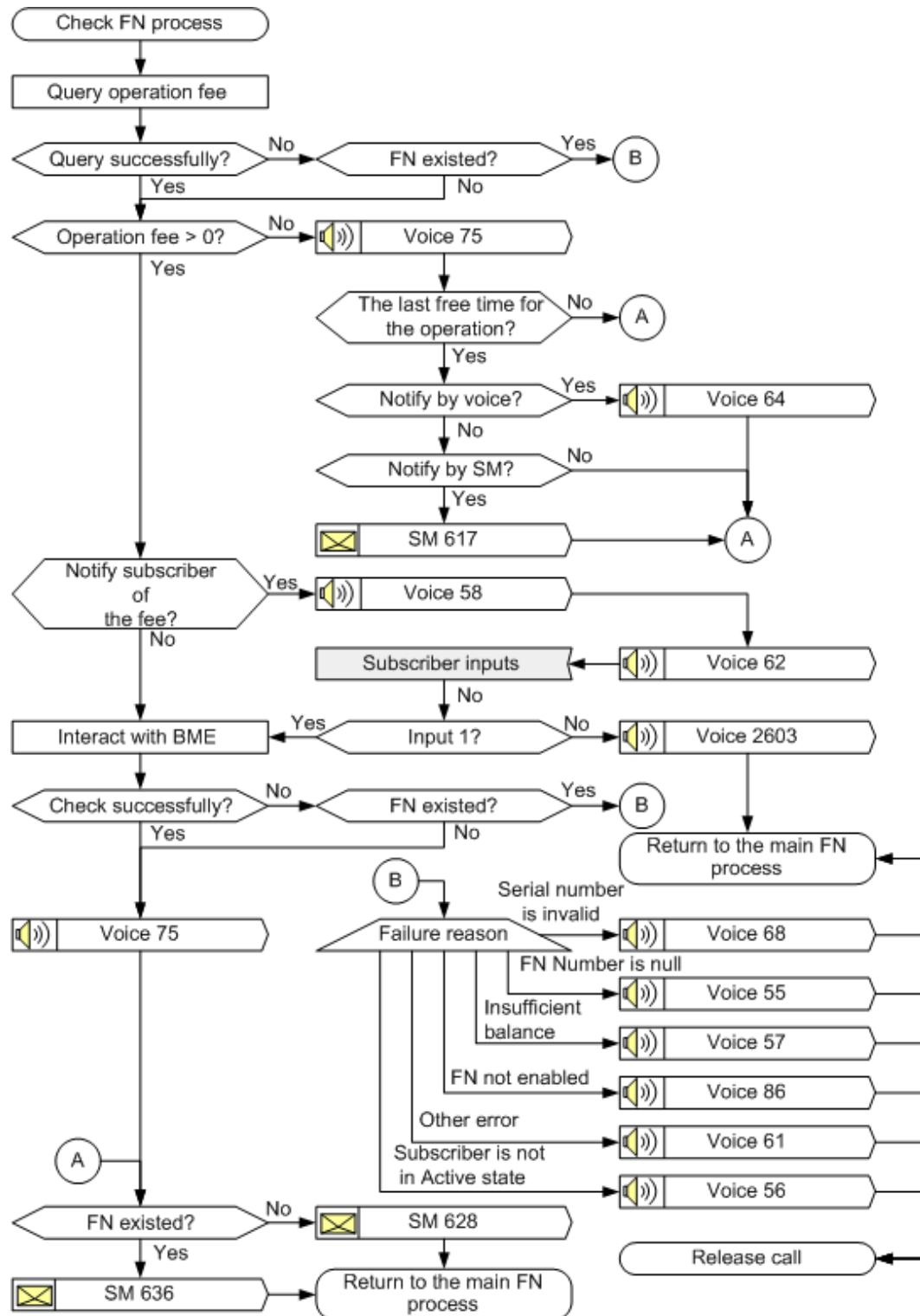
No.	Content
Voice 58	For this operation. You will be charged [operation fee].
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 62	Press (1) to confirm, press another key to cancel.
Voice 63	Please enter the new Family and Friend number and press (#) to confirm.
Voice 64	This operation is free of charge. The next operation will be charged.
Voice 75	The operation has succeeded. Thank you.
Voice 77	Please enter the Family and Friend number to be modified and press (#) to confirm.
Voice 88	You have entered XXXXX.
Voice 2603	Thank you for using the service.
SM 617	This operation is free of charge. You will be charged from next time.

**Figure 3-28** Modify FN process II

No.	Content
Voice 54	Sorry, you have entered a wrong number.
Voice 55	The number does not exist in your Family and Friend List.
Voice 56	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 57	Sorry, you have insufficient balance in your account for this operation.
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 70	The entered number can not be used as a Family and Friends number.2.
Voice 86	Sorry, you have not subscribed for this service. Thank You.

### 3.8.5 Process of Checking FN

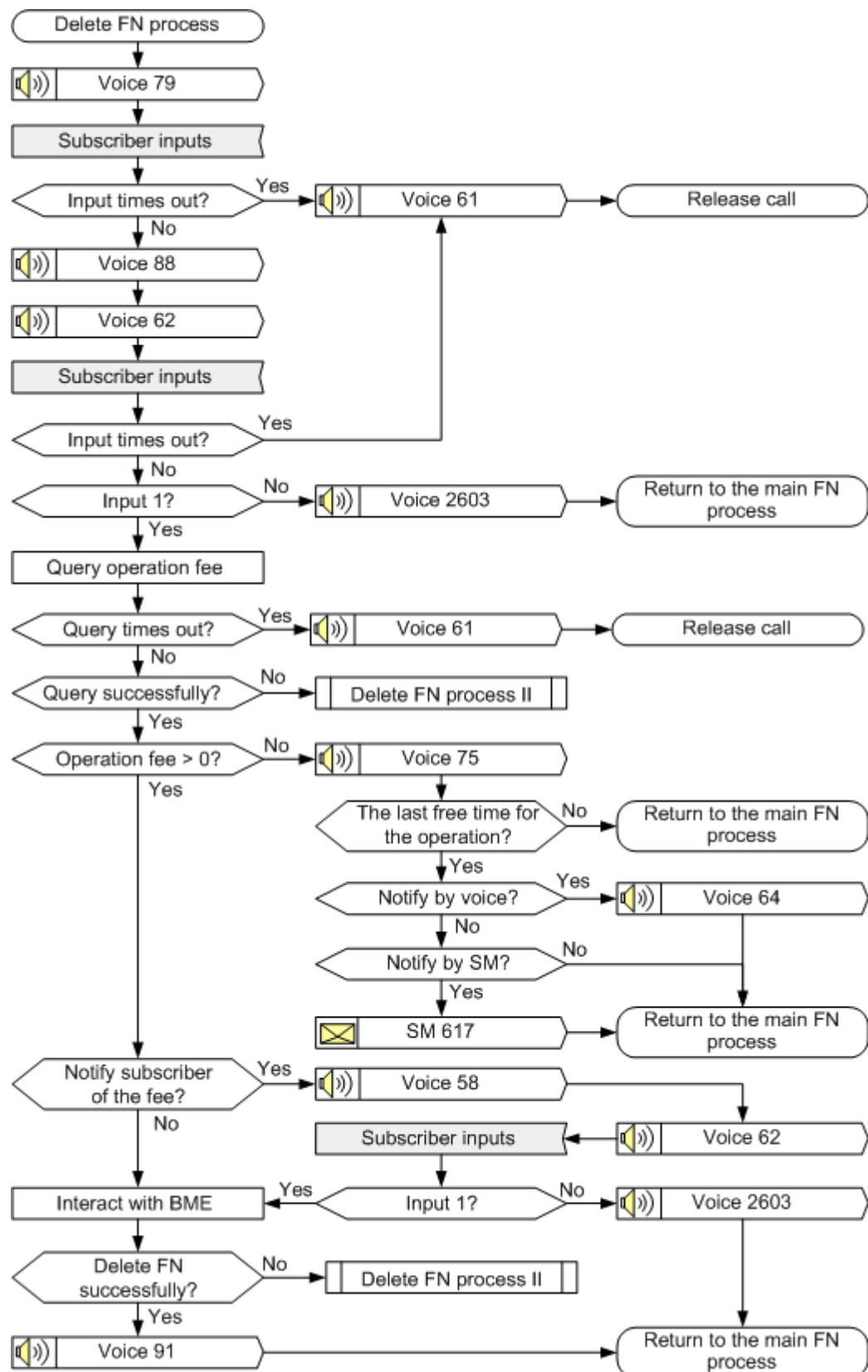
Figure 3-29 Check FN process



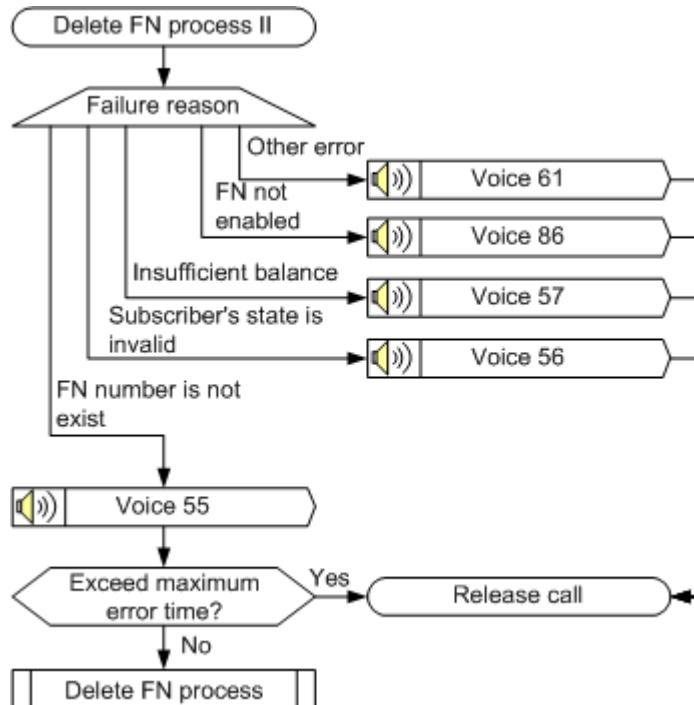
No.	Content
Voice 55	The number does not exist in your Family and Friend List.
Voice 56	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 57	Sorry, you have insufficient balance in your account for this operation.
Voice 58	For this operation. You will be charged [operation fee].
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 62	Press (1) to confirm, press another key to cancel.
Voice 64	This operation is free of charge. The next operation will be charged.
Voice 68	The entered number cannot be used as a Family and Friends number.
Voice 75	The operation has succeeded. Thank you.
Voice 86	Sorry, you have not subscribed for this service. Thank You.
Voice 2603	Thank you for using the service.
SM 617	This operation is free of charge. You will be charged from next time.
SM 628	Operation is successful. You do not set any family number.
SM 636	Operation is successful. Your family number is [family number1, family number2,..., family number100].

### 3.8.6 Process of Deleting FN

**Figure 3-30** Delete FN process



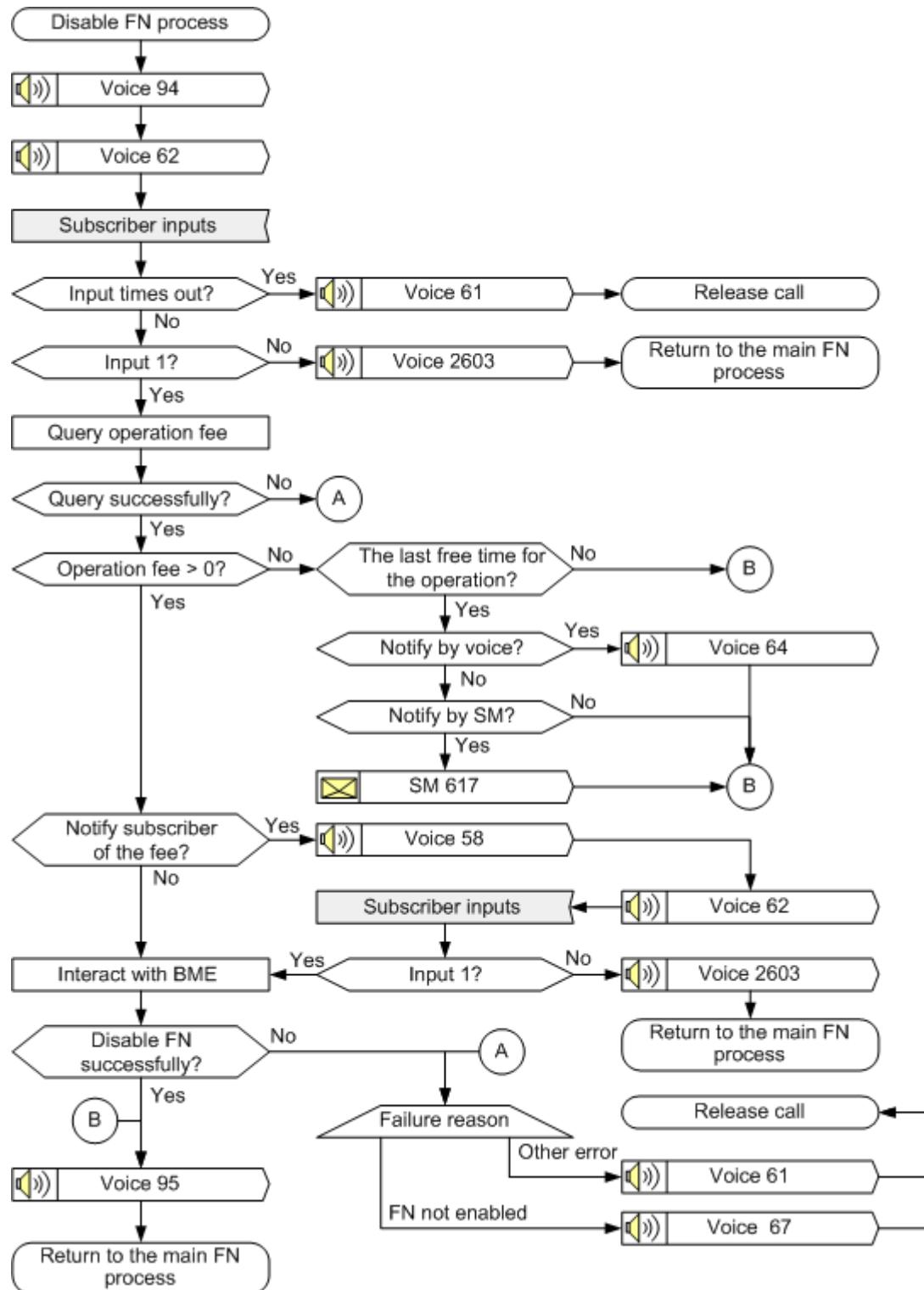
No.	Content
Voice 58	For this operation. You will be charged [operation fee].
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 62	Press (1) to confirm, press another key to cancel.
Voice 64	This operation is free of charge. The next operation will be charged.
Voice 75	The operation has succeeded. Thank you.
Voice 79	Please enter your family and Friend number to be deleted and press (#) to confirm.
Voice 88	You have entered XXXXX.
Voice 91	You have sucessfully deleted the family and friend number XXX.
Voice 2603	Thank you for using the service.
SM 617	This operation is free of charge. You will be charged from next time.

**Figure 3-31 Delete FN process II**

No.	Content
Voice 55	The number does not exist in your Family and Friend List.
Voice 56	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 57	Sorry, you have insufficient balance in your account for this operation.
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 86	Sorry, you have not subscribed for this service. Thank You.

### 3.8.7 Process of Disabling FN

**Figure 3-32** Disable FN process



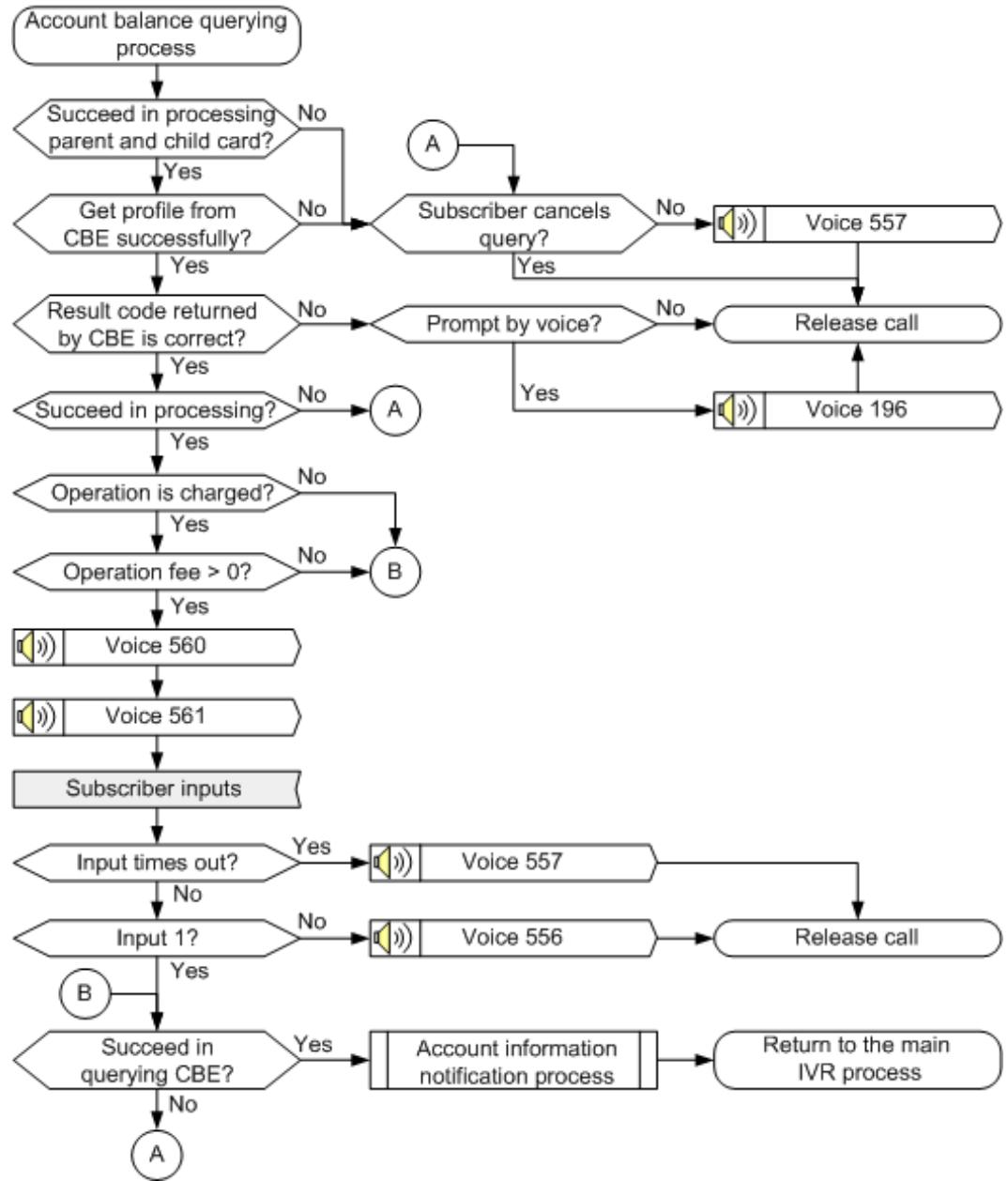
No.	Content
Voice 58	For this operation. You will be charged [operation fee].
Voice 61	Sorry, the operation has failed. Please call customer care.
Voice 62	Press (1) to confirm, press another key to cancel.
Voice 64	This operation is free of charge. The next operation will be charged.
Voice 67	Sorry, you have already unsubscribed from the familiarity number service.
Voice 94	Your Family and Friend Service will be cancelled.
Voice 95	You have successfully cancelled the service.
Voice 2603	Thank you for using the service.
SM 617	This operation is free of charge. You will be charged from next time.

## 3.9 Process of Querying Account Information

This topic describes the process that a subscriber queries the account information according to the IVR voices.

### 3.9.1 Process of Querying Account Balance

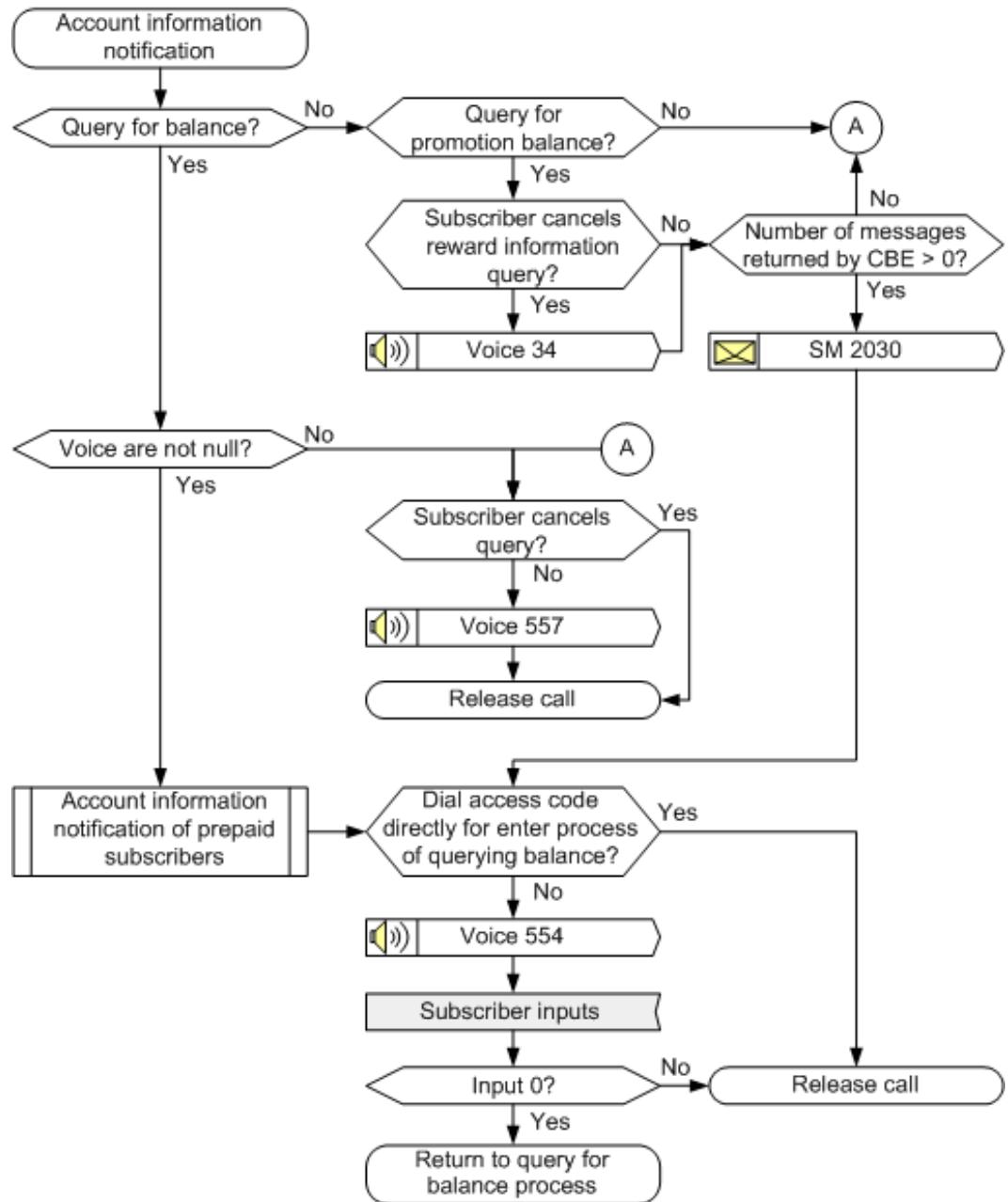
**Figure 3-33 Query account balance process**



**No. Content**

Voice 196	Sorry, your call cannot be completed at this time. Please contact customer care.
Voice 556	Thank you.
Voice 557	Sorry, the operation has failed. Please contact customer care.
Voice 560	For this operation You will be charged [operation fee].
Voice 561	Press (1) to confirm; press another key to cancel.

### 3.9.2 Process of Account Information Notification

**Figure 3-34** Account information notification process

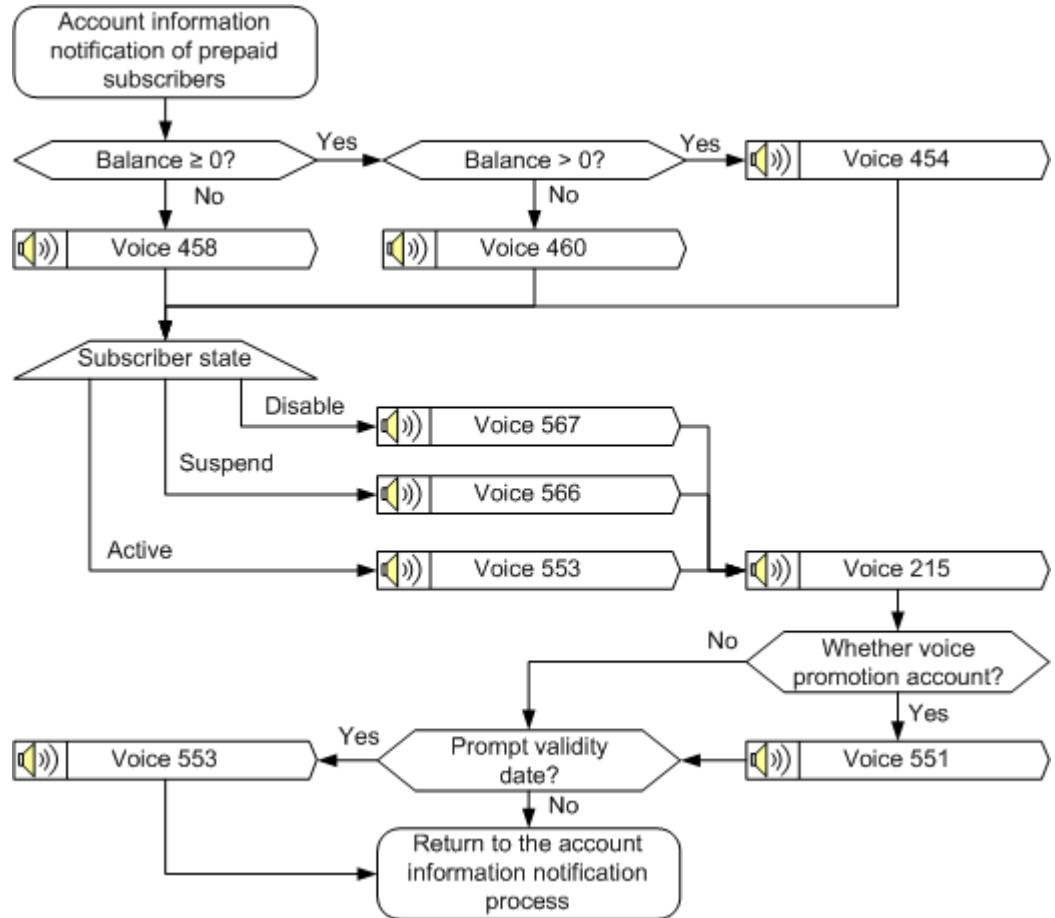
No.	Content
Voice 34	Your cancellation has succeeded. Thank you.
Voice 554	Press (0) to return to the previous menu; press another key to hang up.
Voice 557	Sorry, the operation has failed. Please contact customer care.
SM 2030	Hello! You have TExpr(\$sG_s_SmsBody).

**NOTE**

The values of variables in SM 2030 area generated dynamically according to free resources that a subscriber obtains.

### 3.9.3 Process of Account Information Notification of Prepaid Subscribers

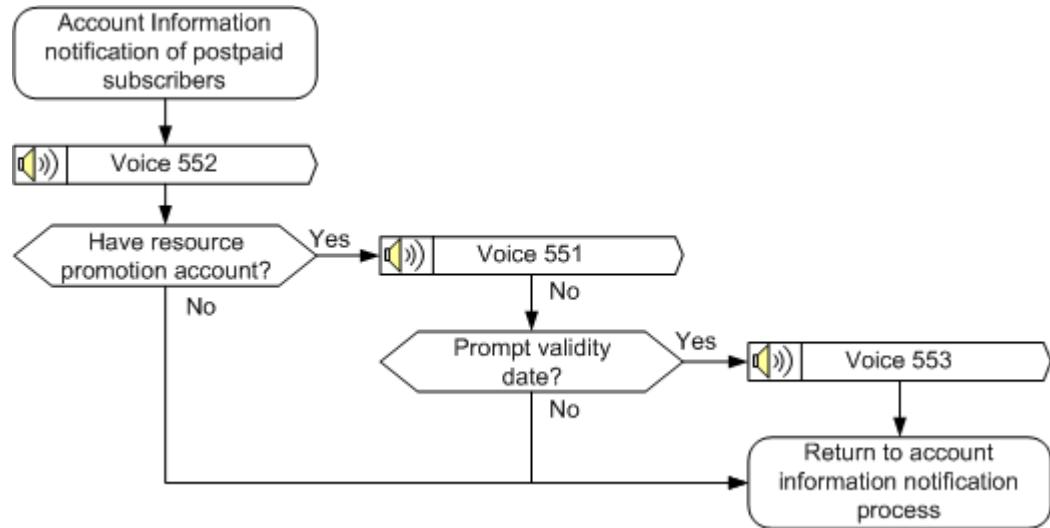
**Figure 3-35** Account information notification of prepaid subscribers



No.	Content
Voice 215	days.
Voice 454	Your account balance is [balance].
Voice 458	Your account balance is minus [balance].
Voice 460	Your account balance is Zero. Please recharge your account soon.
Voice 551	Your bonus is XXX [currency unit].
Voice 553	Your account will expire after [active stop].
Voice 566	Your account has expired. Please recharge to activate. The account will be disabled on [suspend stop]
Voice 567	Please recharge. Your account will be recycled on s [disable stop].

### 3.9.4 Process of Account Information Notification of Postpaid Subscribers

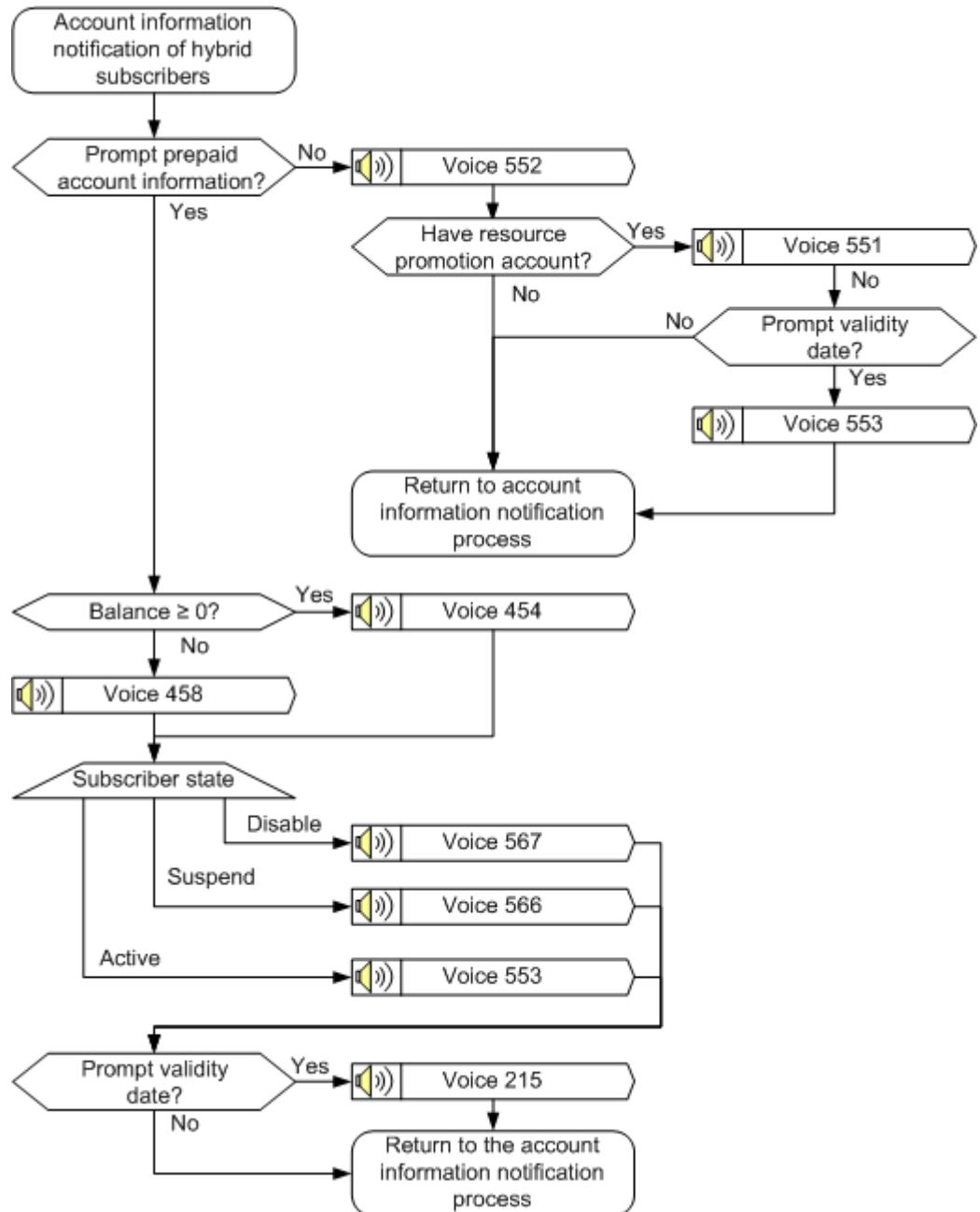
Figure 3-36 Account information notification of postpaid subscribers



No.	Content
Voice 551	Your bonus is XXX [currency unit].
Voice 552	Your credit is XXX [currency unit].
Voice 553	Your account will expire after [active stop].

### 3.9.5 Account Information Notification of Hybrid Subscribers

**Figure 3-37** Account information notification of hybrid subscribers



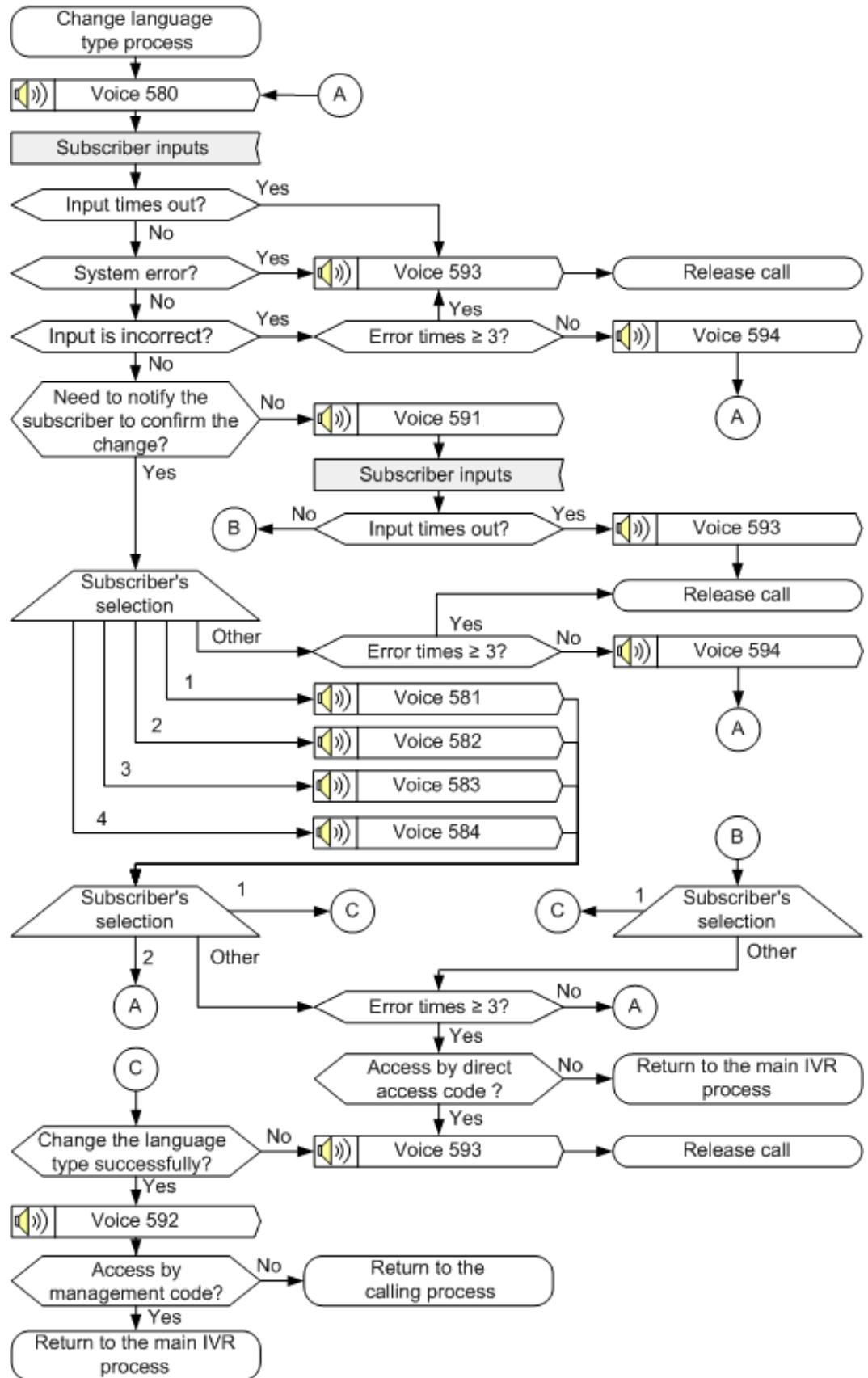
No.	Content
Voice 215	days.
Voice 454	Your account balance is [balance].
Voice 458	Your account balance is minus [balance].
Voice 551	Your bonus is XXX [currency unit].
Voice 552	Your credit is XXX [currency unit].
Voice 553	Your account will expire after [active stop].

No.	Content
Voice 566	Your account has expired. Please recharge to activate. The account will be disabled on [suspend stop]
Voice 567	Please recharge. Your account will be recycled on s [disable stop].

## 3.10 Process of Changing Language Types

This topic describes the process that a subscriber changes the language type of the IVR voices according to the IVR voices.

**Figure 3-38** Change language type process

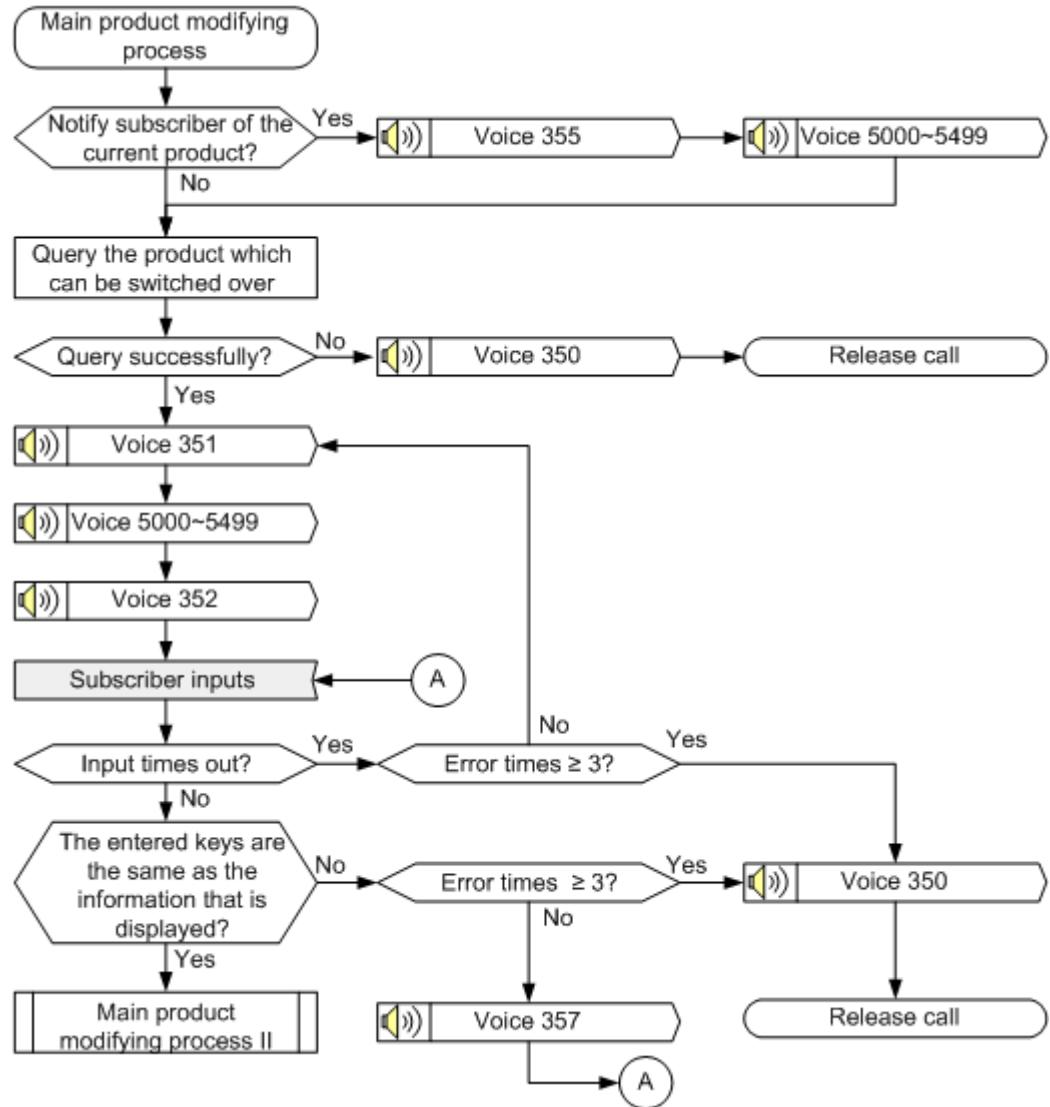


No.	Voice
Voice 580	Press (1) for English; press (2) for Swahili; press another key to return.
Voice 581	You have selected the language English. Press (1) to confirm; press (2) to change.
Voice 582	You have selected the language for Swahili. Press (1) to confirm; press (2) to change.
Voice 583	You have selected the language Creole. Press (1) to confirm; press (2) to change.
Voice 584	You have selected the language Hindi. Press (1) to confirm; press (2) to change.
Voice 591	Your language will be changed. Press (1) to confirm; press another key to cancel.
Voice 592	Your language has been selected successfully. Thank you.
Voice 593	Sorry, the operation has failed. Please contact customer care.
Voice 594	The language type you entered is incorrect.

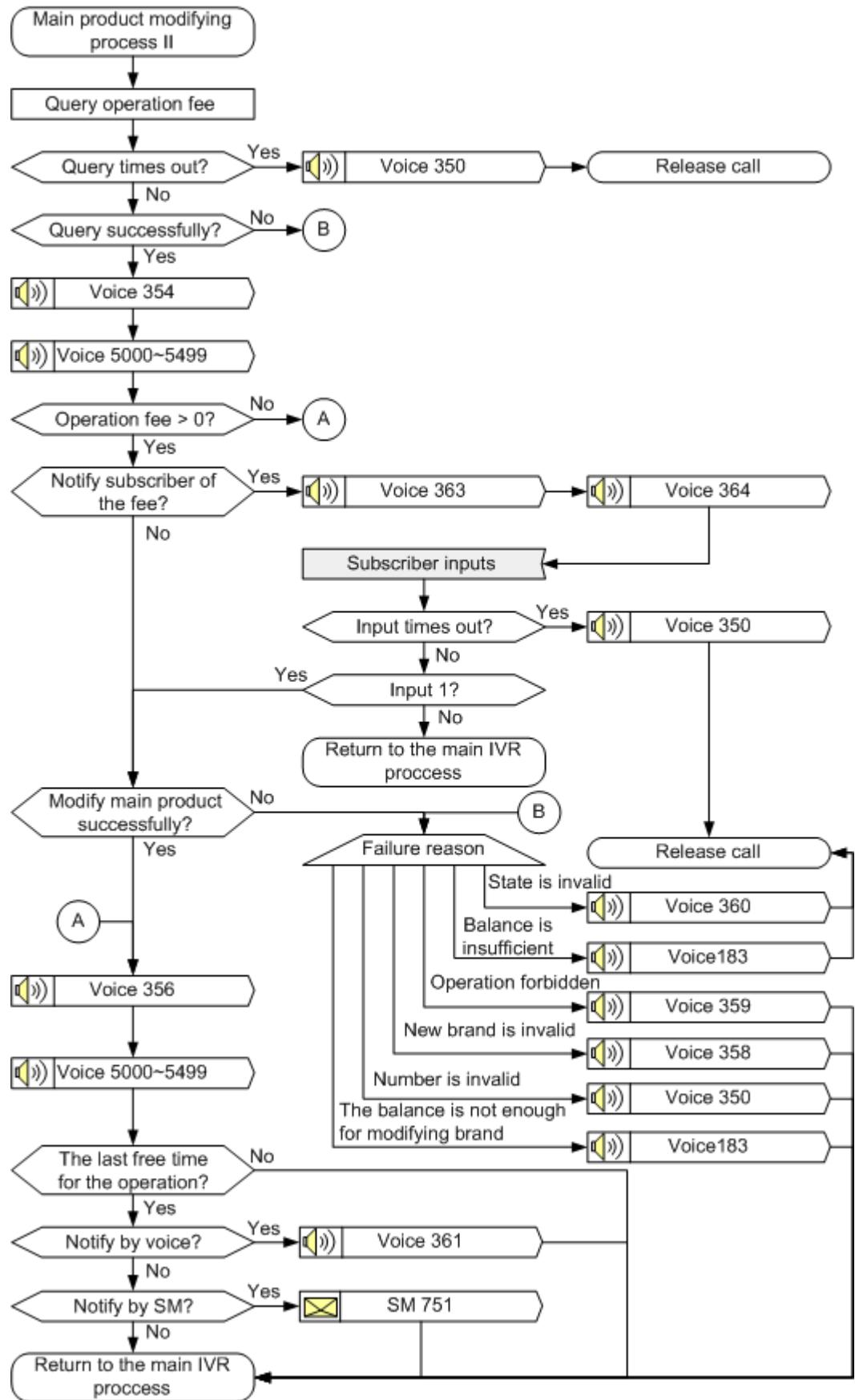
## 3.11 Process of Switching Main product

This topic describes the process that a subscriber switches the main product according to the IVR voices. The main product of a subscriber can be switched over between the common brand and the brand of busy or idle state.

**Figure 3-39** Switch main product process



No.	Content
Voice 350	Sorry, your request has failed. Please contact customer care.
Voice 351	To switch [package name].
Voice 352	Press [button].
Voice 355	Your current tariff is
Voice 357	You have entered an Invalid option, please try again.
Voice 5000~5499	[Package Name]

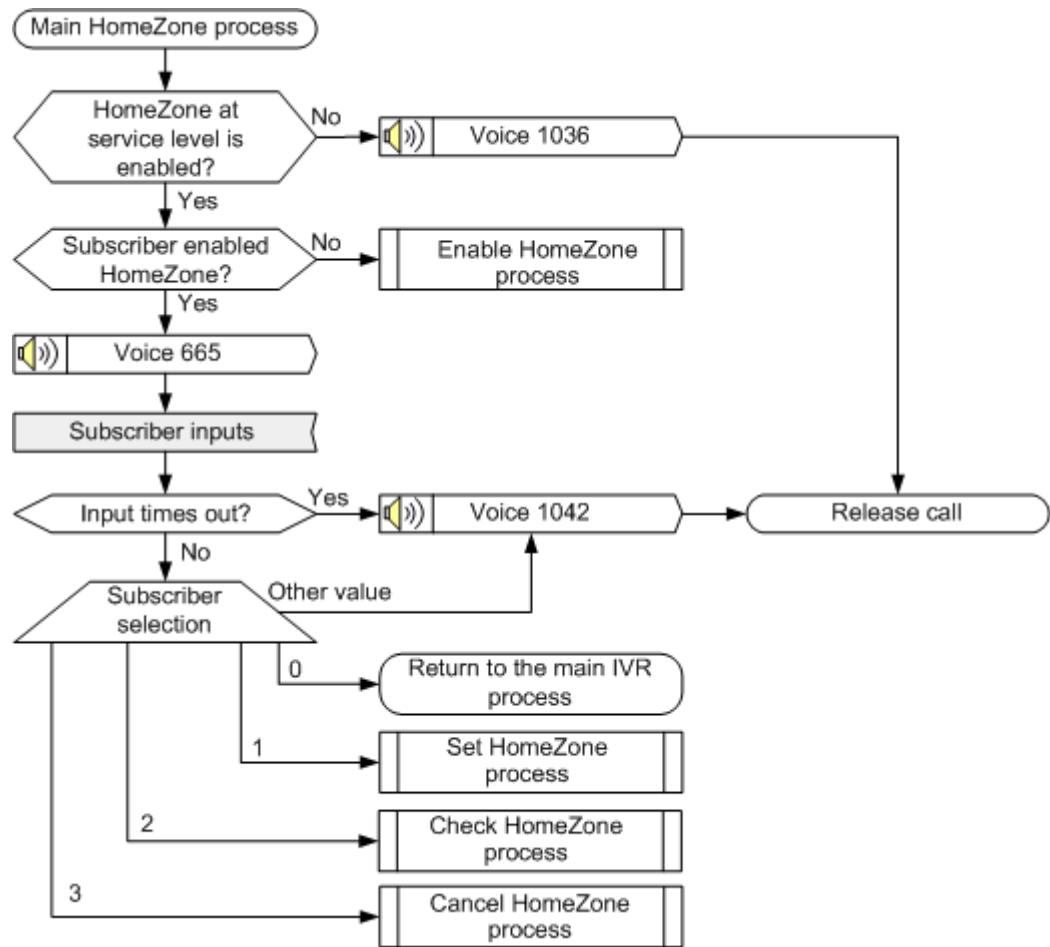
**Figure 3-40** Switch main product process II

No.	Content
Voice 183	Sorry, your balance is insufficient for this operation.
Voice 350	Sorry, your request has failed. Please contact customer care.
Voice 354	You have selected the new package [package name].
Voice 356	Your Tariff change is successful. New tariff is [new subcosid].
Voice 358	Sorry, the selected tariff is not available. Please contact customer care.
Voice 359	Sorry, you are not allowed to switch to the new tariff. Please contact customer care.
Voice 360	Sorry, you are not allowed to perform this operation. Please contact customer care.
Voice 361	This operation is free of charge this time and will be charged from the next time.
Voice 363	You will be charged [operation fee].
Voice 364	By confirming this request you are accepting the terms and conditions of the new tariff. Press (1) to confirm; press another key to cancel.
Voice 5000–5499	[Package Name]
SM 751	This operation is free of charge. You will be charged from next time.

## 3.12 HomeZone Process

This topic describes the process that a subscriber manages the HomeZone function according to the IVR voices.

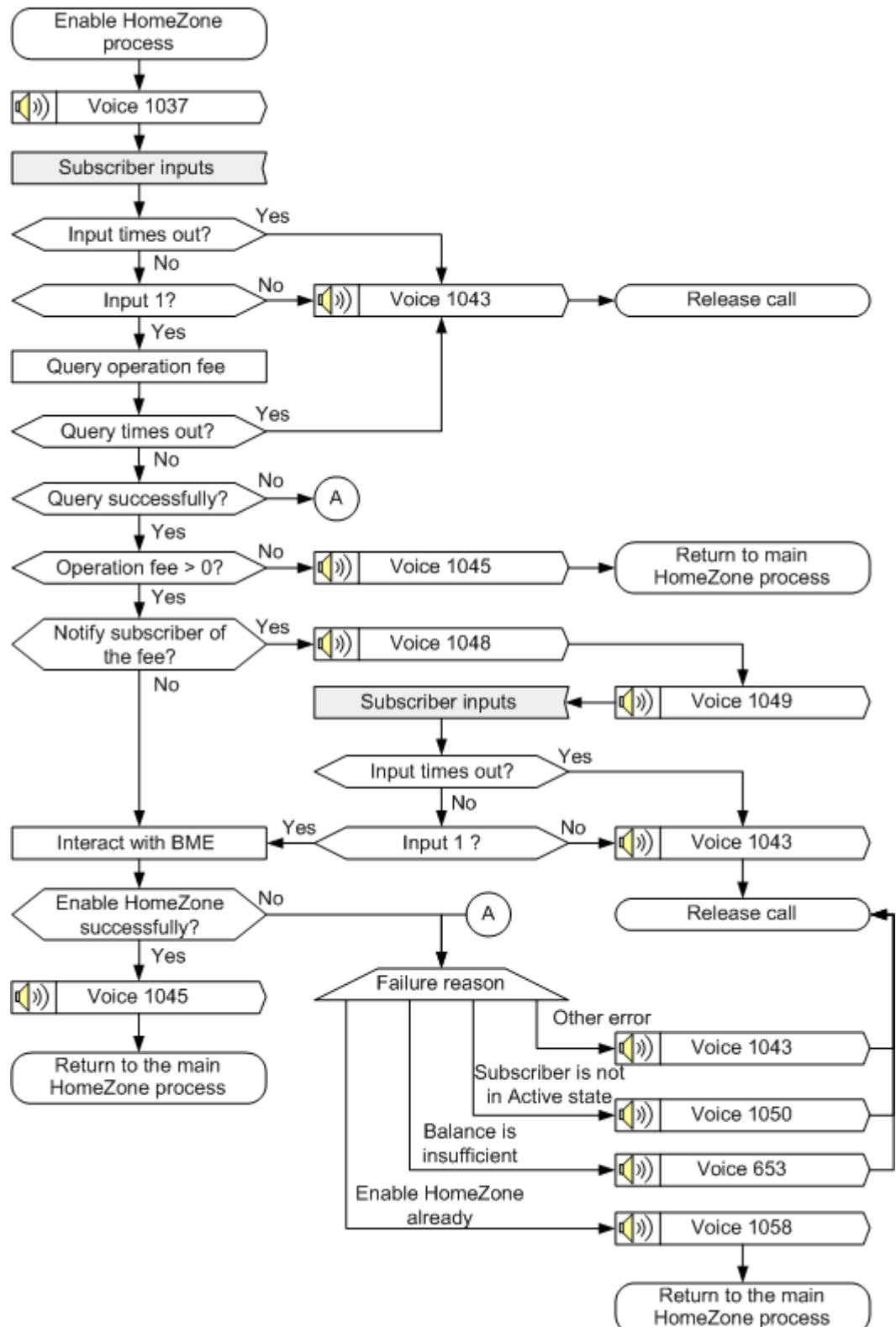
### 3.12.1 Main Process of Managing HomeZone

**Figure 3-41 Main HomeZone process**

No.	Content
Voice 665	Press (1) to set the Safaricom home zone, press (2) to list the Safaricom home zones, or press (3) to cancel the home zone service, press (0) for main menu.
Voice 1036	Sorry, you have not subscribed to this service. Thank you.
Voice 1042	Sorry, your request has failed. Please call customer care.

### 3.12.2 Process of Enabling the HomeZone

**Figure 3-42** Enable HomeZone process

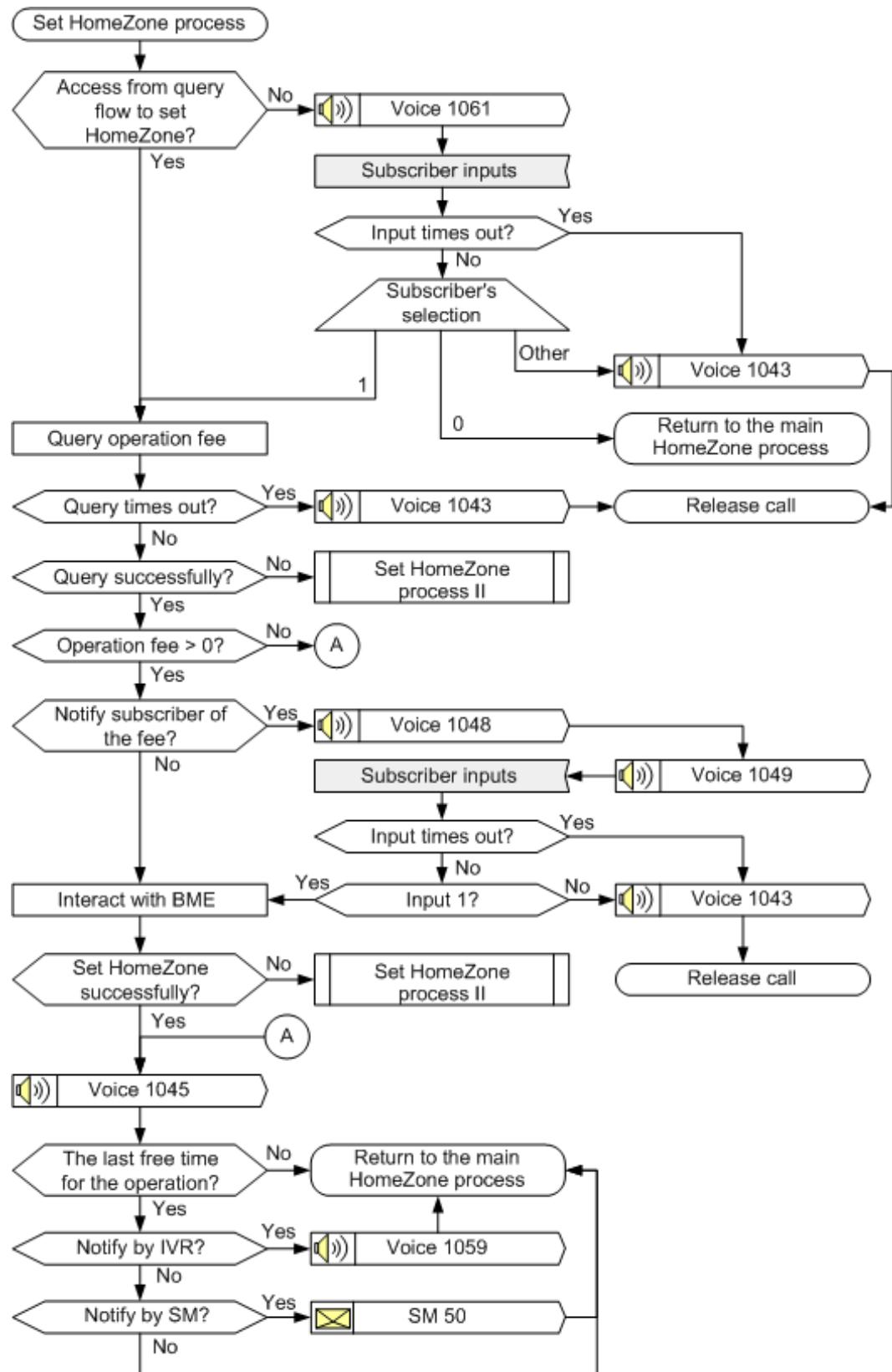


No.	Content
Voice 653	Sorry, you have insufficient balance in your account. Please recharge.

No.	Content
Voice 1037	Welcome to the safaricom home zone service, press (1) to subscribe and select the current location as your home zone, press other keys or hang up to cancel.
Voice 1043	Sorry, the operation has failed. Please call customer care.
Voice 1045	Your request is sucessful. Thank You.
Voice 1048	For this operation. You will be charged [operation fee].
Voice 1049	Press (1) to confirm; press another key to cancel.
Voice 1050	Sorry, you are not allowed to subscribe for the homezone service. Please call customer care.
Voice 1058	You have already subscribed to the home zone service.

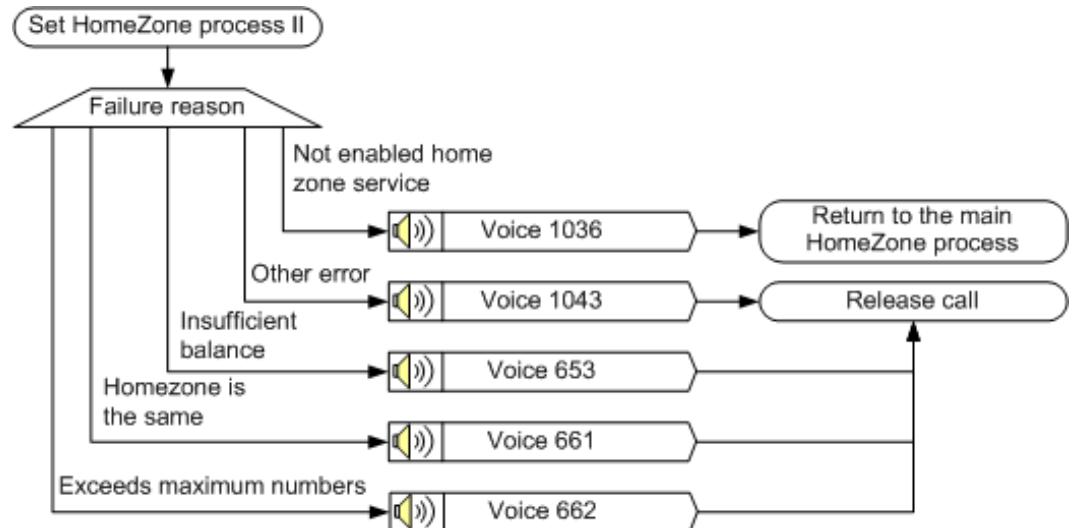
### 3.12.3 Process of Setting the HomeZone

**Figure 3-43 Set HomeZone process**



No.	Content
Voice 1043	Sorry, the operation has failed. Please call customer care.
Voice 1045	Your request is sucessful. Thank You.
Voice 1048	For this operation. You will be charged [operation fee].
Voice 1049	Press (1) to confirm; press another key to cancel.
Voice 1059	This operation is free of charge. The next operation will be charged.
Voice 1061	Press (1) to select the current zone as your home zone; press (0) to return to the previous menu; press another key or hang up to exit.
SM 50	This operation is free of charge. You will be charged from next time.

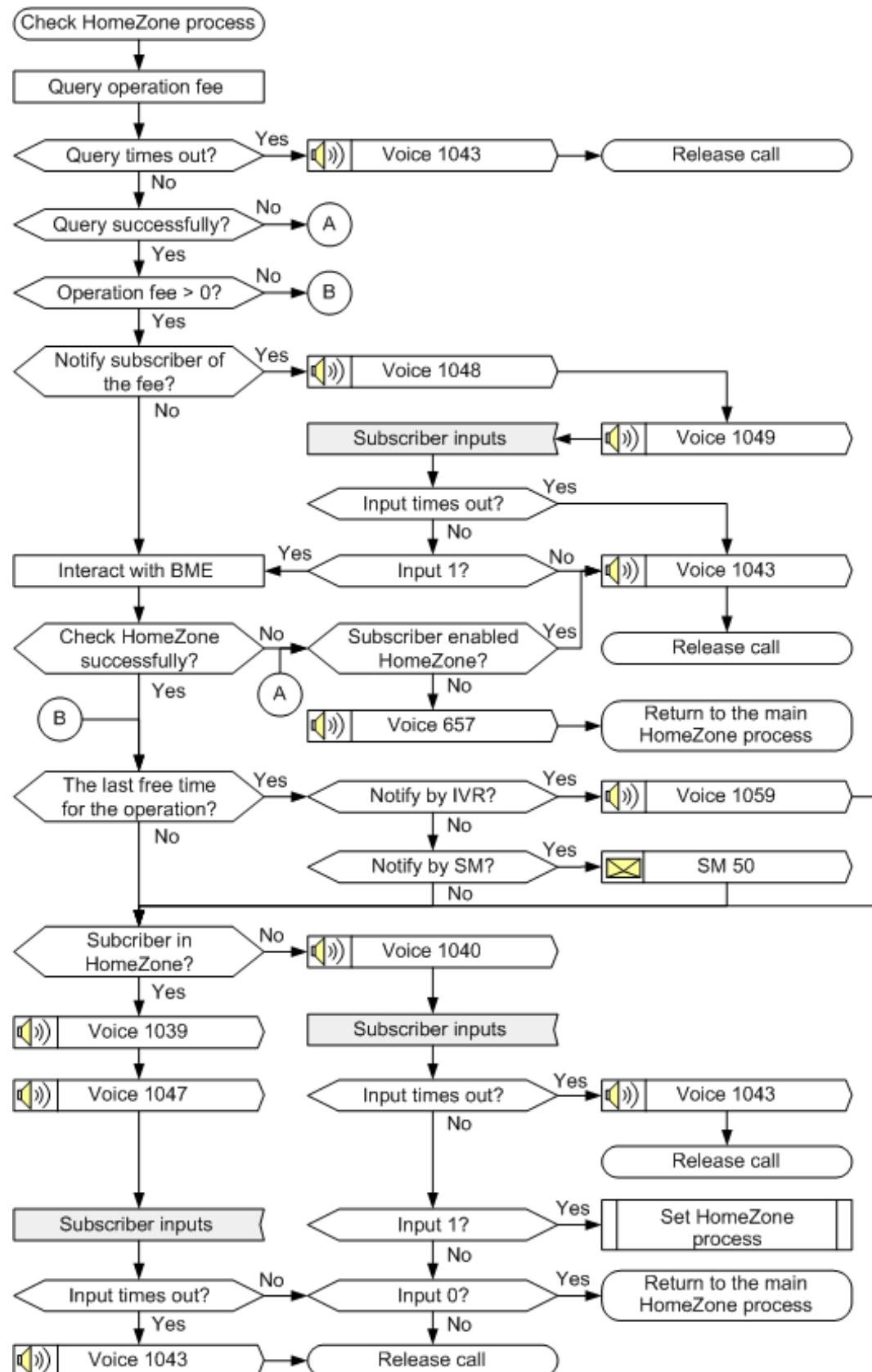
**Figure 3-44 Set HomeZone process II**



No.	Content
Voice 653	Sorry, you have insufficient balance in your account. Please recharge.
Voice 661	Sorry, you have set this zone as your [home zone].
Voice 662	Sorry, the number of your home zone numbers has reached the maximum. You cannot set home zone numbers any more. If you want to change a home zone number, please contact the customer care.
Voice 1036	Sorry, you have not subscribed to this service. Thank you.
Voice 1043	Sorry, the operation has failed. Please call customer care.

### 3.12.4 Process of Checking the HomeZone

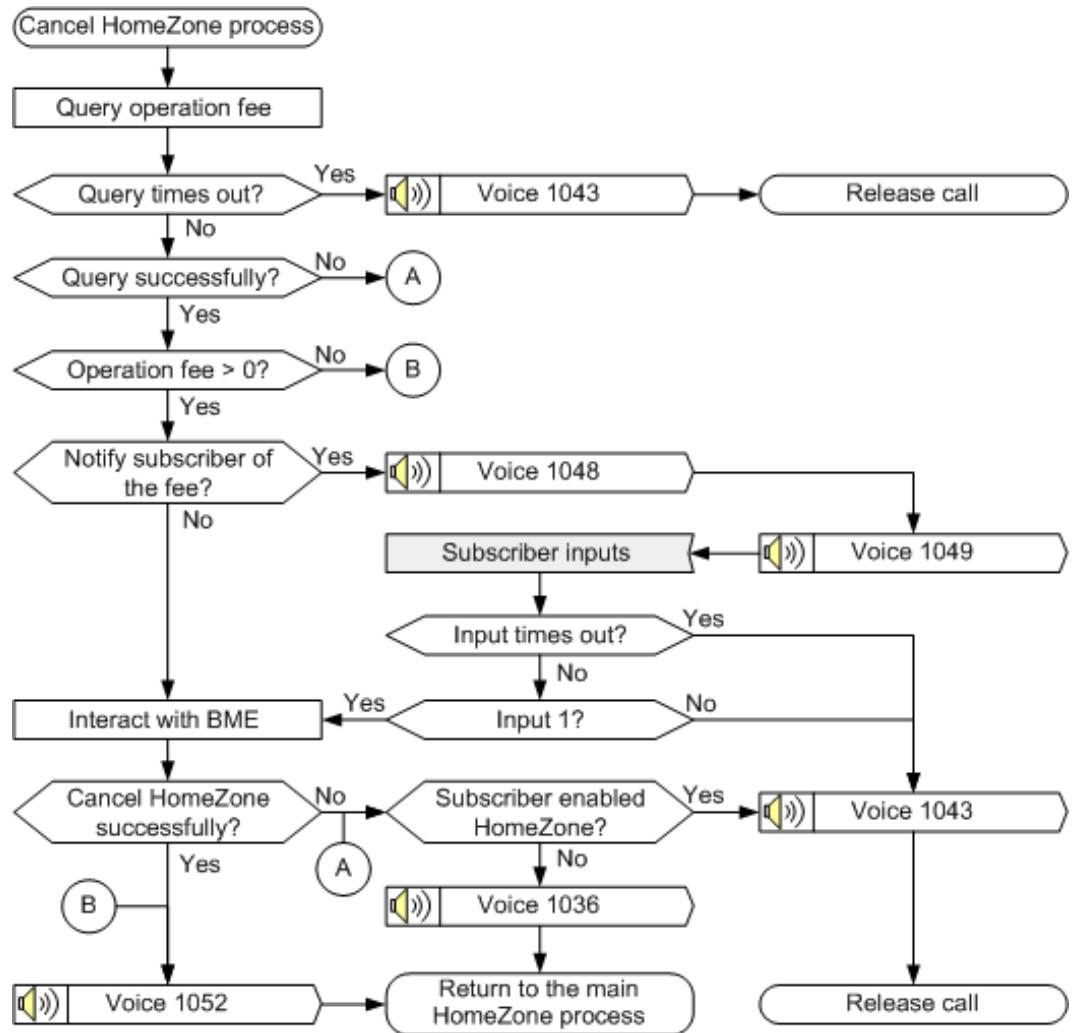
**Figure 3-45 Check HomeZone process**



No.	Content
Voice 657	Sorry you have insufficient balance in your account. Please recharge.
Voice 1039	Now you are in the [home zone].
Voice 1040	Now you are not in the home zone. Press (1) to select the current zone as your home zone; press (0) to return to the previous menu; press another key or hang up to exit.
Voice 1043	Sorry, the operation has failed. Please call customer care.
Voice 1047	Press (0) for Previous menu, press others to hang up.
Voice 1048	For this operation. You will be charged [operation fee].
Voice 1049	Press (1) to confirm; press another key to cancel.
Voice 1059	This operation is free of charge. The next operation will be charged.
SM 50	This operation is free of charge. You will be charged from next time.

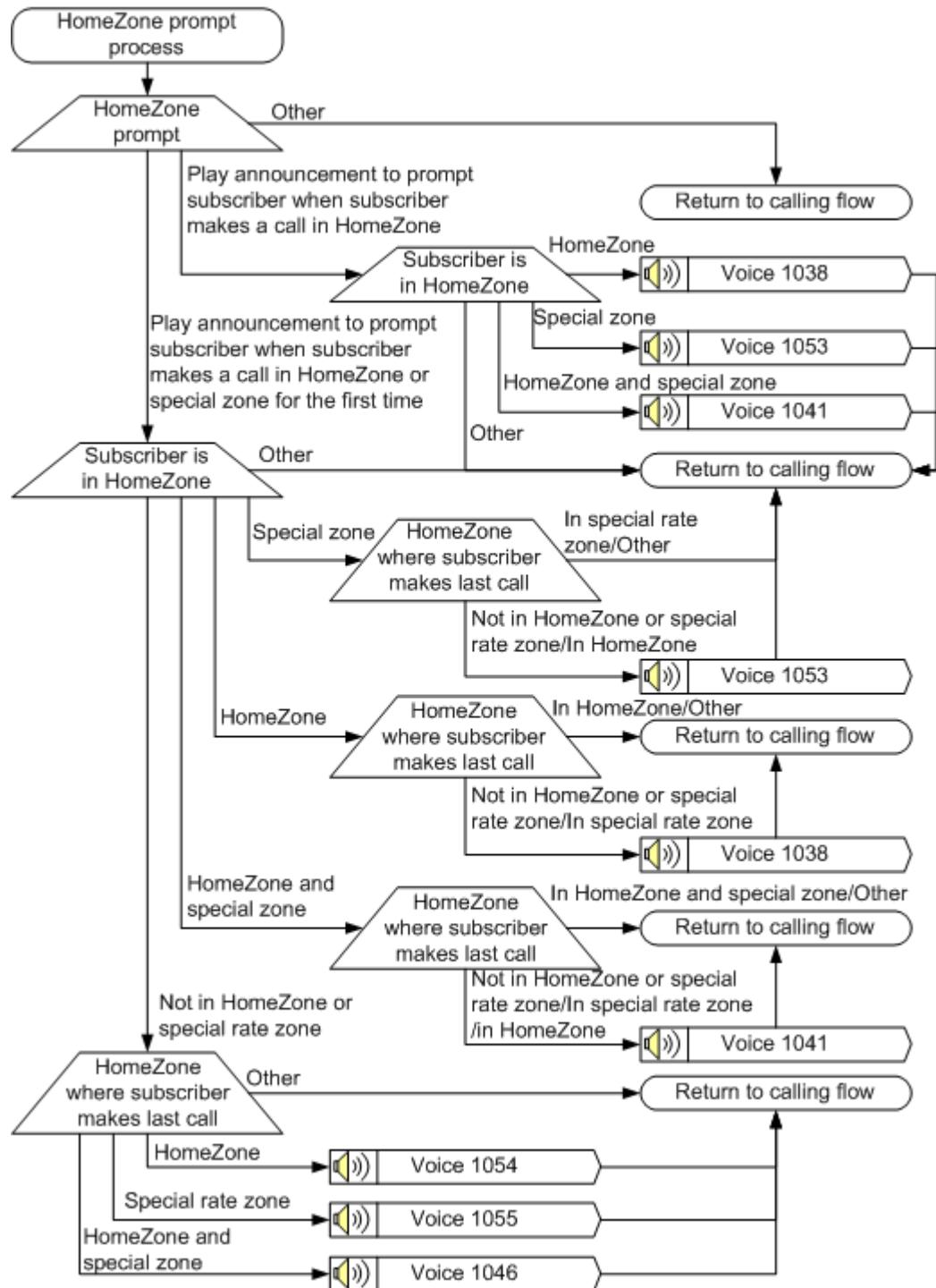
### 3.12.5 Process of Canceling the HomeZone

**Figure 3-46 Cancel HomeZone process**



No.	Content
Voice 1036	Sorry, you have not subscribed to this service. Thank you.
Voice 1043	Sorry, the operation has failed. Please call customer care.
Voice 1048	For this operation. You will be charged [operation fee].
Voice 1049	Press (1) to confirm; press another key to cancel.
Voice 1052	Your cancel request is successful. Thank you.

### 3.12.6 Process of Prompting the HomeZone

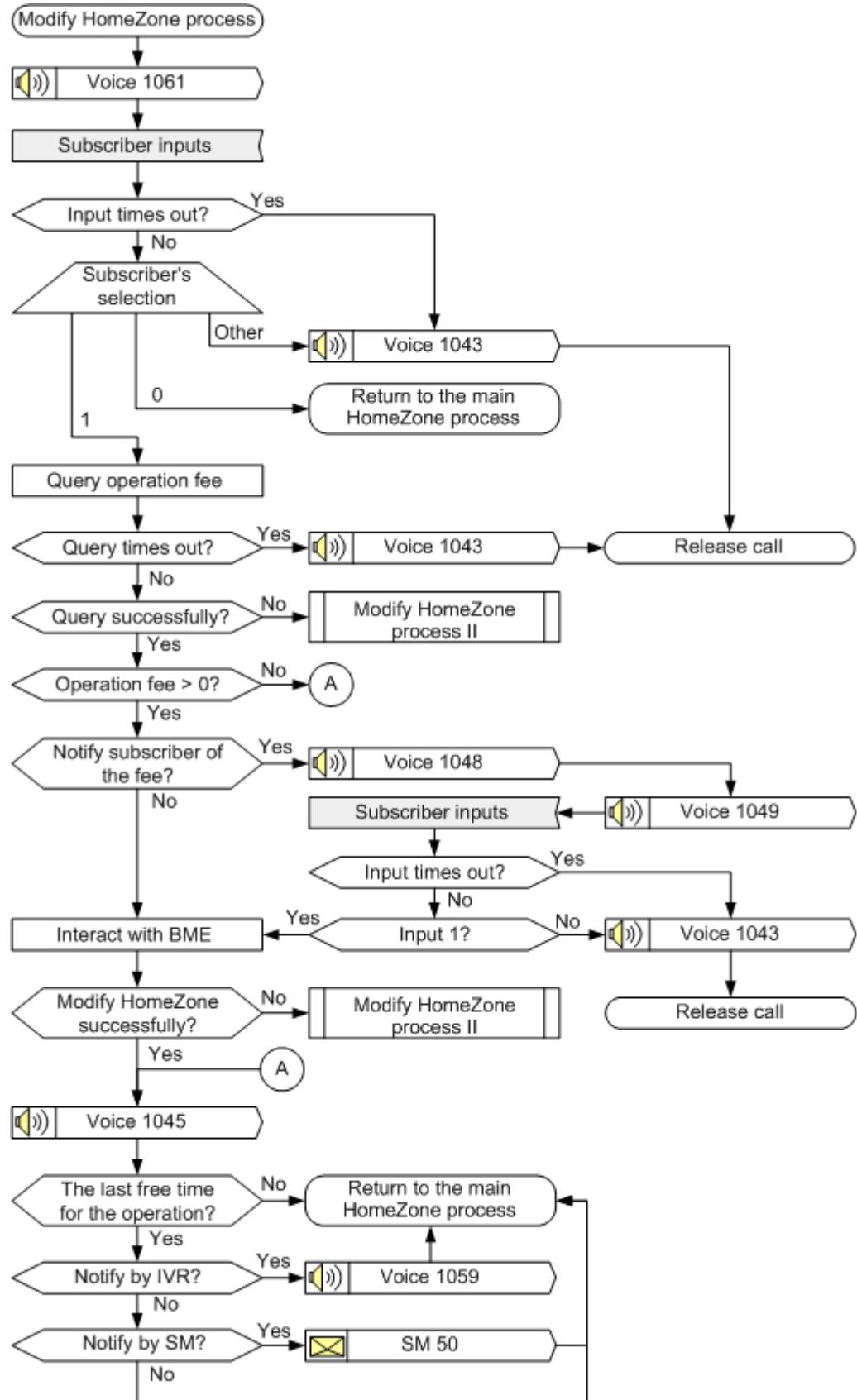
**Figure 3-47** HomeZone prompt process

No.	Content
Voice 1038	You make this call in your home zone and will get a preferential tariff.
Voice 1041	You are now in your own home zone and special zone.
Voice 1046	You are not in your special zone or home zone.
Voice 1053	You make this call in a special zone.

No.	Content
Voice 1054	You have left your home zone.
Voice 1055	You have left your special zone.

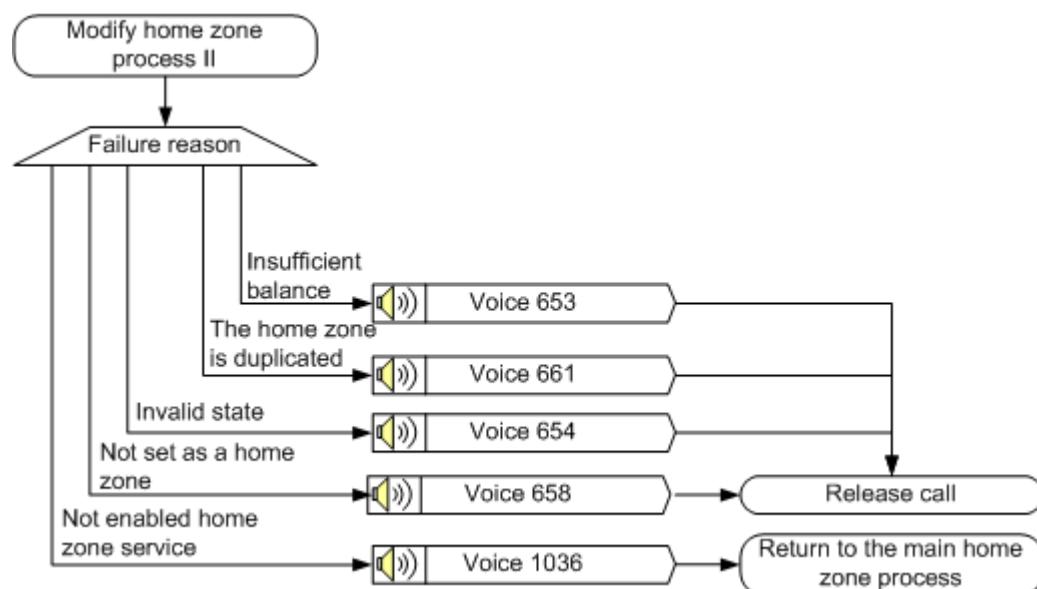
### 3.12.7 Process of Modifying HomeZone

**Figure 3-48** Modify HomeZone process



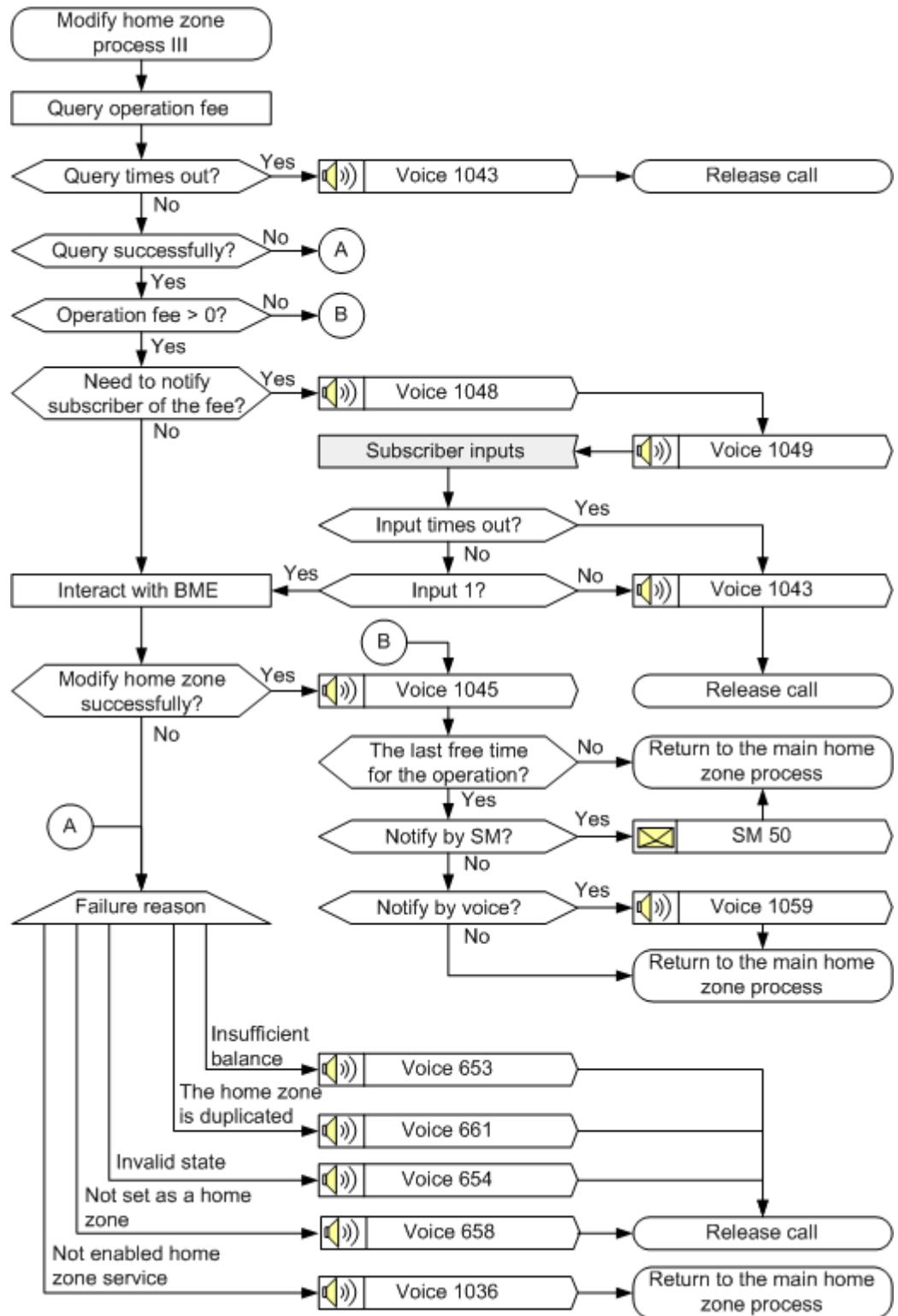
No.	Content
Voice 1043	Sorry, the operation has failed. Please call customer care.
Voice 1045	Your request is sucessful. Thank You.
Voice 1048	For this operation. You will be charged [operation fee].
Voice 1049	Press (1) to confirm; press another key to cancel.
Voice 1059	This operation is free of charge. The next operation will be charged.
Voice 1061	Press (1) to select the current zone as your home zone; press (0) to return to the previous menu; press another key or hang up to exit.
SM 50	This operation is free of charge. You will be charged from next time.

**Figure 3-49** Modify HomeZone process II



No.	Content
Voice 653	Sorry, you have insufficient balance in your account. Please recharge.
Voice 654	Sorry, you are not allowed to perform this operation. Please contact customer care.
Voice 658	Sorry, your current zone is not set as a [home zone].
Voice 661	Sorry, you have set this zone as your [home zone].
Voice 1036	Sorry, you have not subscribed to this service. Thank you.

Figure 3-50 Modify HomeZone process III

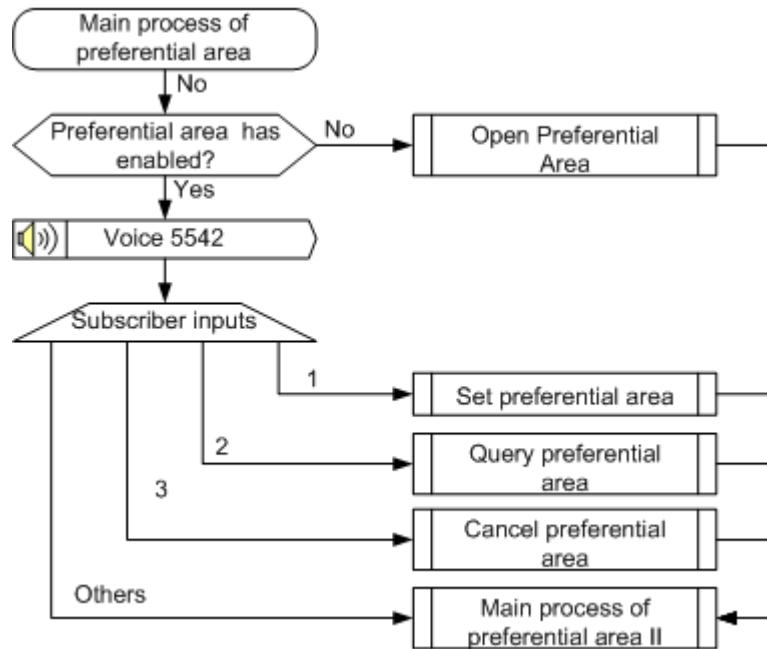


No.	Content
Voice 653	Sorry, you have insufficient balance in your account. Please recharge.

No.	Content
Voice 654	Sorry, you are not allowed to perform this operation. Please contact customer care.
Voice 658	Sorry, your current zone is not set as a [home zone].
Voice 661	Sorry, you have set this zone as your [home zone].
Voice 1036	Sorry, you have not subscribed to this service. Thank you.
Voice 1043	Sorry, the operation has failed. Please call customer care.
Voice 1045	Your request is sucessful. Thank You.
Voice 1048	For this operation. You will be charged [operation fee].
Voice 1049	Press (1) to confirm; press another key to cancel.
Voice 1059	This operation is free of charge. The next operation will be charged.
SM 50	This operation is free of charge. You will be charged from next time.

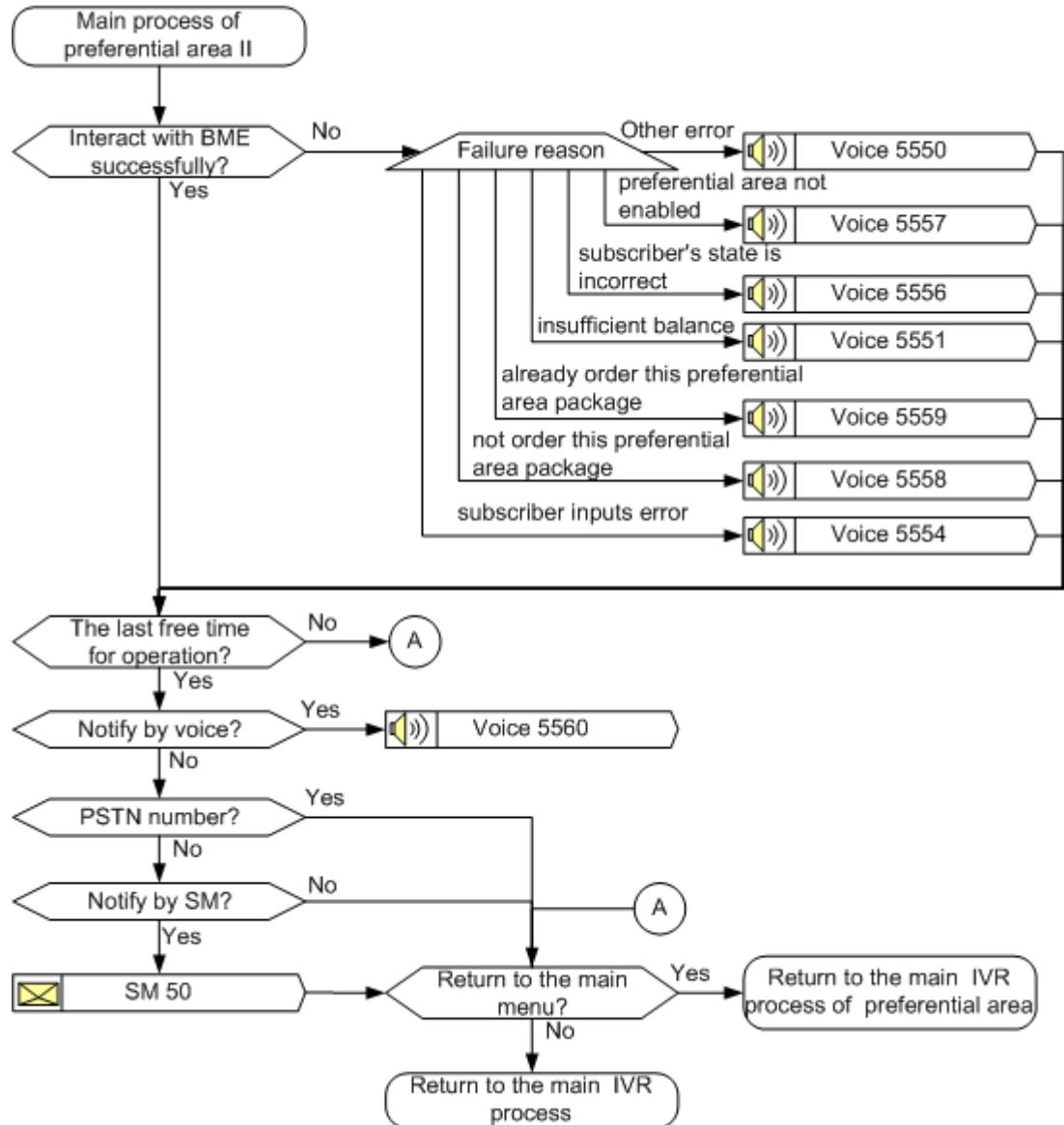
### 3.12.8 Process of Preferential Area

Figure 3-51 Main process of preferential area



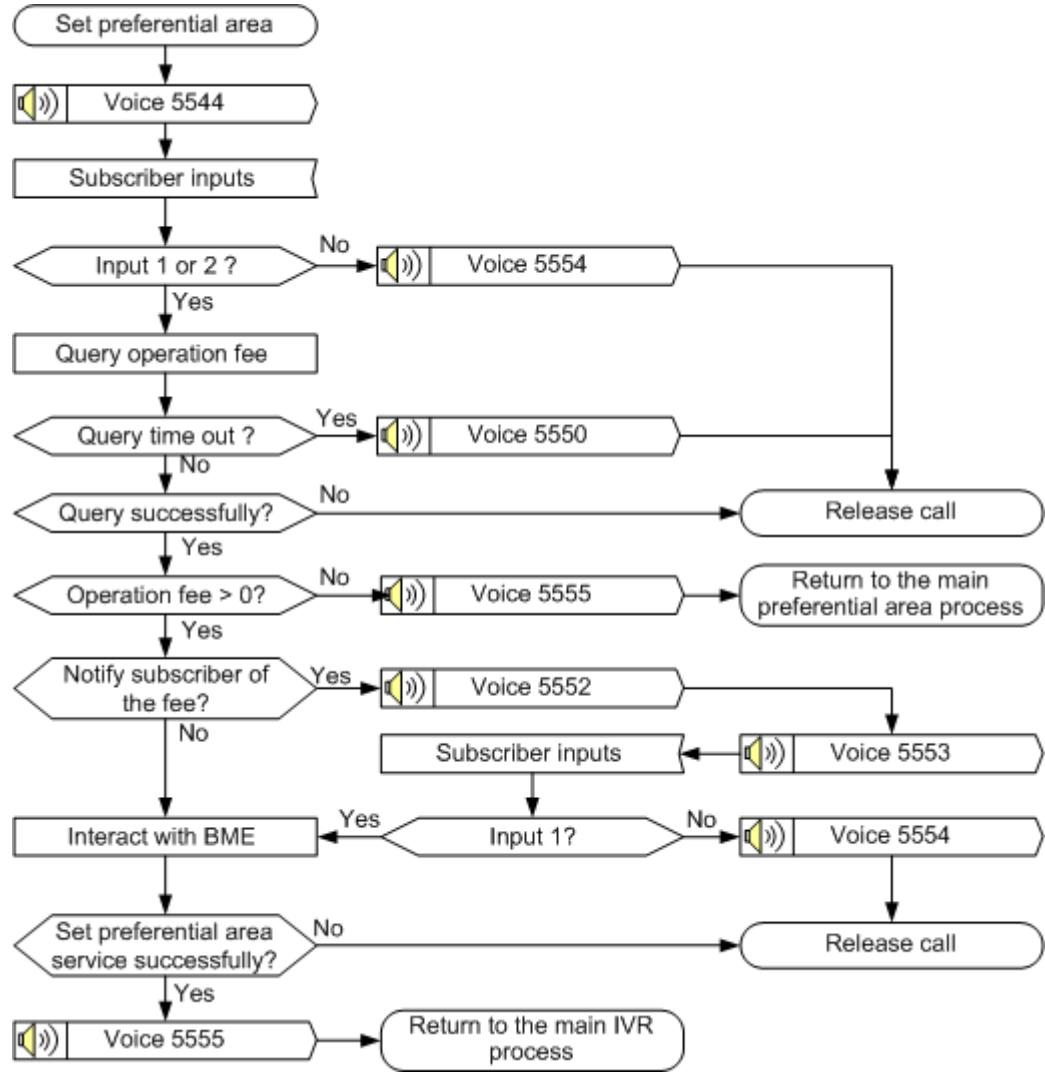
No.	Content
Voice 5542	Welcome to the preferential area service, press 1 for setting the current location as your new home zone, press 2 for checking whether you are in home zone, press 3 for canceling the service.

**Figure 3-52 Main process of preferential area II**

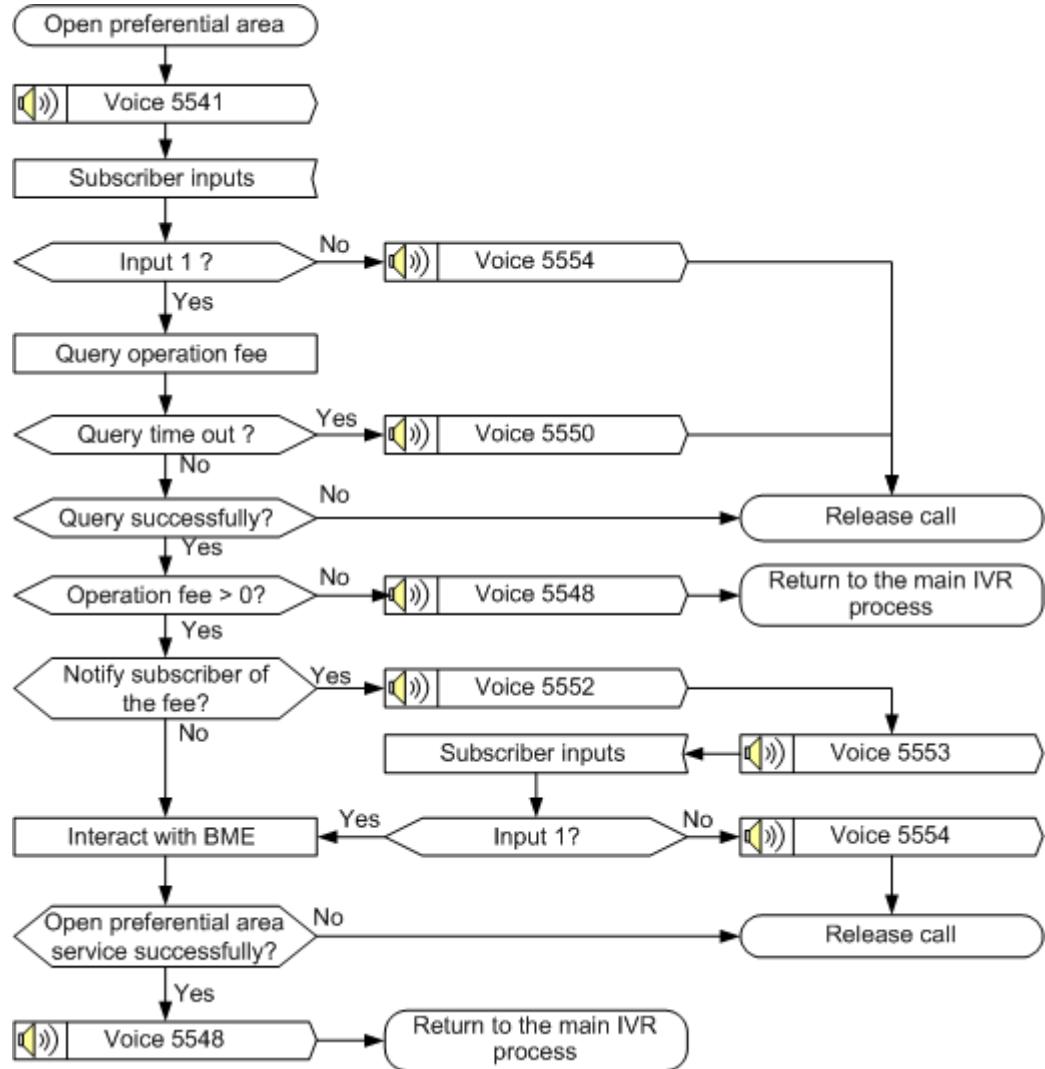


No.	Content
Voice 5550	Sorry, the operation has failed. Please contact customer care.
Voice 5551	Sorry, you have insufficient balance in your account.
Voice 5554	Sorry, you have entered a wrong input.
Voice 5556	Sorry, you are not allowed to use the service. Please contact customer care.
Voice 5557	The service is not allowed. Please contact customer care.
Voice 5558	You have not subscribed for [package].
Voice 5559	You have already subscribed for this [package].
Voice 5560	This operation is free of charge this time. The next operation will be charged.
SM 50	This operation is free of charge. You will be charged from next time.

**Figure 3-53 Set preferential area**

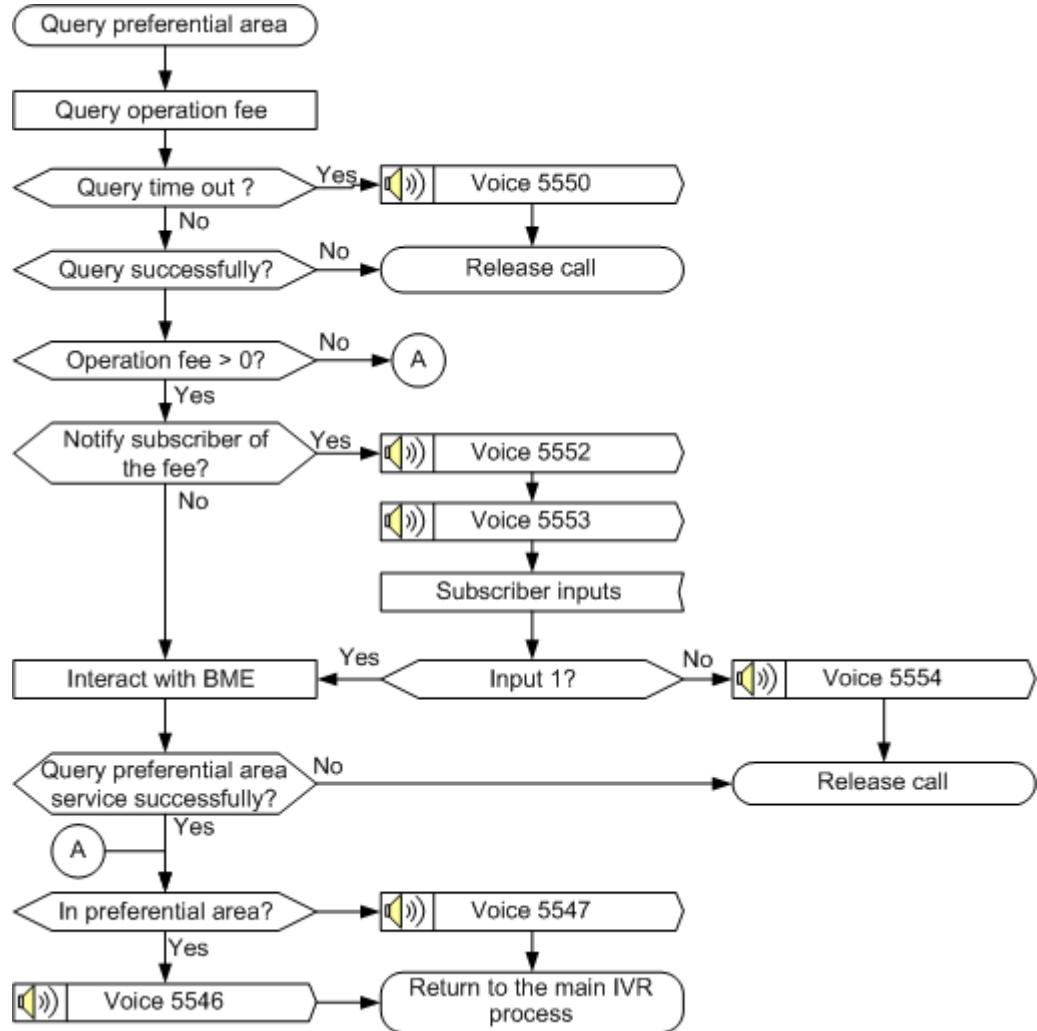


No.	Content
Voice 5544	Please select which existing preferential area you want to replace by the current location: NO1 or NO2. If want to add as new preferential area then do not give input.
Voice 5550	Sorry, the operation has failed. Please contact customer care.
Voice 5552	For this operation you will be charged [operation fee].
Voice 5553	Press (1) to confirm; press another key to cancel.
Voice 5554	Sorry, you have entered a wrong input.
Voice 5555	You have successfully added the current location as your home zone.

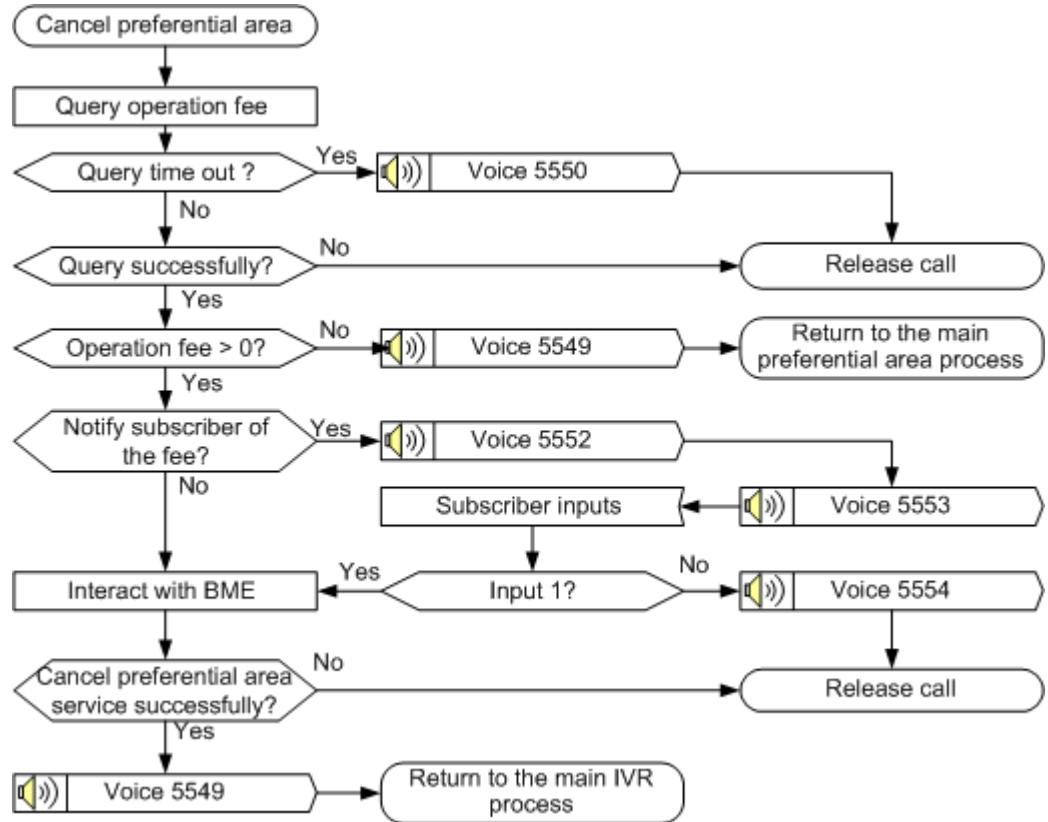
**Figure 3-54** Open preferential area

No.	Content
Voice 5541	Welcome to the subscriber specific home zone service, press 1 for applying the service and for selecting the current location as your preferential area, press other or hang up to cancel.
Voice 5548	Your have successfully subscribed to the service. The current location has been set as your new [home zone]. Goodbye.
Voice 5550	Sorry, the operation has failed. Please contact customer care.
Voice 5552	For this operation you will be charged [operation fee].
Voice 5553	Press (1) to confirm; press another key to cancel.
Voice 5554	Sorry, you have entered a wrong input.

**Figure 3-55** Query preferential area



No.	Content
Voice 5546	Now you are in your [preferential area].
Voice 5547	Now you are not in your preferential area.
Voice 5550	Sorry, the operation has failed. Please contact customer care.
Voice 5552	For this operation you will be charged [operation fee].
Voice 5553	Press (1) to confirm; press another key to cancel.
Voice 5554	Sorry, you have entered a wrong input.

**Figure 3-56** Cancel preferential area

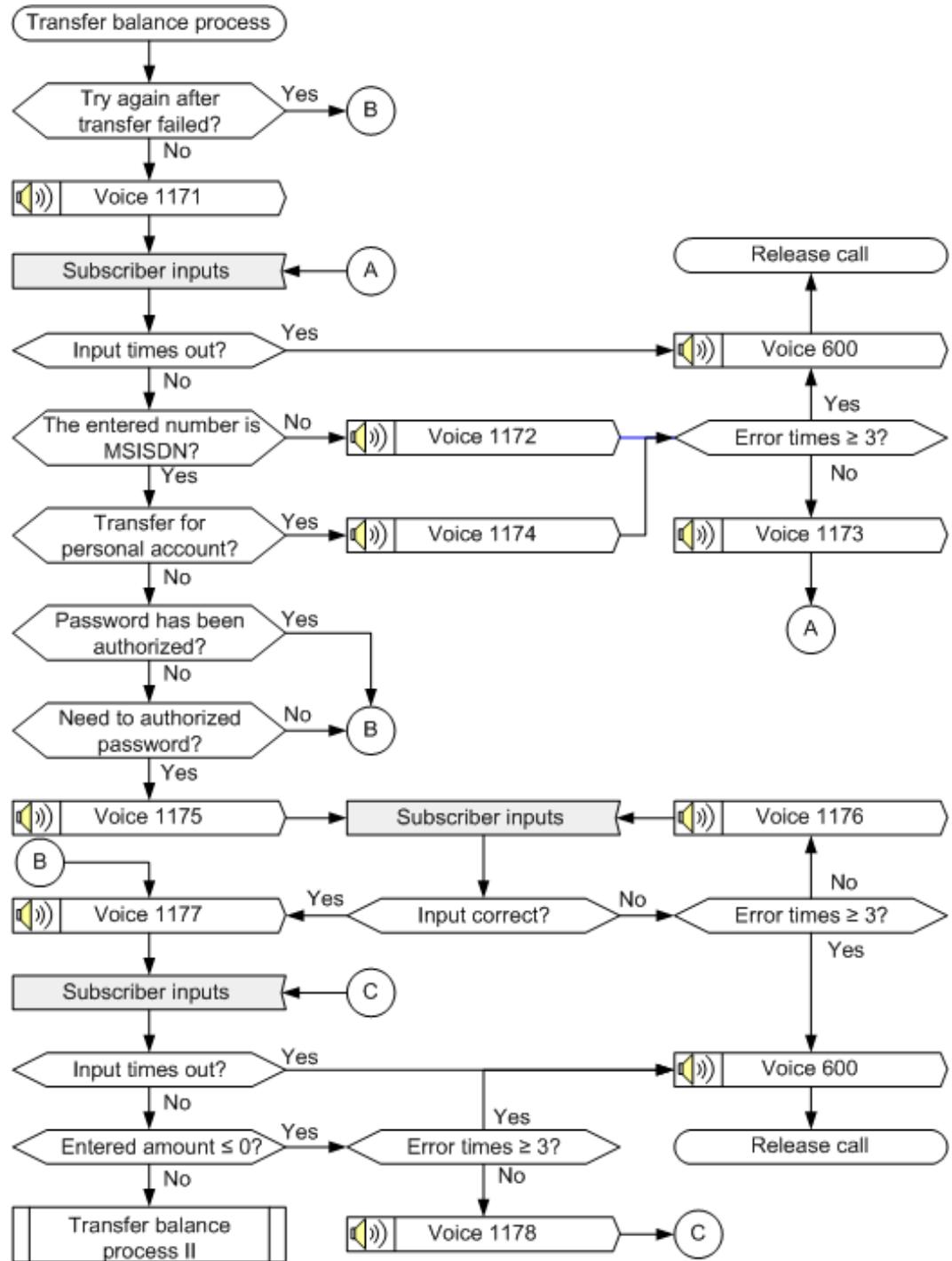
No.	Content
Voice 5549	You have successfully unsubscribed from the Home Zone service.
Voice 5550	Sorry, the operation has failed. Please contact customer care.
Voice 5552	For this operation you will be charged [operation fee].
Voice 5553	Press (1) to confirm; press another key to cancel.
Voice 5554	Sorry, you have entered a wrong input.

## 3.13 Process of Transferring Balance

This topic describes the process that a subscriber transfers balance according to the IVR voices.

### 3.13.1 Process of Transferring Balance

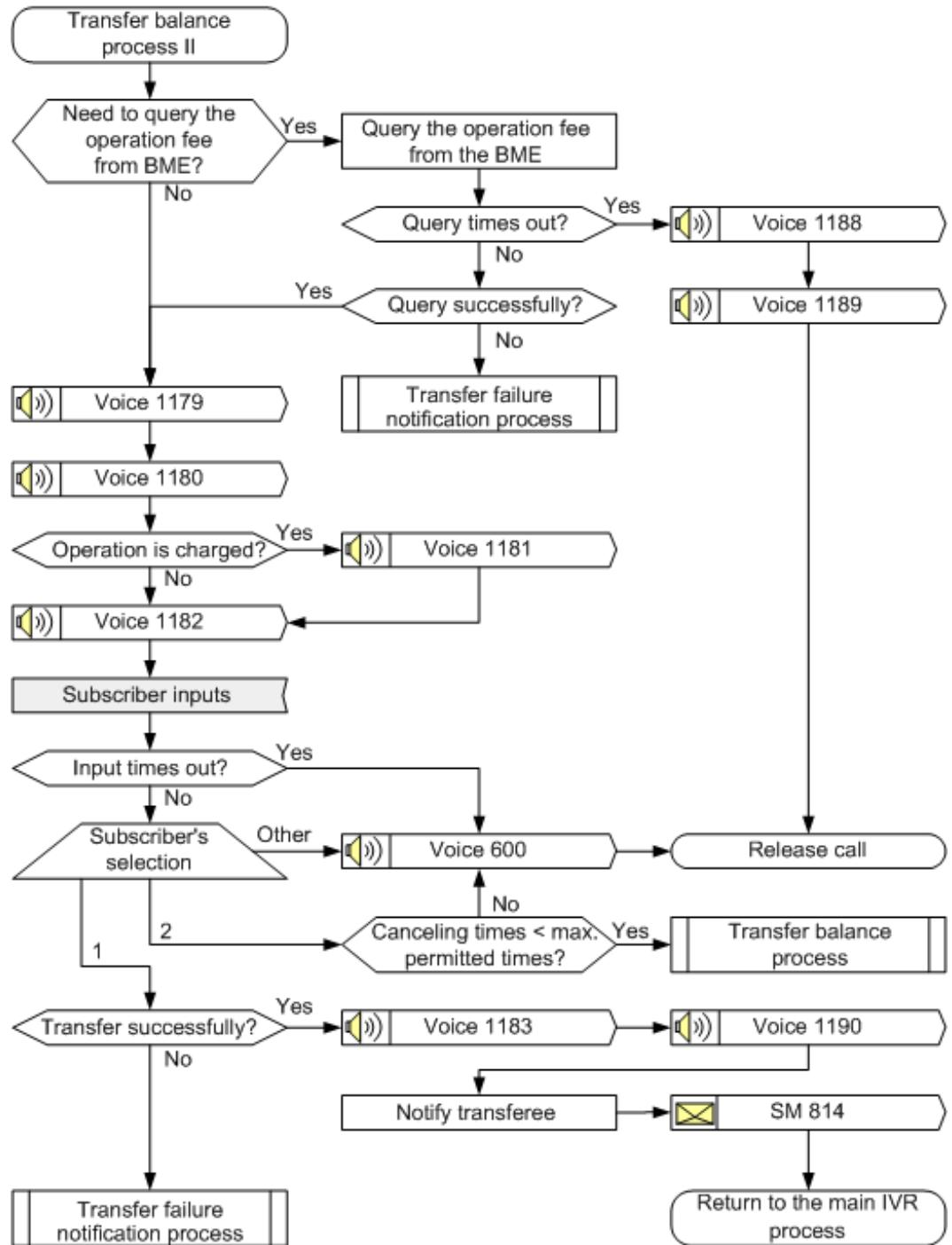
**Figure 3-57 Transfer balance process**



No.	Voice
Voice 600	Sorry, the operation failed. Please call customer care.
Voice 1171	Please enter the number you want to Transfer money and confirm with a (#) hash.
Voice 1172	Sorry, you are not allowed to Transfer to that number. Please contact customer care.
Voice 1173	Please try again and confirm with a hash (#).

No.	Voice
Voice 1174	Sorry, you cannot transfer to your own account.
Voice 1175	Please enter your x-digit PIN and end with the (#) hash.
Voice 1176	Sorry, the PIN is incorrect. Please enter the correct one and end with the (#) hash.
Voice 1177	Please enter the Transfer amount and confirm with (#).
Voice 1178	Sorry, your entry is incorrect. Please check and enter the correct entry and confirm with a (#).

**Figure 3-58** Transfer balance process II



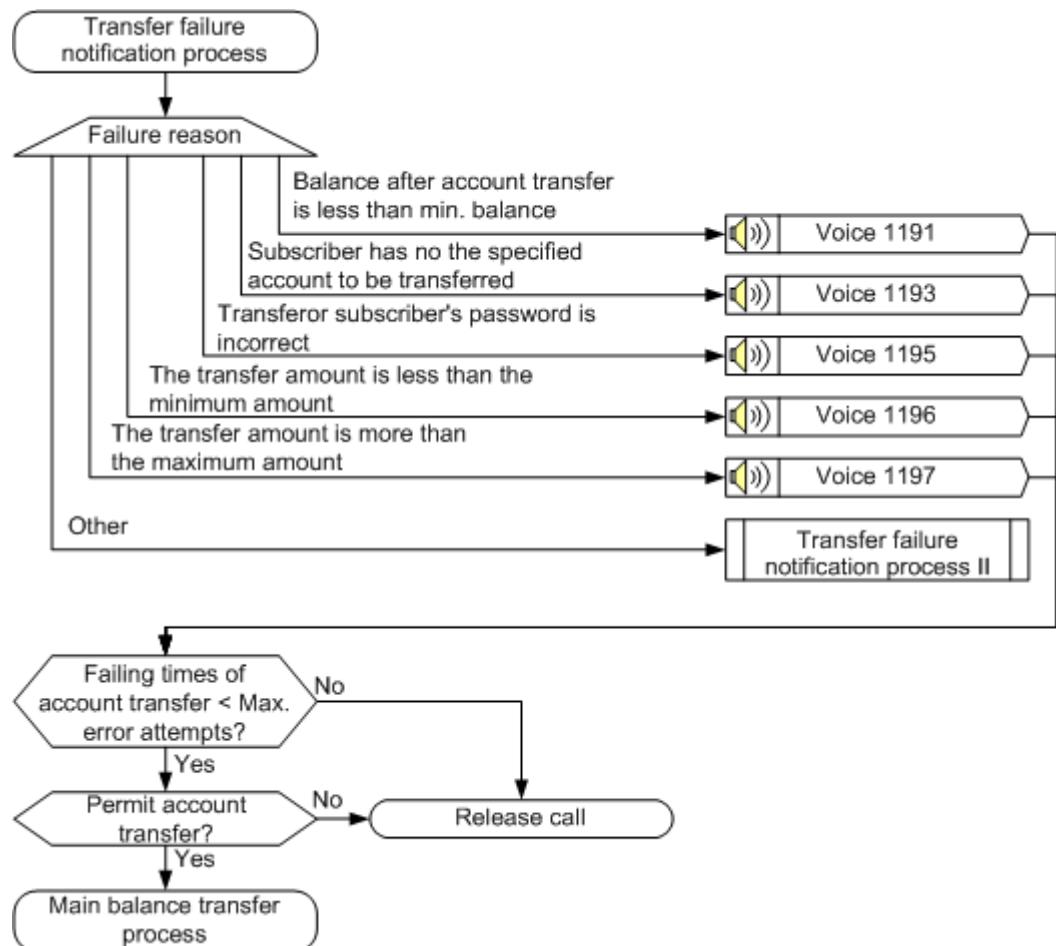
**No.      Voice**

Voice 600	Sorry, the operation failed. Please call customer care.
Voice 1179	You have Transfer XXX.
Voice 1180	to XXX.

No.	Voice
Voice 1181	For this operation you will be charged [operation fee].
Voice 1182	Press (1) to confirm, press (2) to perform another transfer, or press other keys to cancel.
Voice 1183	The operation has succeeded. Your current balance is XXX.
Voice 1188	Sorry, the operation has failed. Please contact customer care.
Voice 1189	Sorry. Your transfer has failed.
Voice 1190	Your account will expire on [active stop].
SM 814	The [A number] subscriber transferred XXX [currency name] for you. Your balance is XXX [currency name] now, and the expire date is [expire date].

### 3.13.2 Process of Failed Transfer Notification

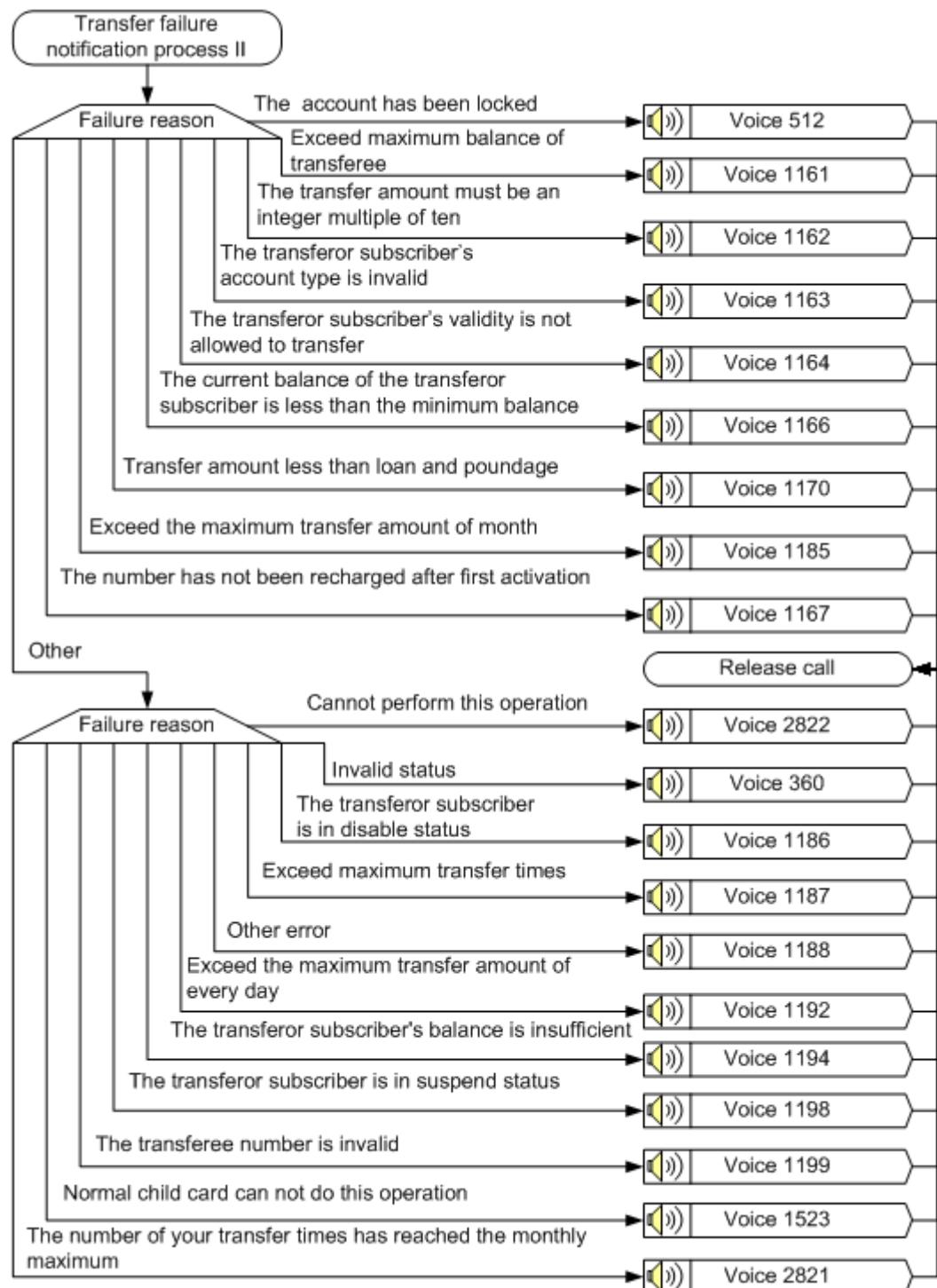
**Figure 3-59** Failed transfer Notification Process



**No.**      **Content**

Voice 1191      Sorry, Your current balance does not allow you to transfer. Please recharge.

- Voice 1193 You have not specified the number you want to transfer amount.
- Voice 1195 Your PIN is not correct.
- Voice 1196 Your transfer amount is smaller than the minimum.
- Voice 1197 Your transfer amount is greater than the maximum.

**Figure 3-60** Failed transfer Notification Process II**No.****Content**

Voice 512 Sorry, your account has been locked. Please contact customer care.

Voice 1161 Sorry, the destination party's new balance has reached the maximum.

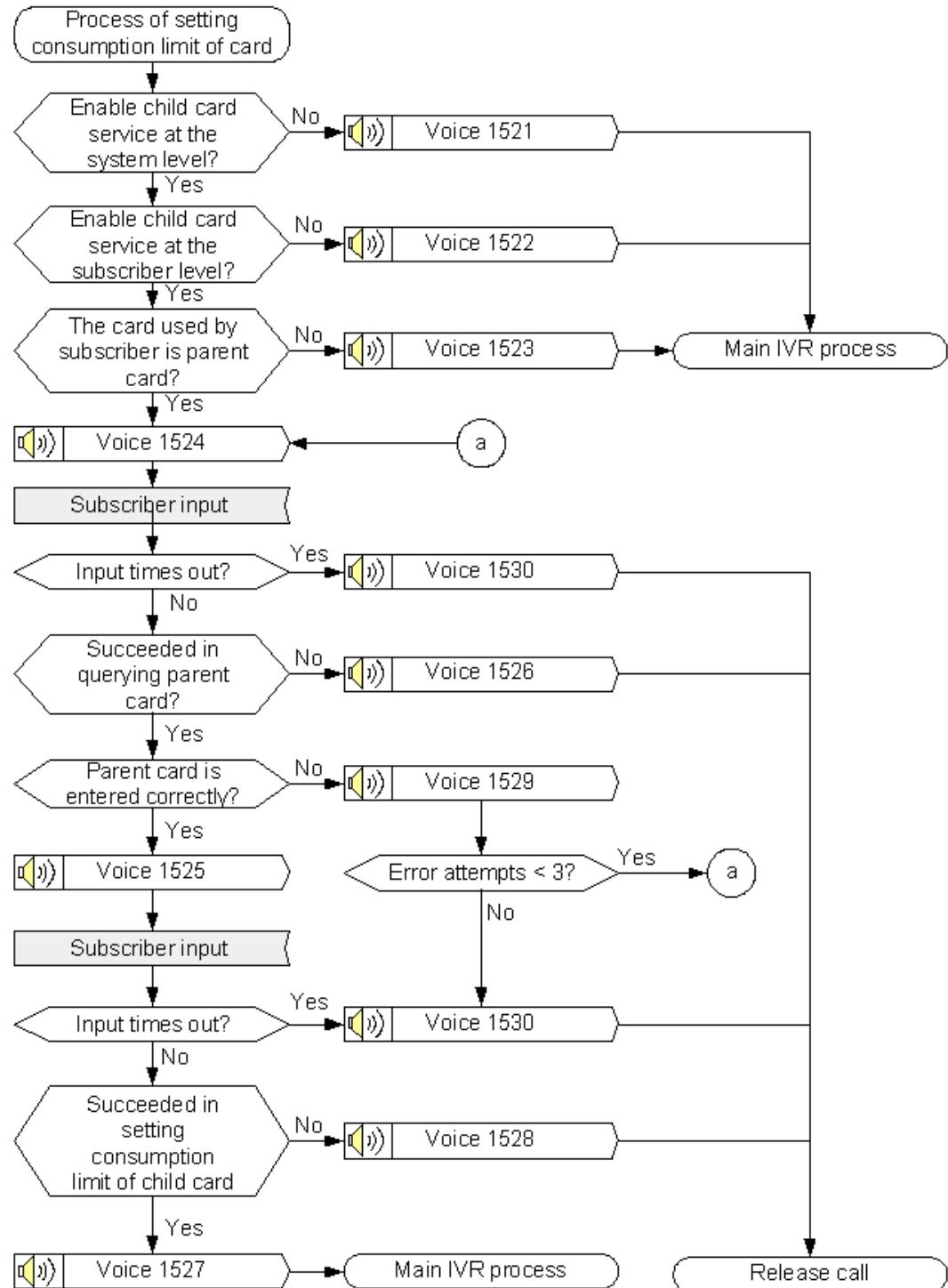
Voice 1162 Sorry, the transfer amount should be an integer multiple of ten.

Voice 1163 Sorry, the account type is invalid.

Voice 1164	Sorry, your account is just activated. Please transfer your balance after the specified period.
Voice 1166	Your current balance is smaller than the minimum.
Voice 1167	Sorry, the transfer operation failed because the number has not been recharged after first activation.
Voice 1170	Sorry, the air transfer failed because the transfer amount is insufficient for paying off the loan and the loan poundage.
Voice 1185	Your transfer amount has reached the monthly maximum. Please try again next month.
Voice 1186	Sorry, you cannot transfer your balance to others because you are now in disable state.
Voice 1187	Sorry, you have transferred your balance for the maximum times.
Voice 1188	Sorry, the operation has failed. Please contact customer care.
Voice 1192	You have reached the Maximum Amount of transfers today, You will be eligible from tomorrow.
Voice 1194	Sorry, you have insufficient balance in your account. Please contact customer care.
Voice 1198	Sorry, you cannot transfer your balance to others because you are now in suspend state.
Voice 1199	Sorry, the number you entered does not allow transfer.
Voice 1523	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 2821	Sorry, the number of your transfer times has reached the monthly maximum.
Voice 2822	Sorry, you cannot perform this operation. Please contact the customer care center.
Voice 2827	Your transfer amount has reached the maximum.
Voice 2828	Sorry, the number of your transfer times has reached the maximum.

### 3.14 Process of Setting Consumption Limit of a Child Card

This topic describes the process that a subscriber with the parent card sets the limit of the child card for using the account balance of the parent card according to the IVR voices.

**Figure 3-61** Process of setting consumption limit of a child card

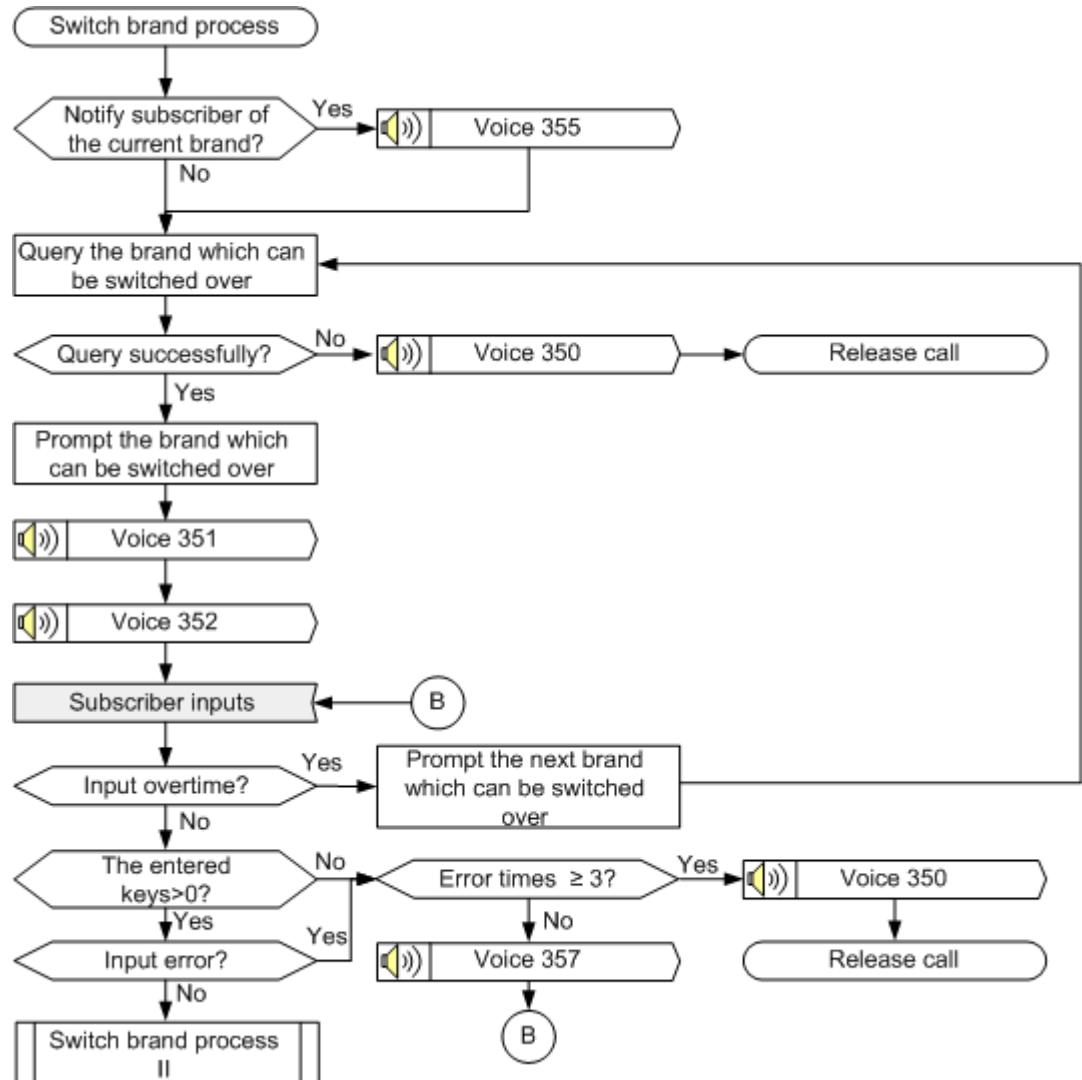
No.	Content
-----	---------

Voice 1521	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 1522	Sorry, you have not subscribed to this service.
Voice 1523	Sorry, you are not allowed to use this service. Please contact customer care.
Voice 1524	Please enter the limit and confirm with (#) hash.

No.	Content
Voice 1525	Please enter the limit and confirm with (#) hash.
Voice 1526	Sorry, the operation has failed. Please call customer care.
Voice 1527	Your operation has succeeded. Thank you.
Voice 1528	Sorry, your operation has failed. Please contact customer care.
Voice 1529	Sorry, you have entered the incorrect child card number.
Voice 1530	Sorry, your operation has failed. Please contact customer care.

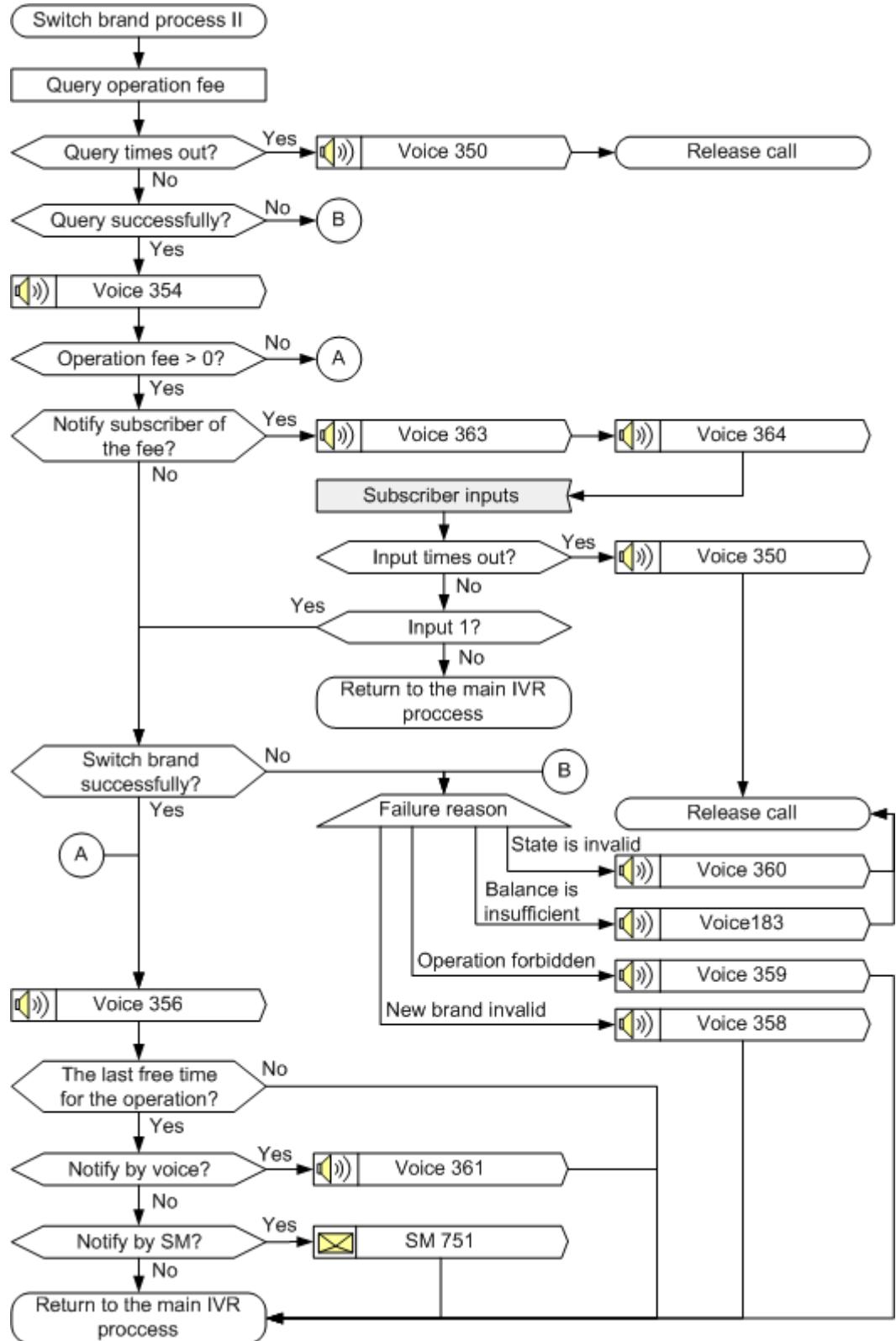
## 3.15 Process of Switching Over Brands

This topic describes the process that a subscriber switches the current brand according to the IVR voices. The brand of a subscriber can be switched over between the common brand and the brand of busy or idle state.

**Figure 3-62** Switch brand process

No.	Content
Voice 350	Sorry, your request has failed. Please contact customer care.
Voice 351	To switch [package name].
Voice 352	Press [button].
Voice 355	Your current tariff is
Voice 357	You have entered an Invalid option, please try again.

**Figure 3-63** Switch brand process II



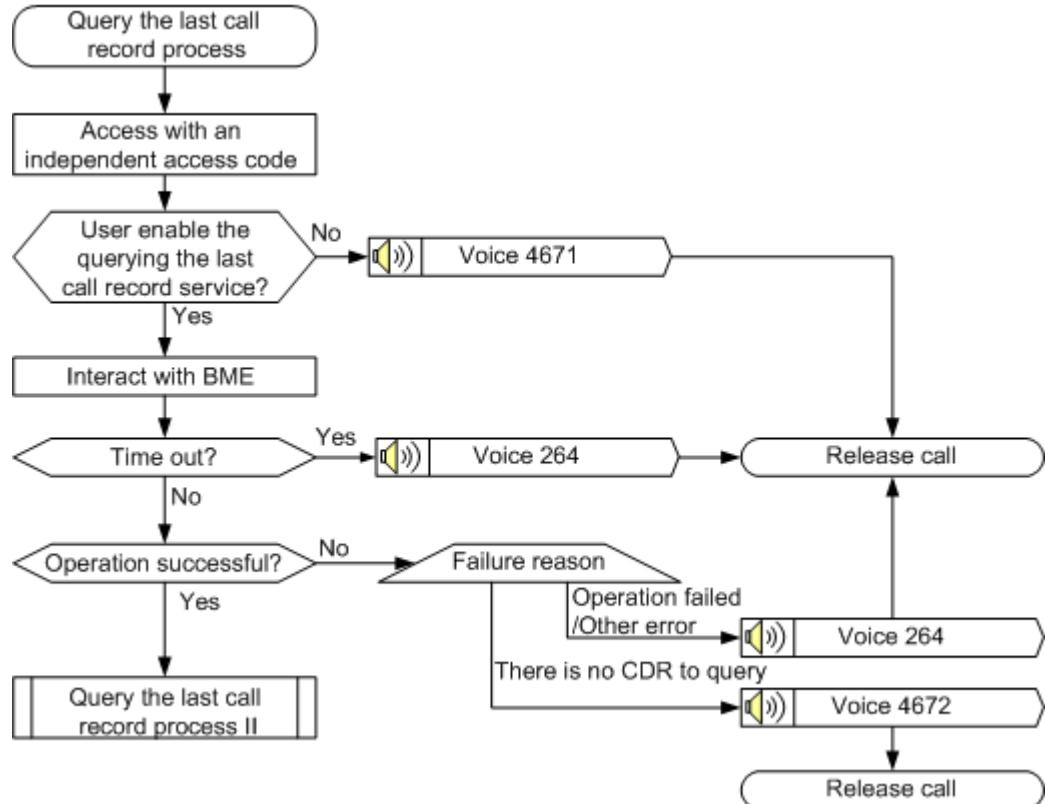
No.	Content
Voice 183	Sorry, your balance is insufficient for this operation.

No.	Content
Voice 350	Sorry, your request has failed. Please contact customer care.
Voice 354	You have selected the new package [package name].
Voice 356	Your Tariff change is successful. New tariff is [new subcosid].
Voice 358	Sorry, the selected tariff is not available. Please contact customer care.
Voice 359	Sorry, you are not allowed to switch to the new tariff. Please contact customer care.
Voice 360	Sorry, you are not allowed to perform this operation. Please contact customer care.
Voice 361	This operation is free of charge this time and will be charged from the next time.
Voice 363	You will be charged [operation fee].
Voice 364	By confirming this request you are accepting the terms and conditions of the new tariff. Press (1) to confirm; press another key to cancel.
SM 751	This operation is free of charge. You will be charged from next time.

## 3.16 Process of Query Last Call Cost

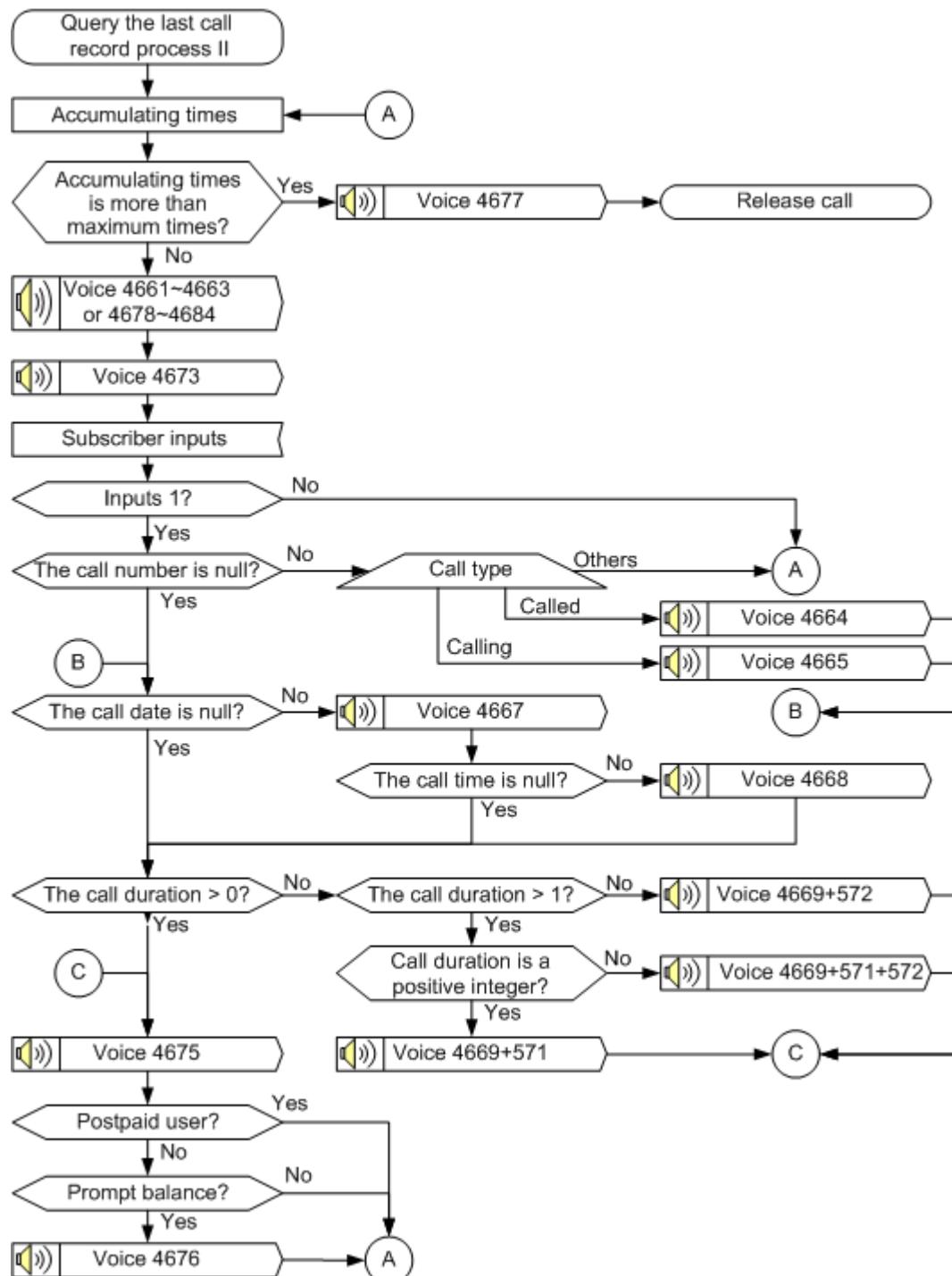
This topic describes the process that a subscriber queries the last call cost.

**Figure 3-64** Query the last call record process



No.	Content
Voice 264	Sorry, the service is unavailable. Please contact customer care.
Voice 4671	Sorry, your call history service is not available.
Voice 4672	You have no call history record now.

Figure 3-65 Query the last call record process II



No.	Content
Voice 571	Minute(s)
Voice 572	Seconds
Voice 4661	This is your first call history information.
Voice 4662	This is your second call history information.
Voice 4663	This is your third call history information.
Voice 4664	The called party number is [ OppositeNumber1].
Voice 4665	The calling party number is [ OppositeNumber1].
Voice 4667	The call date is XXX.
Voice 4668	The call start time is XXX.
Voice 4669	The call duration is XXX.
Voice 4673	Press 1 to skip this call CDR, press others to continue.
Voice 4675	Your call cost for this call is [ AccountValue1].
Voice 4676	Your balance is [AccountBalance1].
Voice 4677	This is all for your CDR information.
Voice 4678	This is your fourth call history information.
Voice 4679	This is your fifth call history information.
Voice 4680	This is your sixth call history information.
Voice 4681	This is your seventh call history information.
Voice 4682	This is your eighth call history information.
Voice 4683	This is your ninth call history information.
Voice 4684	This is your tenth call history information.

# 4 USSD Process

## About This Chapter

The USSD process describes the processing of the CBS system and the interactions between the CBS system and subscribers when subscribers send USSD messages for the self-service management.

### 4.2 Process of Query Last Call Cost

This topic describes the process that a subscriber queries the last call cost.

### 4.3 Process of Changing Passwords

This topic describes the process that a subscriber changes the password by sending the USSD message.

### 4.4 Process of Transferring Balance

This topic describes the process that a subscriber transfers the account balance by sending the USSD message.

### 4.5 Process of Querying Account Information

This topic describes the process of querying accounts information by sending the USSD message.

### 4.6 Process of loaning

This topic describes the process that a subscriber loans by sending the USSD message.

### 4.7 Process of Managing FN

This topic describes the process that a subscriber manages FN service by USSD.

### 4.8 Process of Switching Main product

This topic describes the process that a subscriber switches the main product by sending the USSD message.

### 4.9 Process of Call Me Back

This topic describes the process that a subscriber manages the Call Me Back function by sending the USSD message.

### 4.10 Process of Managing Package

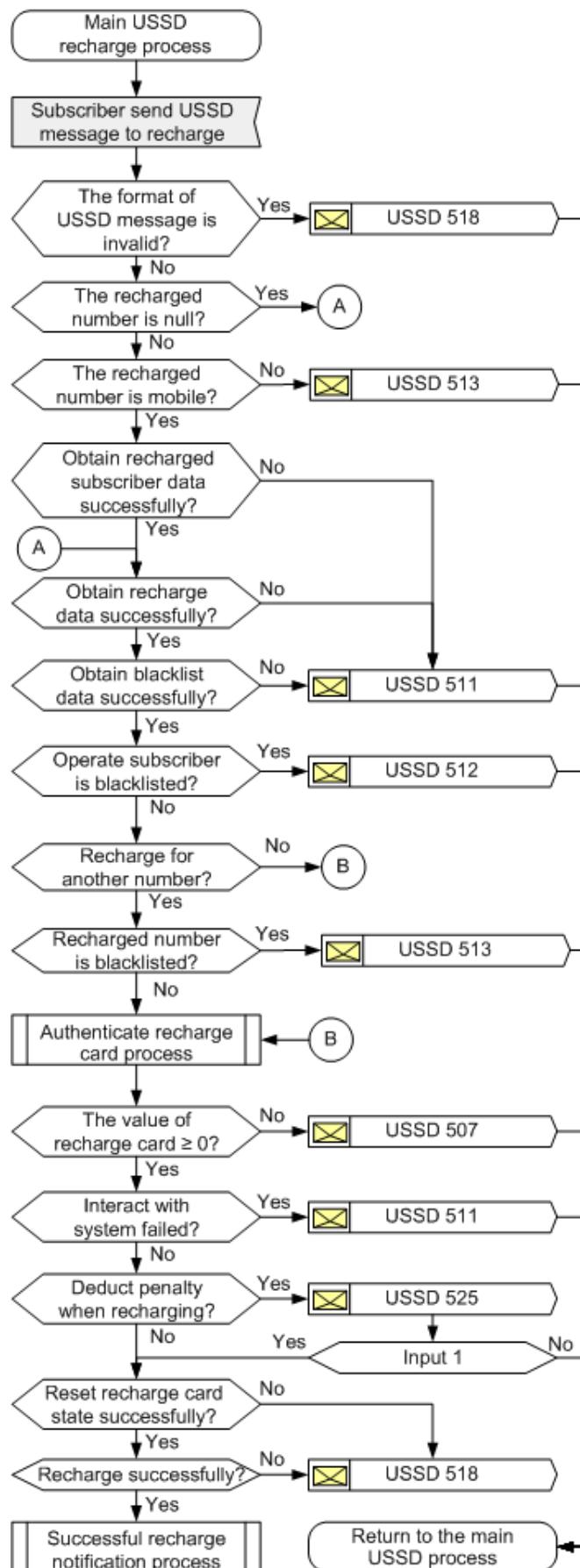
This topic describes the process that a subscriber manage package according to the USSD.

## 4.1 Recharge Process

This topic describes the process that a subscriber recharge the account by sending the USSD message.

### 4.1.1 Main Process of Recharging by USSD

**Figure 4-1 Main USSD recharge process**

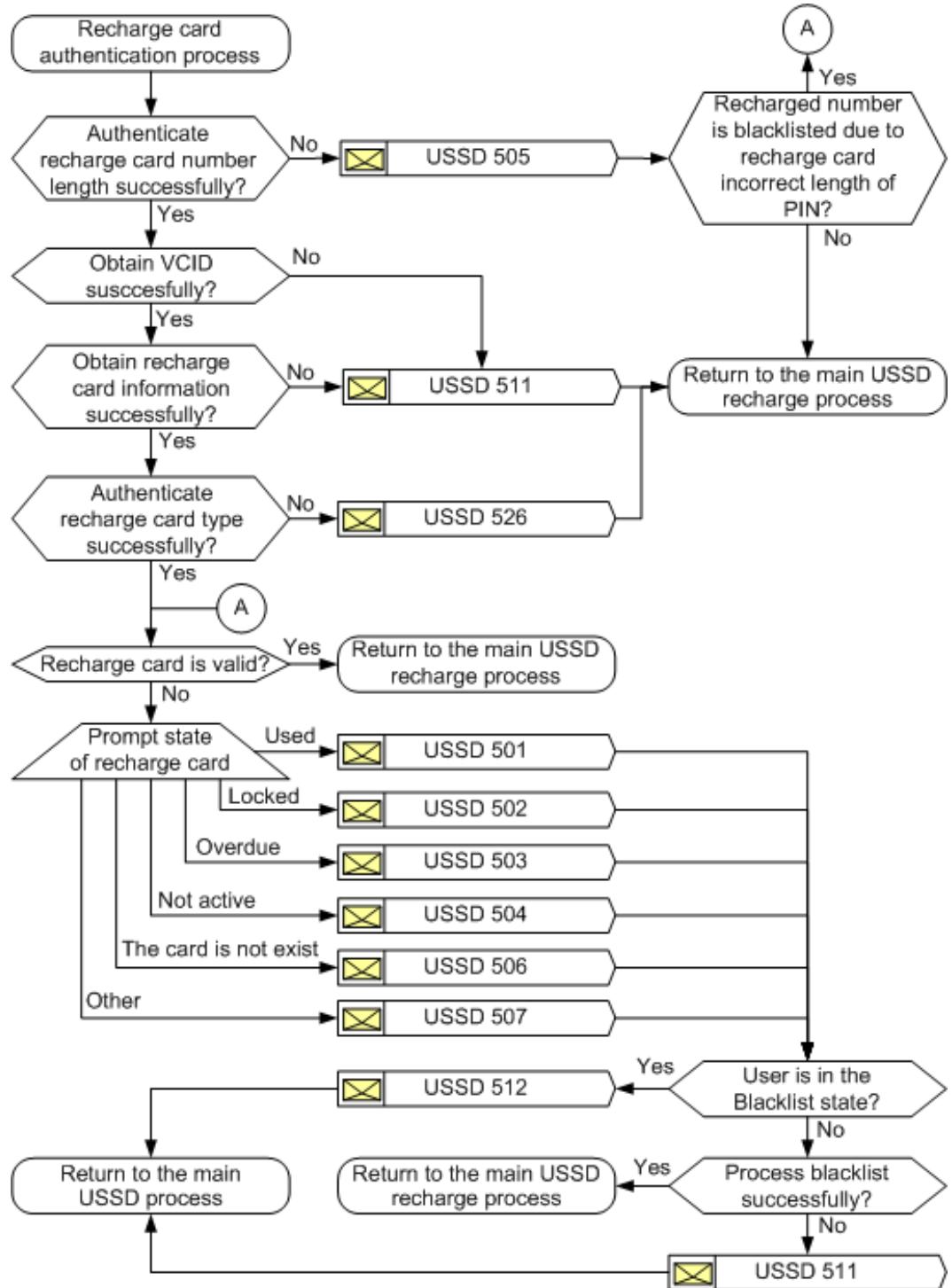


No.	Content
USSD 507	Recharge failed. That recharge voucher number is not valid.
USSD 511	Sorry, your request has failed. Please try later.
USSD 512	Sorry, your account has been locked. Please contact call center.
USSD 513	Sorry, you cannot recharge this number.
USSD 518	Recharge failed. That recharge voucher number is not valid.
USSD 525	Your account has been locked, [Penalty][CurrencyName] will be deducted, response 1 to confirm, others to exit.

## 4.1.2 Recharge Subprocesses

### Process of Authenticating Recharge Card

**Figure 4-2** Authenticate recharge card process

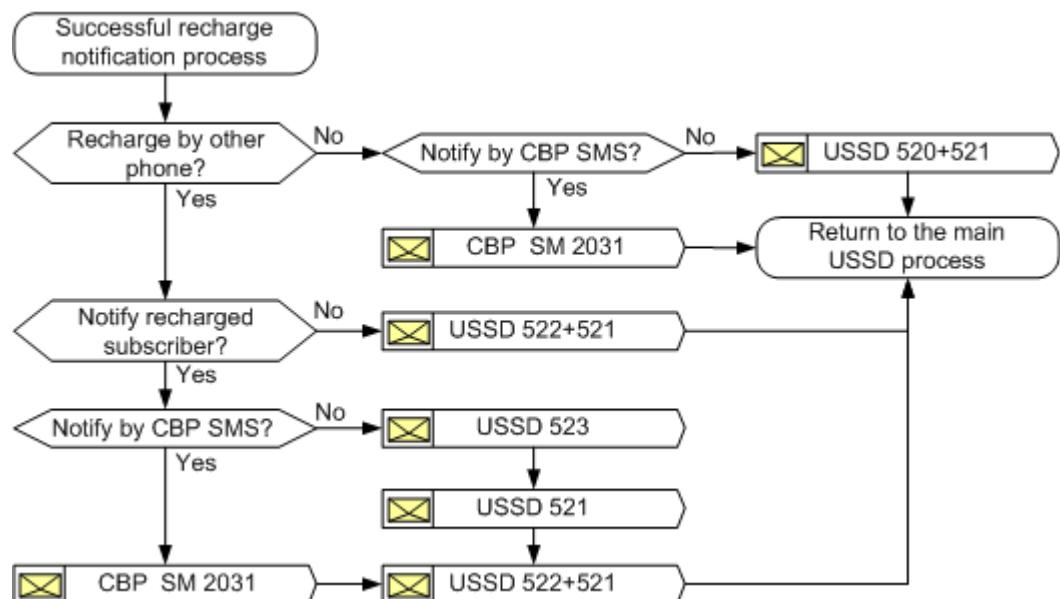


No.	Content
USSD 501	Recharge failed. That recharge voucher number is not valid.
USSD 502	Recharge failed. That recharge voucher number is not valid.
USSD 503	Recharge failed. That recharge voucher number is not valid.

No.	Content
USSD 504	Recharge failed. That recharge voucher number is not valid.
USSD 505	Recharge failed. That recharge voucher number is not valid.
USSD 506	Recharge failed. That recharge voucher number is not valid.
USSD 507	Recharge failed. That recharge voucher number is not valid.
USSD 511	Sorry, your request has failed. Please try later.
USSD 512	Sorry, your account has been locked. Please contact call center.
USSD 526	Recharge failed. That recharge voucher number is not valid.

## Process of Successful Recharge Notification

**Figure 4-3** Successful recharge notification process

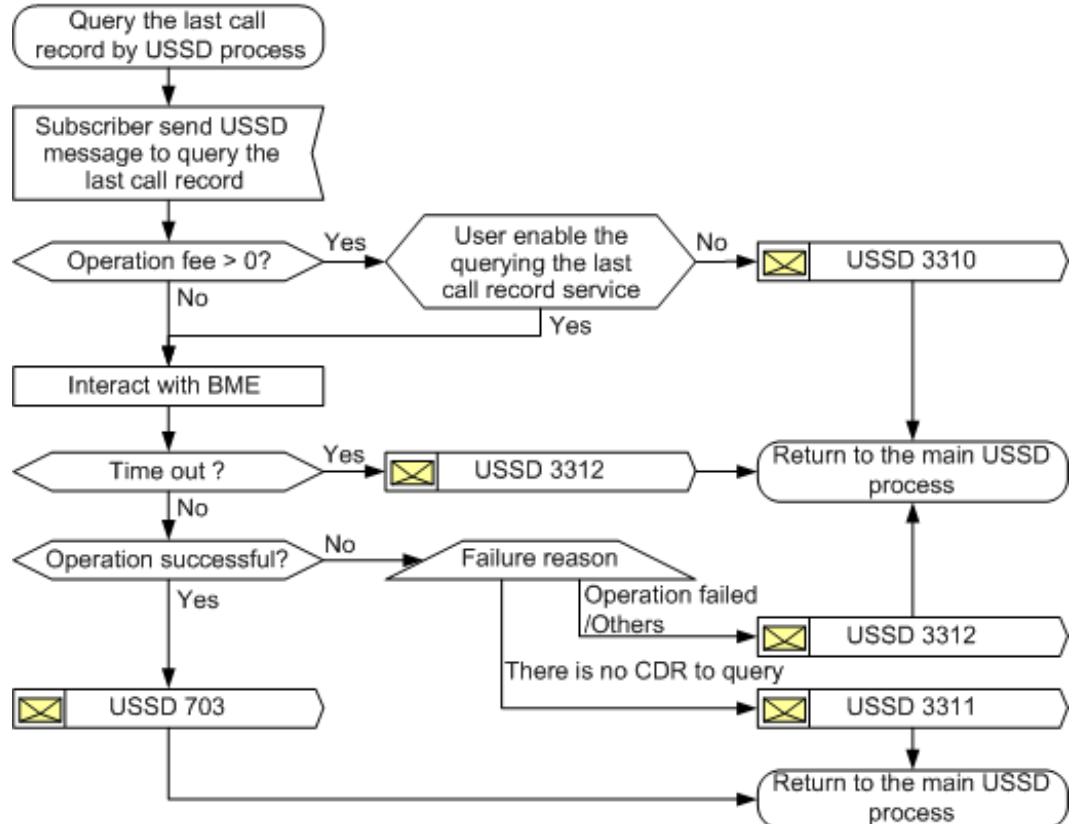


No.	Content
USSD 520	Recharge was Successful. Your current tariff is XXX. Your current balance is XXX. The expiry date is XXX.
USSD 521	The recharged amount is [RechargeAmount].
USSD 523	You are recharged by the number [CurrencyNumber] successfully.
CBP SM 2031	Hello, your fund is filled into your account in TDate(\$sF_sSMS_TradeTime), you have recharged TAmtInfo(1,\$iF_iRCHG_DestAccountType,\$iF_iRCHG_ActualUsageQuantity) in your TAcctDes(\$iF_iRCHG_DestAccountType) account successfully, now your balance is TAmtInfo(1,\$iF_iRCHG_DestAccountType,\$iF_ISMS_RechargedAccBalance), your balance is valid to TDate(\$\$F_sRCHG_SMS_ValidDate).

## 4.2 Process of Query Last Call Cost

This topic describes the process that a subscriber queries the last call cost.

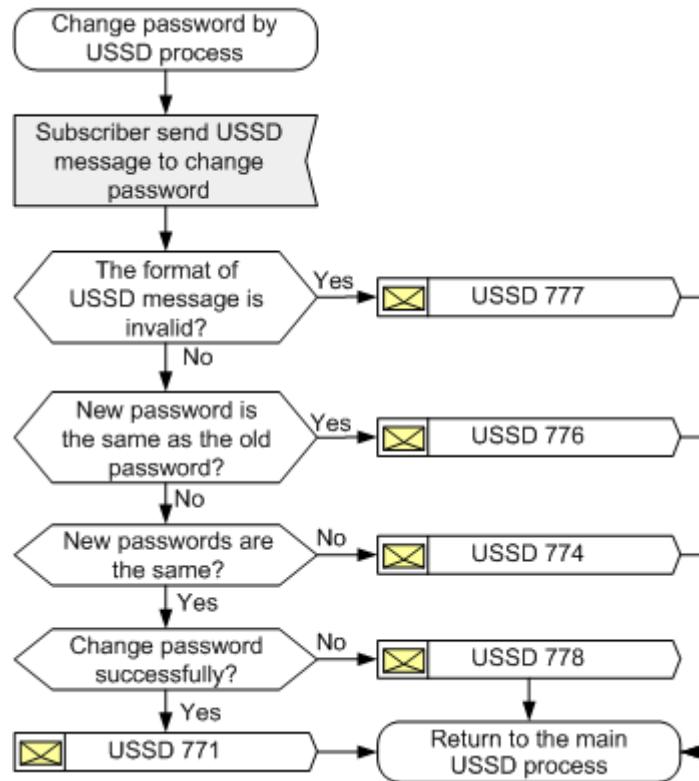
**Figure 4-4** Query the last call record by USSD process



No.	Content
USSD 703	The Request is Successful. Please check your SMS for call history details.
USSD 3310	Sorry, your call history service is not available.
USSD 3311	Sorry, there are no call records available.
USSD 3312	Sorry, your request has failed. Please try later.

## 4.3 Process of Changing Passwords

This topic describes the process that a subscriber changes the password by sending the USSD message.

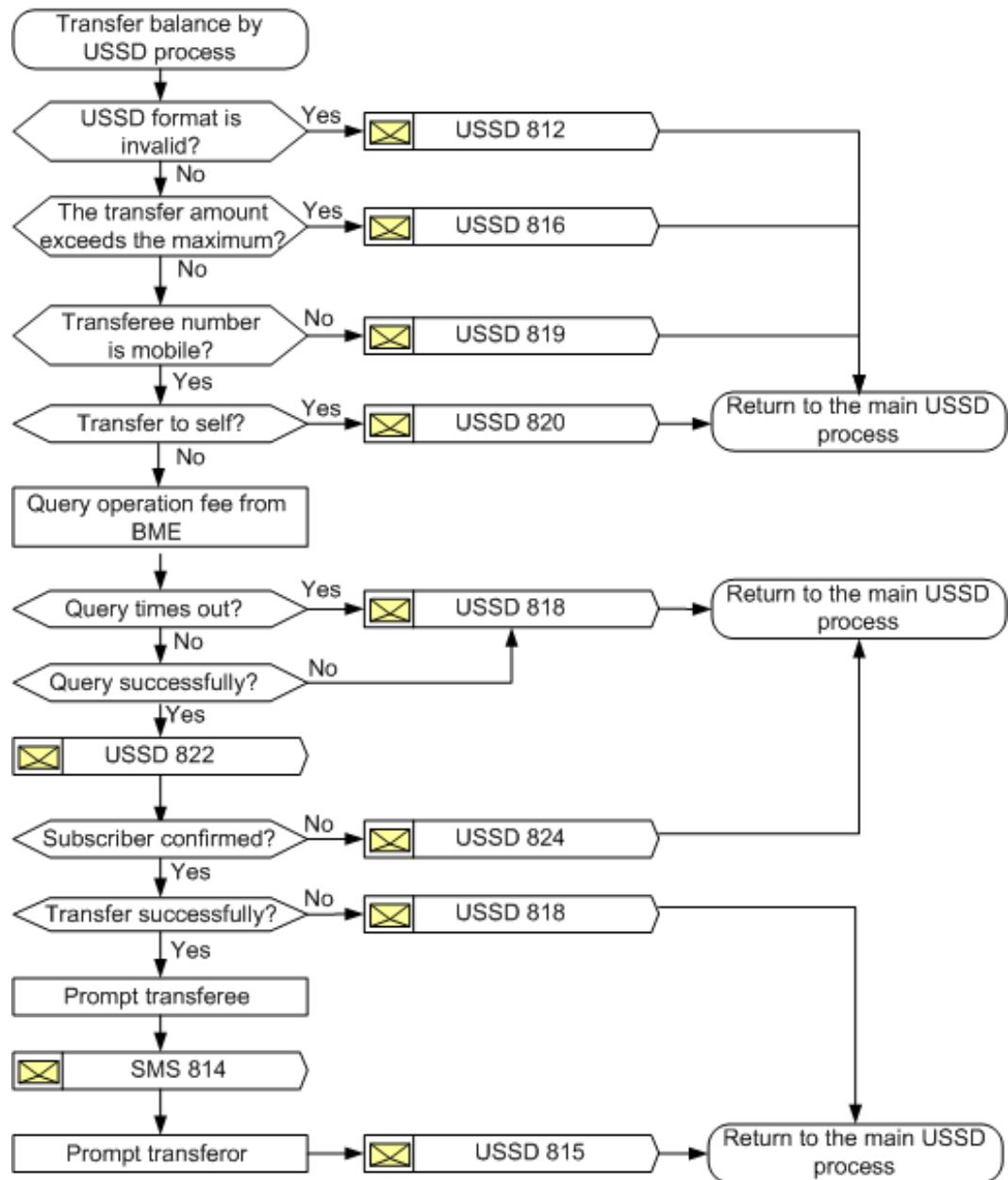
**Figure 4-5 Change passwords by USSD**

No.	Content
USSD 771	Operation successful.
USSD 774	Sorry PIN change has failed. New and Confirmation PIN must be same.
USSD 776	Sorry PIN change has failed. Old and New PIN cannot be same.
USSD 777	Sorry, invalid format, Correct format *155*old PIN*New PIN#.
USSD 778	Sorry, your request has failed. Please contact call center.

## 4.4 Process of Transferring Balance

This topic describes the process that a subscriber transfers the account balance by sending the USSD message.

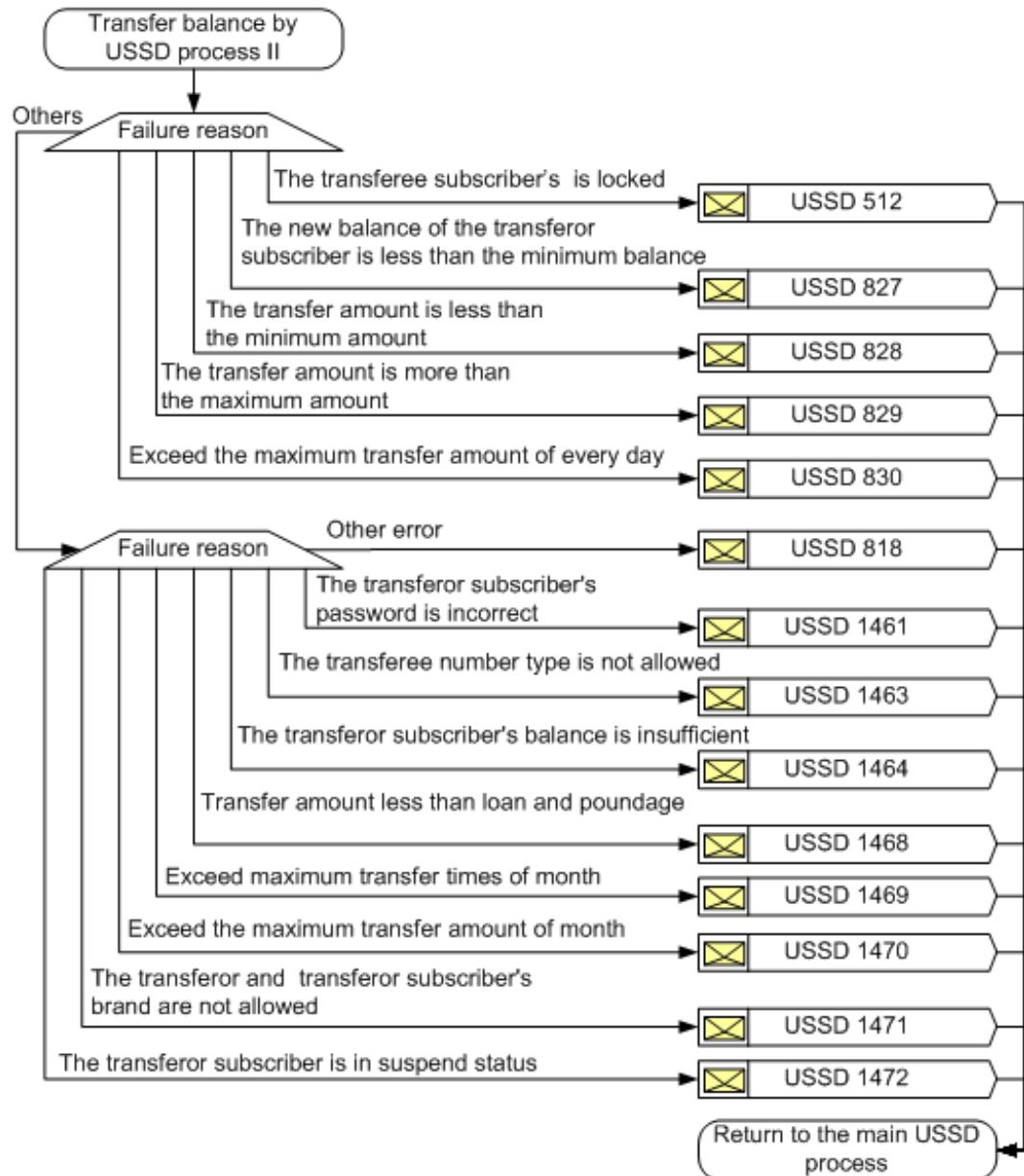
**Figure 4-6 Transfer balance by USSD process**



No.	Content
USSD 812	Sorry, invalid format. Correct format *140*Amount*Recipient number#.
USSD 814	The [A number] subscriber transferred XXX [Currency unit] for you. Your balance is XXX [Currency unit] now, and the expiration date is [Expire date].
USSD 815	Sambaza successful [TransFee][Currency name] to the number [TransInNumber].. Your balance is XXX [CurrencyName] now, and the expire date is [expiredate].
USSD 816	Sorry, the Sambaza amount is not allowed. The maximum sambaza amount is XXX.
USSD 818	Transfer failed.
USSD 819	Sorry Money Transfer to recipient is not possible at the moment.
USSD 820	Sorry, you cannot Sambaza yourself.

- USSD 822      The charge for this operation will be [Charge value]. Enter 1 and press OK to continue.
- USSD 824      You have canceled the request.

**Figure 4-7 Transfer balance by USSD process II**



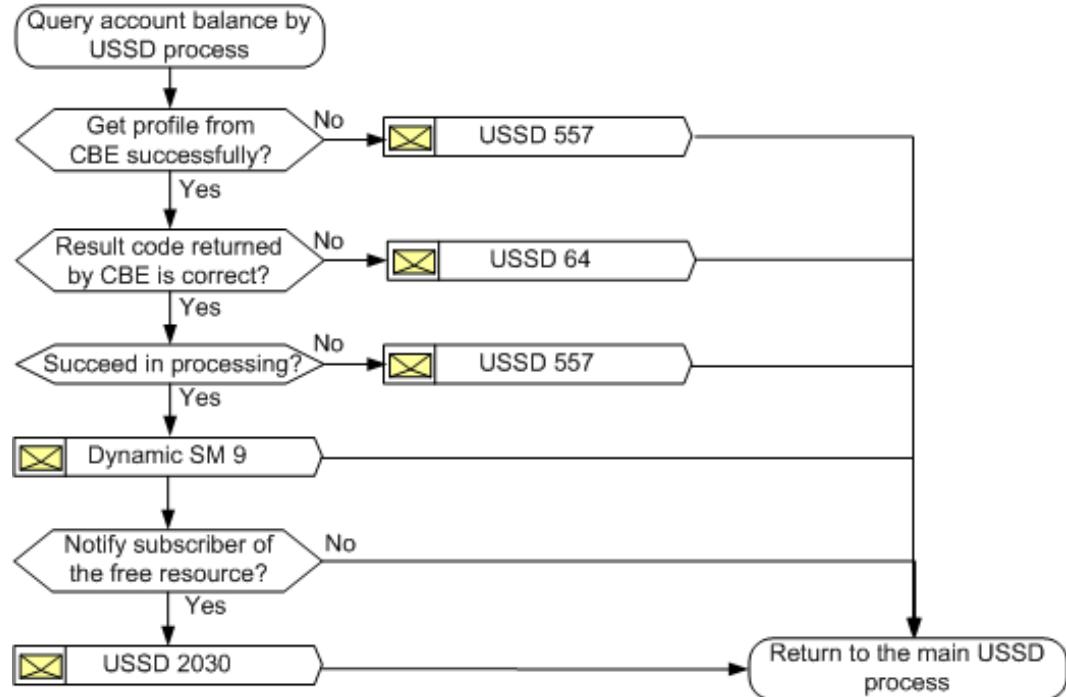
No.	Content
USSD 512	Sorry, your account has been locked. Please contact the call center.
USSD 818	Transfer failed.
USSD 827	You have canceled the request.
USSD 828	Dear customer, the minimum amount you need to transfer is XXX [Currency unit].

USSD 829	Dear customer, the maximum amount you can transfer is XXX [Currency unit].
USSD 830	Dear customer, you have reached the maximum transfer amount per day.
USSD 1461	You login password is incorrect. Please try again.
USSD 1463	The target MSISDN is incorrect. Please check.
USSD 1464	Your balance is not enough for transfer. Please check your balance.
USSD 1468	Sorry, the transfer operation failed because the balance is insufficient for paying the transfer amount and handling fee.
USSD 1469	Sorry, the number of transfer times reaches the upper limit of this month.
USSD 1470	Sorry, the transfer amount reaches the upper limit of this month. Please try next month.
USSD 1471	Sorry, you cannot do this operation. Please contact the call center.
USSD 1472	Sorry, you are now in suspend state, so you cannot transfer balance to others.

## 4.5 Process of Querying Account Information

The topic describes the process of querying account information by sending the USSD message.

**Figure 4-8** Query account balance by USSD process

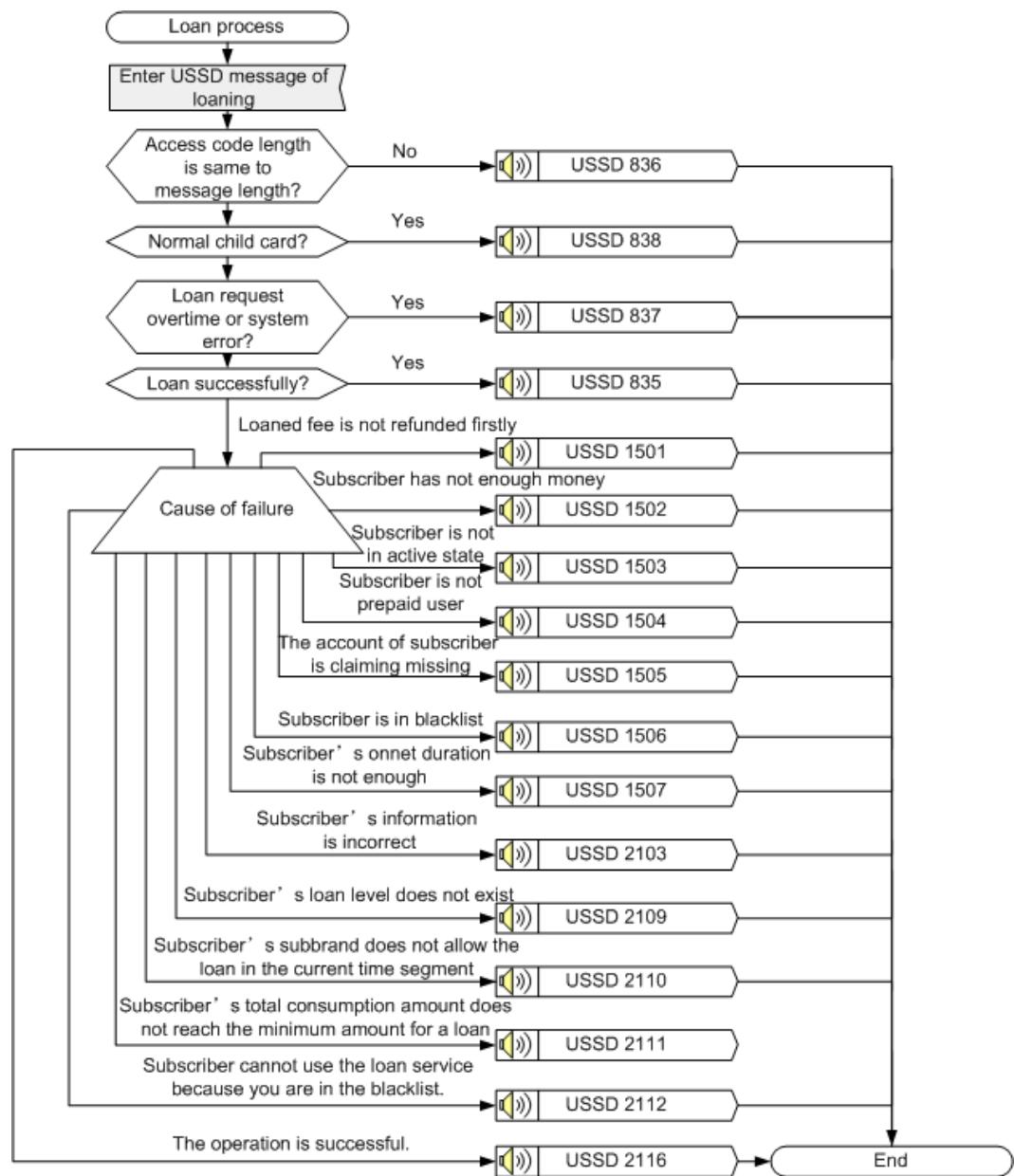


No.	Content
Dynamic SM 9	Active subscriber: Current balance: [CurrencyName][Balance]. Expiry date: [ActiveStop]. Tariff: [Package Name].  Suspend subscriber: Current balance: [CurrencyName][Balance]. Your account has expired. Please recharge to activate.  Disabled subscriber: Current balance: [CurrencyName][balance]. Your account is disabled. Please recharge to activate.
USSD 64	Sorry, your request has failed. Please try later.
USSD 557	Sorry, your request has failed. Please try later.
USSD 2030	You have TExpr(\$sG_s_SmsBody). Thanks for staying connected to the Better Option.

## 4.6 Process of loaning

This topic describes the process that a subscriber loans by sending the USSD message.

**Figure 4-9** Process of loaning



No.	Content
USSD 835	The operation successed! You have loaned XX [CurrencyName]. The charge is XXX [CurrencyName].
USSD 836	Sorry, invalid format or the information you entered is invalid. Please enter in the format *accesscode#.
USSD 837	Sorry, your request has failed. Please try later.
USSD 838	Sorry, Okoa Jahazi is not allowed for sponsored number.
USSD 1501	Sorry, your request has failed. Please repay the outstanding Okoa/Loan.
USSD 1502	Your account is not insufficient, the loan request was reject.

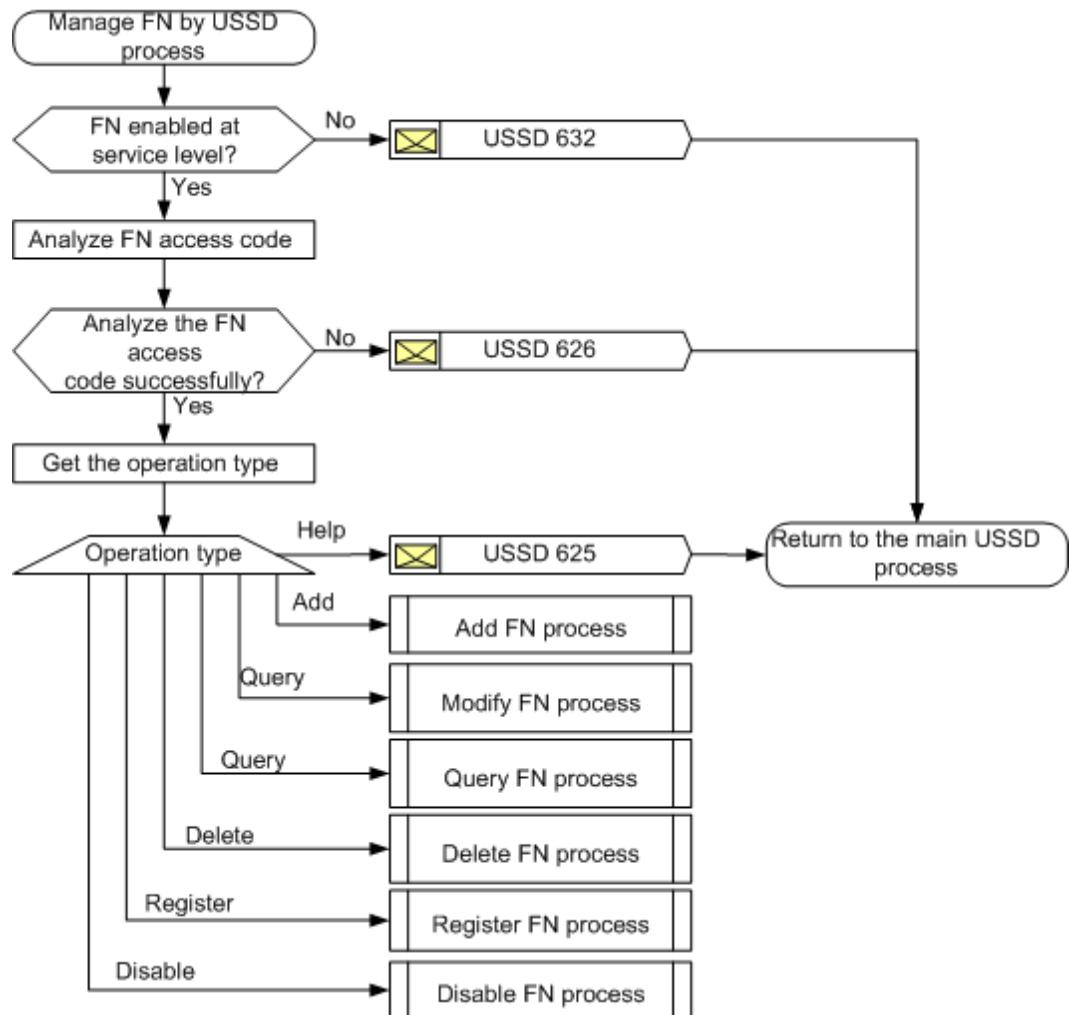
No.	Content
USSD 1503	Your account is not active to Okoa. Please recharge to continue enjoying Safaricom products and services.
USSD 1504	Sorry, this service is only for the prepay subscribers.
USSD 1505	Sorry your account has been blocked. You cannot Okoa.
USSD 1506	Your are in blacklist state and can't use the loan service.
USSD 1507	User's onnet age is not old enough for the loan service.
USSD 2103	Your information is incorrect. Please call the Customer Care system.
USSD 2109	Sorry, you have entered an Invalid Okoa. Dial *131# to check available Okoa Jahazi.
USSD 2110	Sorry, Your tariff does not allow Okoa Jahazi.
USSD 2111	Request failed, your last week usage does not meet the eligibility rules.
USSD 2112	Sorry, you cannot use the loan service because you are in the blacklist.
USSD 2116	Request successful. Please repay your Okoa within XXX days. Safaricom the better option.

## 4.7 Process of Managing FN

This topic describes the process that a subscriber manages FN service by USSD.

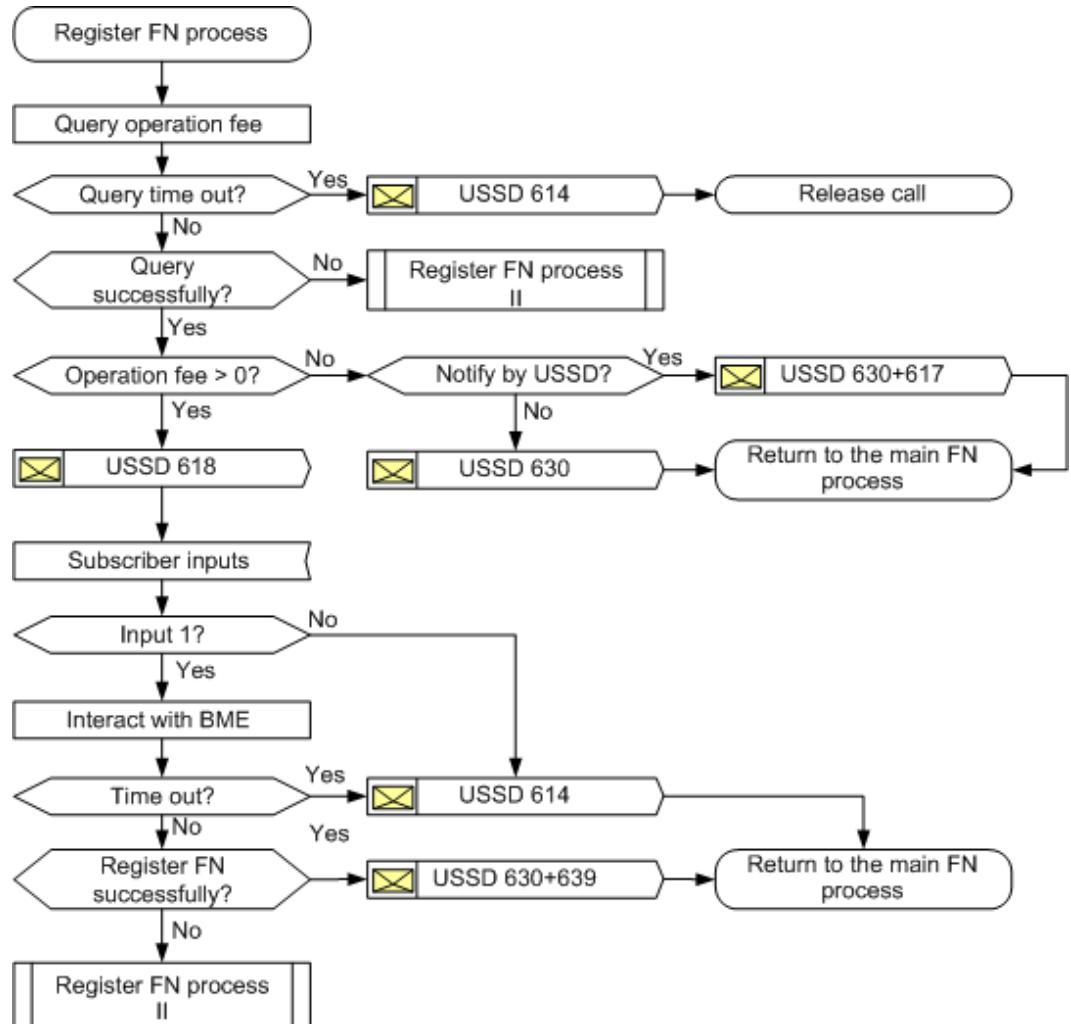
### 4.7.1 Process of Managing FN

**Figure 4-10 Manage FN by USSD process**



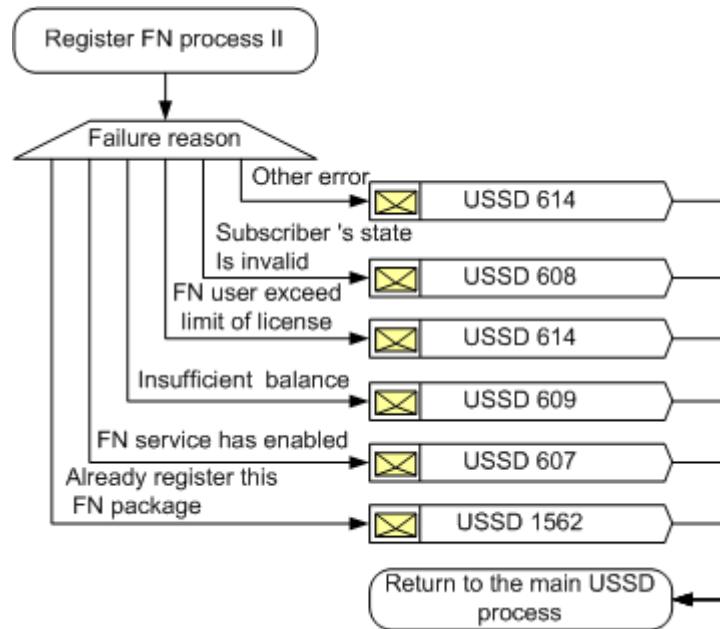
No.	Content
USSD 625	Please use the following options to FN management: *[access code]*1#, to Register *[access code]*2#, to un-register *[access code]*3*[FN]*[Group]#, to add new *[access code]*4*[old FN]*[new FN]#, to modify *[access code]*5#, to query *[access code]*6*[FN]#, to delete.
USSD 626	Sorry, invalid format.
USSD 632	Sorry, you cannot do this operation.

## 4.7.2 Process of Registering FN

**Figure 4-11 Register FN by USSD process**

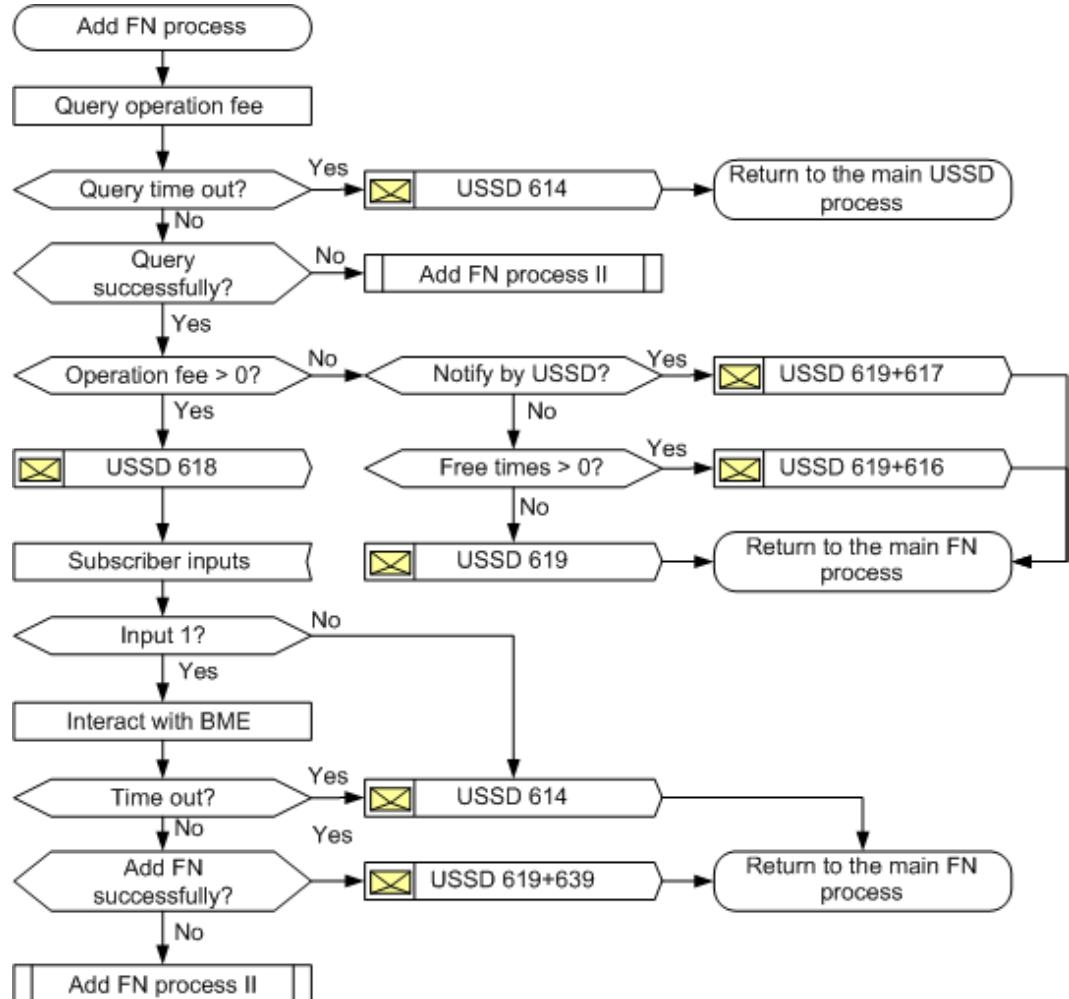
No.	Content
USSD 614	Sorry, the operation failed.
USSD 617	This operation is free of charge. The next operation will be charged.
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 630	Operation is successful. You are successfully registered for FNS.
USSD 639	The charge for this operation is [fee] [CurrencyName].

**Figure 4-12 Register FN by USSD process II**



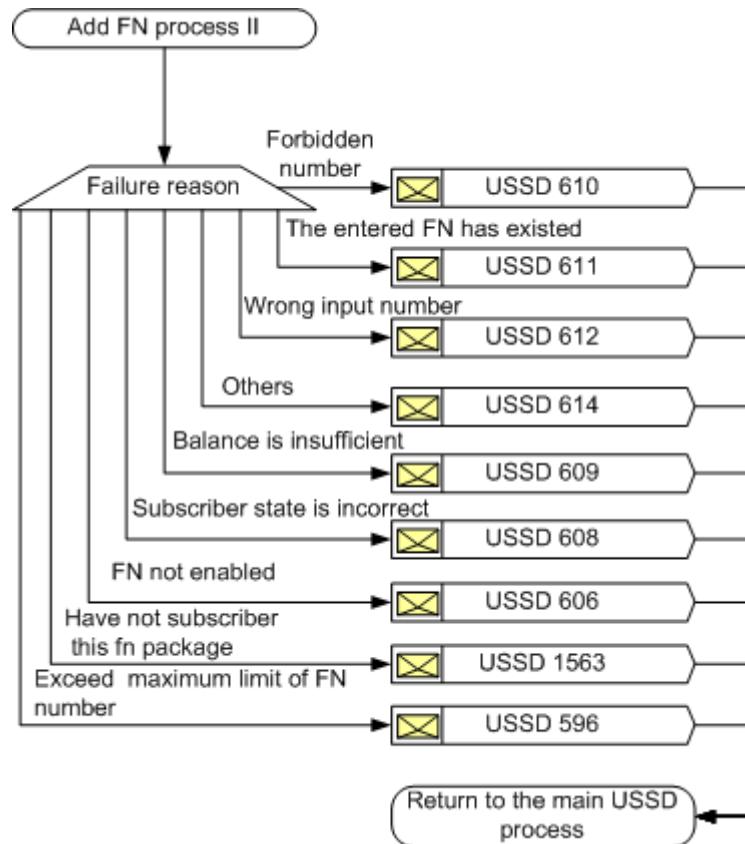
No.	Content
USSD 607	Sorry, you have enable FNS service already.
USSD 608	Sorry, your account is not in active state. Please recharge your account.
USSD 609	Sorry, your balance is not enough for this operation.
USSD 614	Sorry, the operation failed.
USSD 1562	Sorry, you have subscribed this FNS Package already.

### 4.7.3 Process of Adding FN

**Figure 4-13 Add FN by USSD process**

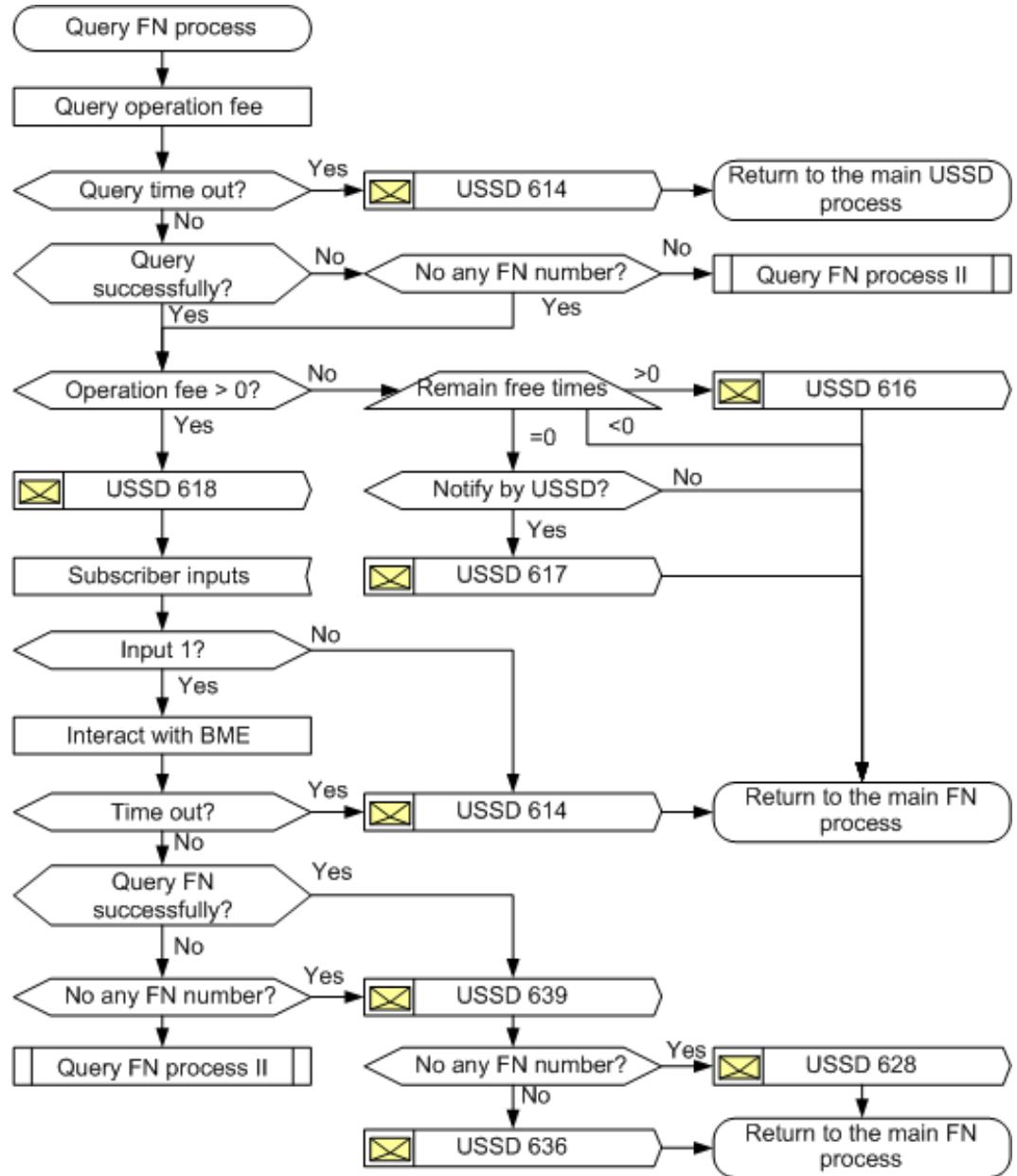
No.	Content
USSD 614	Sorry, the operation failed.
USSD 617	This operation is free of charge. The next operation will be charged.
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 619	Operation is successful. Familiarity number [FN] is added to your FN list.
USSD 639	The charge for this operation is [fee] [CurrencyName].

**Figure 4-14 Add FN by USSD process II**



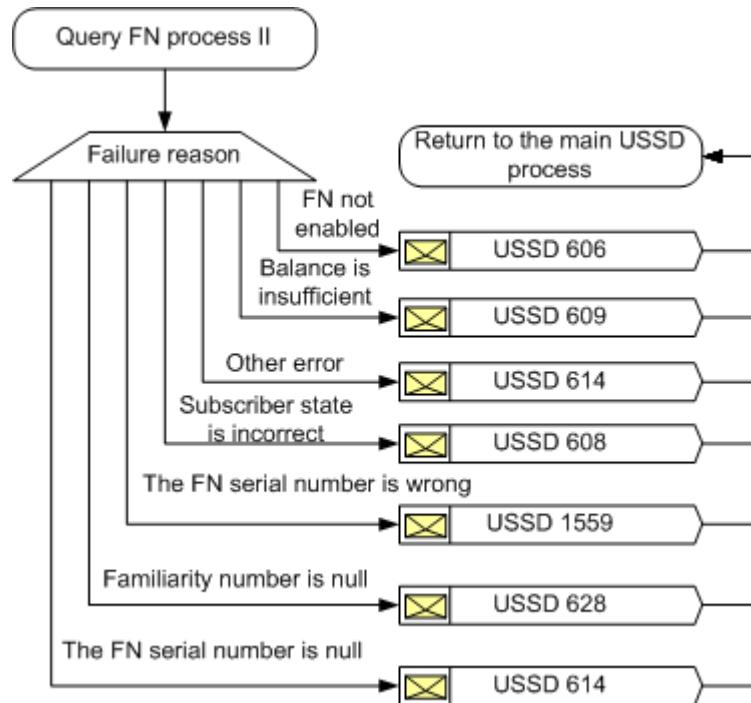
No.	Content
USSD 606	Sorry, you have not subscribed FNS service.
USSD 608	Sorry, your account is not in active state. Please recharge your account.
USSD 609	Sorry, your balance is not enough for this operation.
USSD 610	Sorry, your input number can not be set as a familiarity number.
USSD 611	Sorry, the number has existed.
USSD 612	Sorry, your input is wrong.
USSD 614	Sorry, the operation failed.
USSD 596	Sorry, you have set all your familiarity numbers and you can not add a familiarity number any more.
USSD 1563	Sorry, you have not subscribed this FNS Package.

#### 4.7.4 Process of Querying FN

**Figure 4-15** Query FN by USSD process

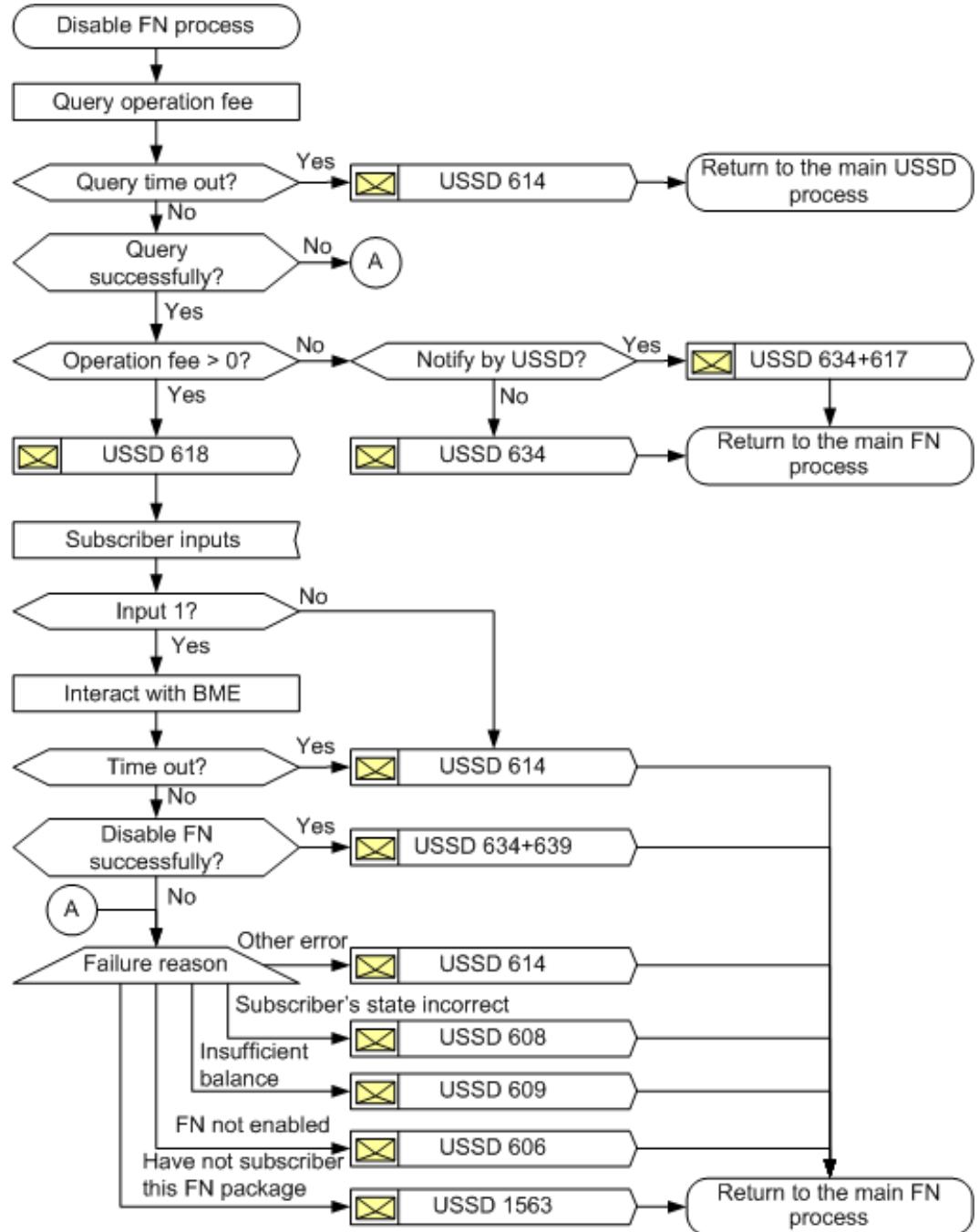
No.	Content
USSD 614	Sorry, the operation failed.
USSD 616	You can do this operation for free [remainFreeTimes] times.
USSD 617	This operation is free of charge. The next operation will be charged.
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 628	Operation is successful. You do not set any family number.
USSD 636	Operation is successful. Your family number is [family number1, family number2,..., family number100].
USSD 639	The charge for this operation is [fee] [CurrencyName].

**Figure 4-16 Query FN by USSD process II**



No.	Content
USSD 606	Sorry, you have not subscribed FNS service.
USSD 608	Sorry, your account is not in active state. Please recharge your account.
USSD 609	Sorry, your balance is not enough for this operation.
USSD 614	Sorry, the operation failed.
USSD 628	Operation is successful. You do not set any family number.
USSD 1559	Sorry, the serial number of the familiarity number is invalid.

## 4.7.5 Process of Disabling FN

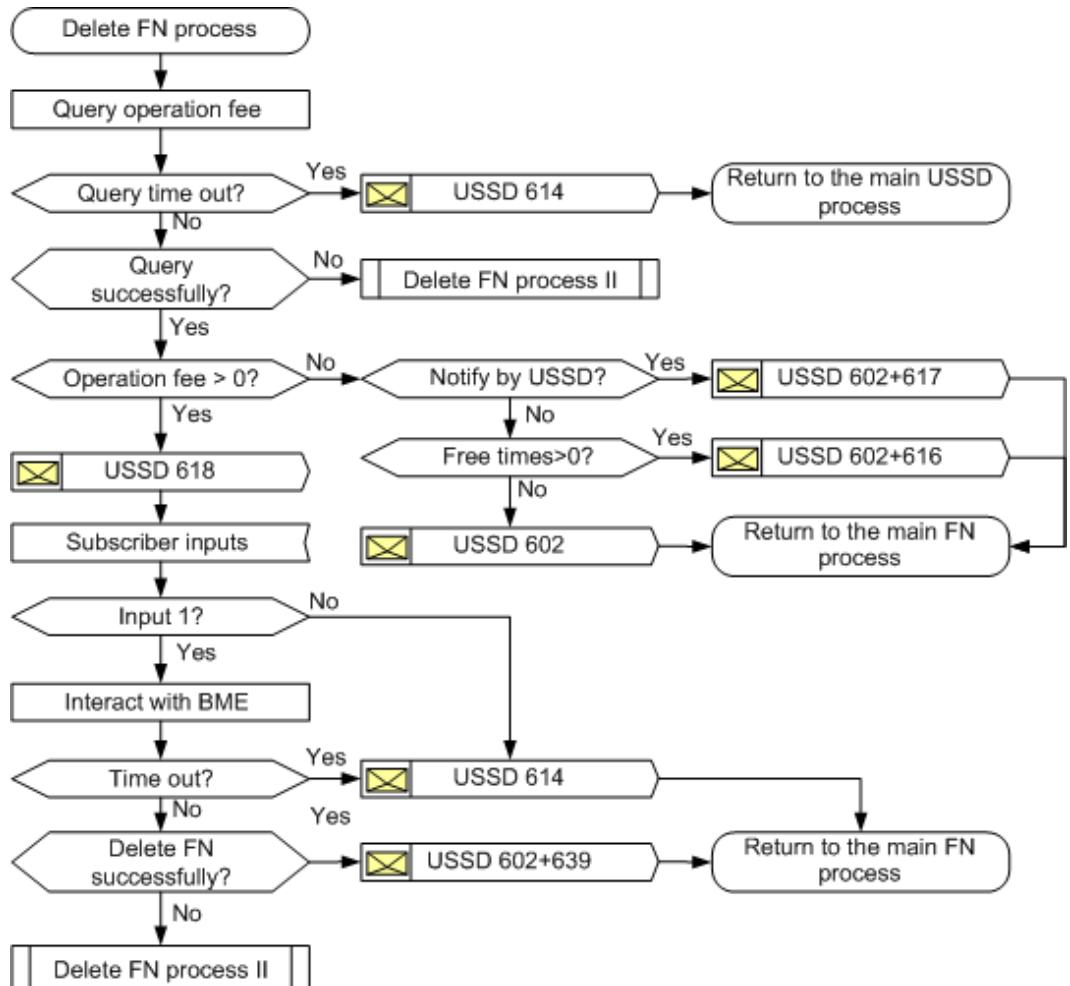
**Figure 4-17** Disable FN by USSD process

No.	Content
USSD 606	Sorry, you have not subscribed FNS service.
USSD 608	Sorry, your account is not in active state. Please recharge your account.
USSD 609	Sorry, your balance is not enough for this operation.
USSD 614	Sorry, the operation failed.
USSD 617	This operation is free of charge. The next operation will be charged.

No.	Content
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 634	Operation successful. You are disabled for FNS.
USSD 639	The charge for this operation is [fee] [CurrencyName].
USSD 1563	Sorry, you have not subscribed this FNS Package.

## 4.7.6 Process of Deleting FN

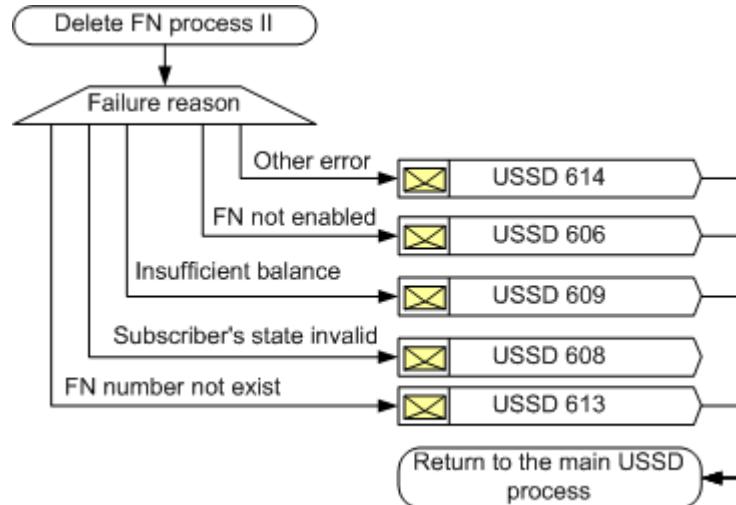
Figure 4-18 Delete FN by USSD process



No.	Content
USSD 602	Operation is successful. Familiarity number [FN] is deleted from your FN list.
USSD 614	Sorry, the operation failed.
USSD 616	You can do this operation for free [remainFreeTimes] times.

No.	Content
USSD 617	This operation is free of charge. The next operation will be charged.
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 639	The charge for this operation is [fee] [CurrencyName].

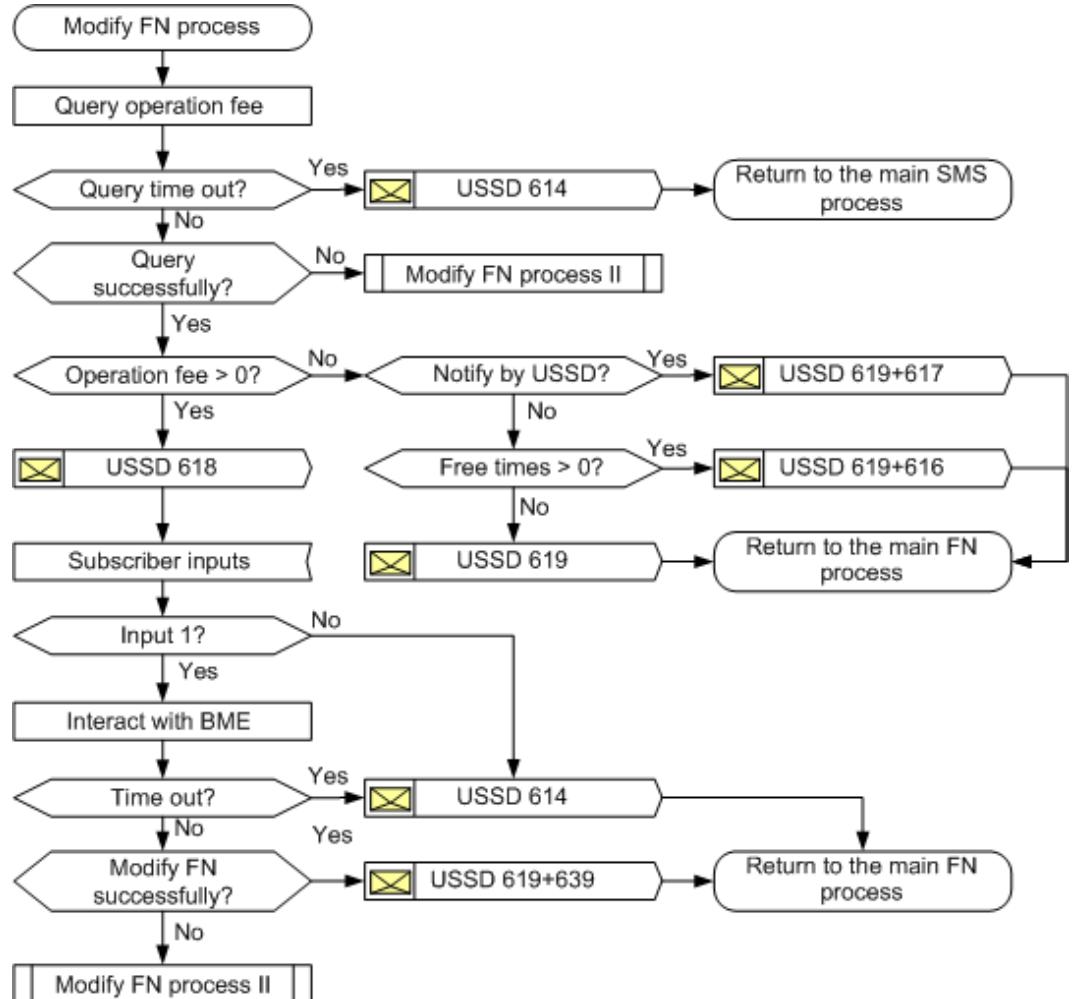
**Figure 4-19 Delete FN by USSD process II**



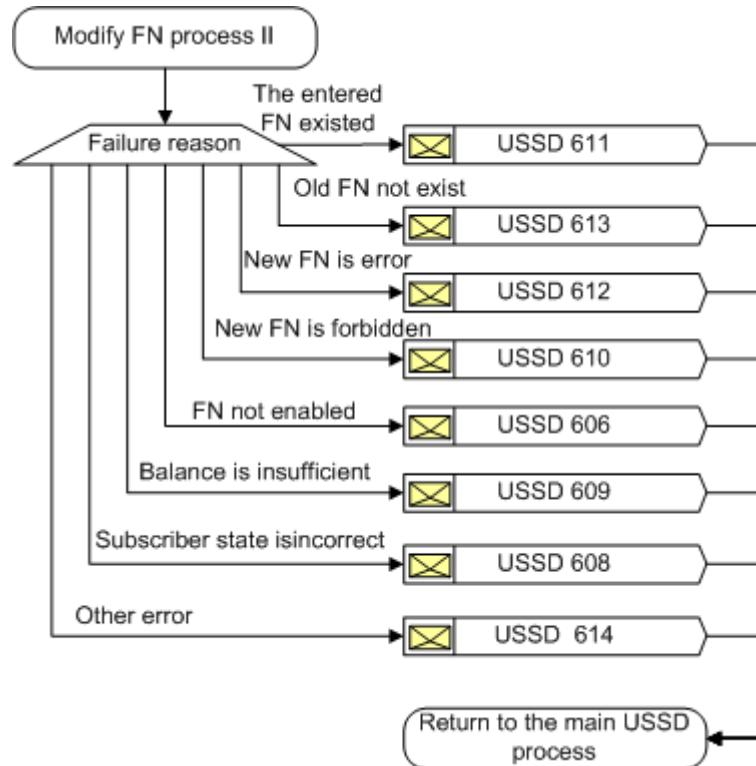
No.	Content
USSD 606	Sorry, you have not subscribed FNS service.
USSD 608	Sorry, your account is not in active state. Please recharge your account.
USSD 609	Sorry, your balance is not enough for this operation.
USSD 613	Sorry, the number don't existed.
USSD 614	Sorry, the operation failed.

## 4.7.7 Process of Modifying FN

**Figure 4-20** Modifying FN by USSD process



No.	Content
USSD 614	Sorry, the operation failed.
USSD 616	You can do this operation for free [remainFreeTimes] times.
USSD 617	This operation is free of charge. The next operation will be charged.
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 619	Operation is successful. Familiarity number [FN] is added to your Fn list.
USSD 639	The charge for this operation is [fee] [CurrencyName].

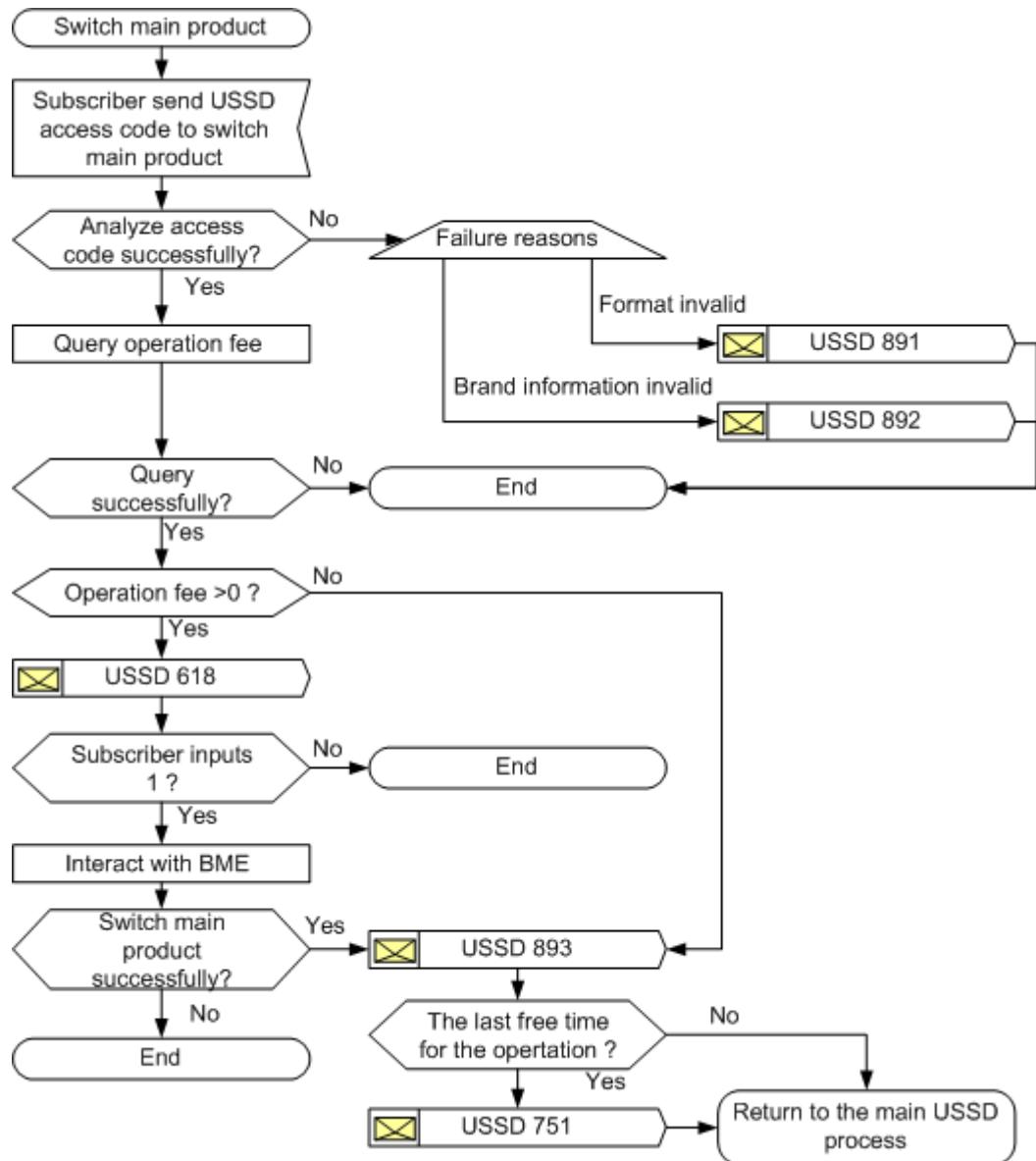
**Figure 4-21** Modifying FN by USSD II

No.	Content
USSD 606	Sorry, you have not subscribed FNS service.
USSD 608	Sorry, your account is not in active state. Please recharge your account.
USSD 609	Sorry, your balance is not enough for this operation.
USSD 610	Sorry, your input number can not be set as a familiarity number .
USSD 611	Sorry, the number has existed.
USSD 612	Sorry, your input is wrong.
USSD 613	Sorry, the number don't existed.
USSD 614	Sorry, the operation failed.

## 4.8 Process of Switching Main product

This topic describes the process that a subscriber switches the main product by sending the USSD message.

**Figure 4-22** Process of Switching Main product

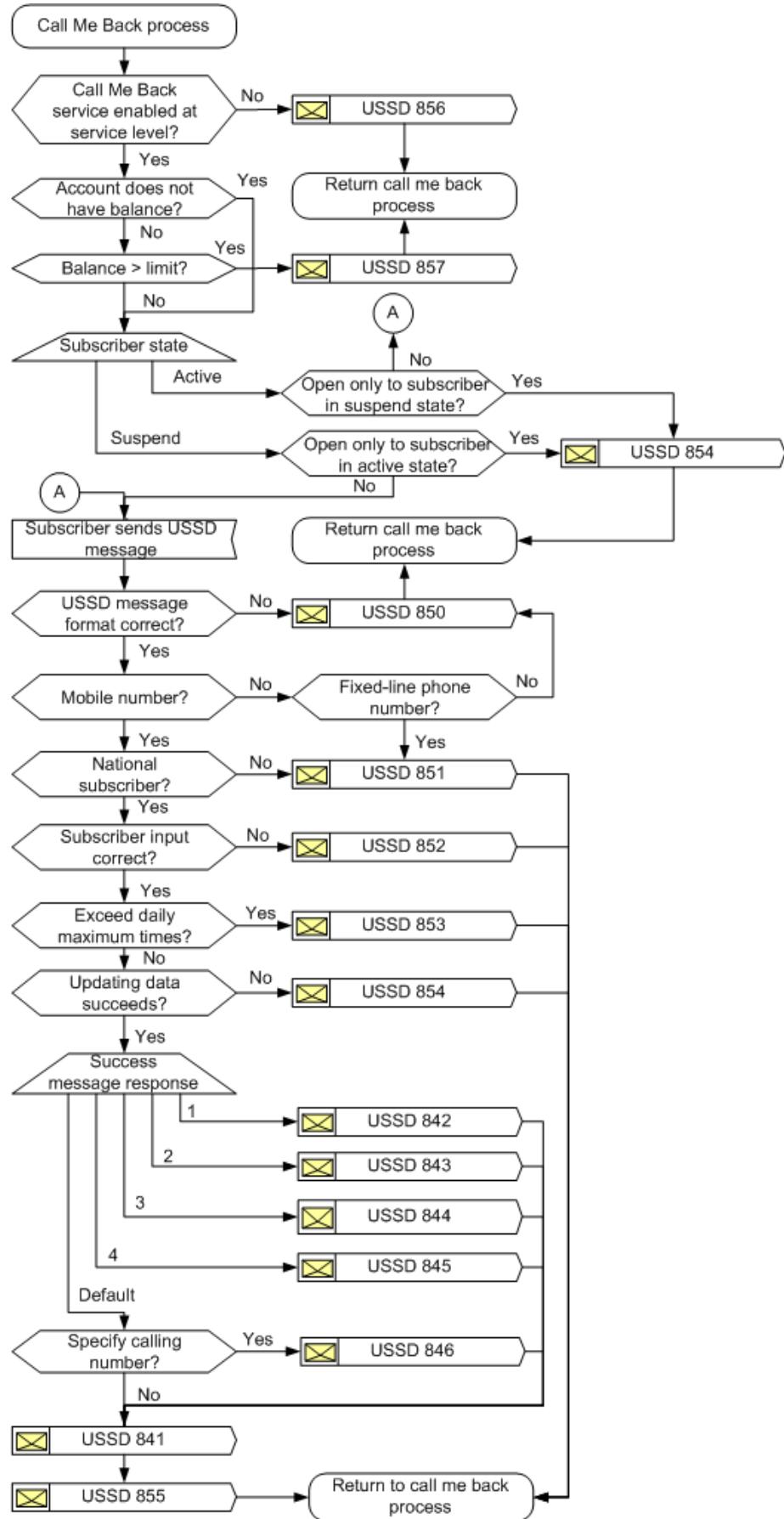


No.	Content
USSD 618	You will be charged [CurrencyName] XXX for this migration. Press 1 and OK to continue.
USSD 751	This tariff Migration is free of charge. Next Migration will be charged.
USSD 891	Sorry, wrong format. Correct format*212*new tariff#.
USSD 892	Sorry, You have entered invalid tariff. *212# for available tariffs.
USSD 893	Request successful. Your new tariff is XXX. Safaricom the better option.

## 4.9 Process of Call Me Back

The topic describes the process that a subscriber manages the Call Me Back function by sending the USSD message.

**Figure 4-23 Call Me Back Process**

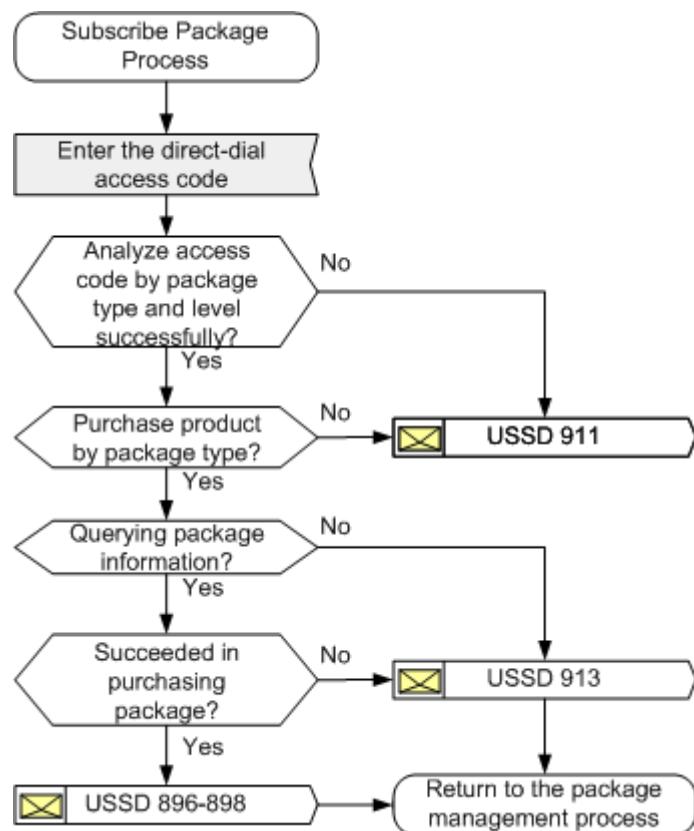


No.	Content
USSD 841	Please call [phone number] Thank you
USSD 842	Please call me. I love you.
USSD 843	Please call me. I miss you
USSD 844	Please call me. I am now available
USSD 845	Please call me. It's an emergency
USSD 846	Please call me. Thank you.
USSD 850	Sorry, Invalid Format, dial '*accesscode*specified msisdn#' or '*accesscode*messagetype*specified msisdn#'. Sorry, the specified Msisdn Number is not intra-net user.
USSD 852	Sorry, the value of inputted 'messagetype' is wrong, you can input only 1,2,3 or 4.
USSD 853	Sorry, you have exceed max times of using 'Call Me' service.
USSD 854	Sorry, the operation fail.
USSD 855	The operation is success, thank you.
USSD 856	Sorry, the call me service is not enabled.
USSD 857	Your account balance is greater than the account balance specified for using the call me back service.

## 4.10 Process of Managing Package

This topic describes the process that a subscriber manage package according to the USSD.

Figure 4-24 Subscribe Package Process

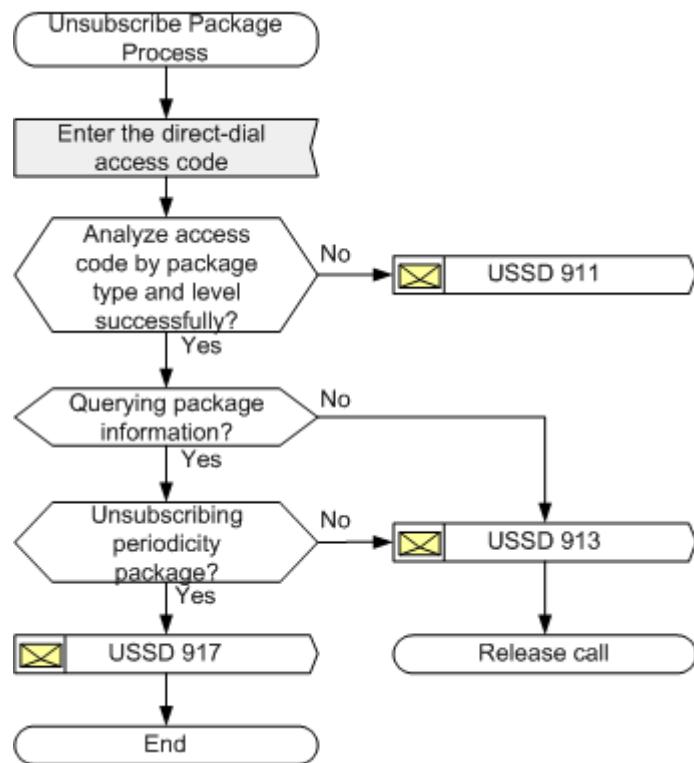


No.	Content
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USSD 896-898	Reserved.
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USSD 911	You have entered wrong input.
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USSD 913	Sorry, your request has failed. Please try later.
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**Figure 4-25** Unsubscribe Package Process

No.	Content
USSD 911	You have entered wrong input.
USSD 913	Sorry, your request has failed. Please try later.
USSD 917	You have closed the monthly package successfully.

# A Glossary

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Lists all terms, acronyms, and abbreviations used in the CBS for your reference.

## A.1 Numerics

**3G** Third Generation Mobile Communication

## A.2 A

<b>AAA</b>	Authentication, Authorization and Accounting
<b>AC</b>	Apply Charging
<b>account</b>	An entity through which a customer can pay for the telecommunications services provided by a carrier.
<b>account accumulation</b>	A process of accumulating the fees of a CDR to relevant account items according to different fee types.
<b>account adjustment</b>	A process to adjust account items on which the two parties of a settlement cannot benefit equally.
<b>account adjustment</b>	A process to adjust account items on which the two parties of a settlement cannot benefit equally.
<b>account book</b>	A book that records the information about the income and expense of each fee item in the account by class. An account matches one or more account books. An account book often records the information such as account number, bill cycle, and account book subject.
<b>Account Receivable</b>	Any amount owed to a business as the result of a purchase of goods or services from it on a credit basis. Although the firm making the sale receives no written promise of payment, it enters the amount due as a current asset in its books.
<b>accumulator</b>	The accumulation of the service usage, consumption, and recharge fees of a subscriber.
<b>ACK</b>	Acknowledgement
<b>ACR</b>	Apply Charging Report
<b>activation</b>	An operation that enables a subscriber to use different telecommunications services provided by a carrier. After being activated, a subscriber account enters the active period, and the state of the subscriber is Active.
<b>admission limit</b>	The minimum consumption amount that a carrier sets for a subscriber in a bill cycle. If the consumption amount of a subscriber does not reach the minimum consumption amount that the carrier sets, the CBS system deducts the minimum consumption amount that the carrier sets.
<b>advance payment</b>	A fee that is paid by a customer in advance when the customer is not in arrears.
<b>AOD</b>	Arrangement of Debt
<b>APN</b>	Access Point Name
<b>appendant product</b>	A type of products that are set by carriers, apart from main products. In general, an appendant product includes value-added services or preferential tariffs.
<b>AR</b>	See <a href="#">Account Receivable</a>
<b>AVP</b>	Attribute Value Pairs

## A.3 B

<b>bad debt</b>	The account item and amount that cannot be collected and are approved by a superior department after the loss report.
<b>barring</b>	A specific state in the life cycle of a subscriber. A subscriber in this state can only answer calls, but subscriber can call the phone of customer service.
<b>bill</b>	A list through which a carrier provides the service fee information periodically for a subscriber. A bill records the information such as the final balance and the fees for using the services and products. Bills are classified into detail bills and summary bills. A carrier charges a subscriber according to the information on the bill.
<b>bill cycle</b>	Settlement cycle. The interval can be set according to the operation strategy of a carrier and is one month in general. When a bill cycle ends, the CBS calculates the fees that a subscriber needs to pay in the bill cycle and generates a bill.
<b>bill cycle type</b>	A property of the bill cycle and account. Every bill cycle type has a unique cutoff day in each month. Every account must calculated on the cutoff day of every month.
<b>bill description</b>	The information about the bill item section and each bill item name on the paper bill.
<b>bill insert</b>	The information that is displayed in the middle of a paper bill for attracting the attention and stimulating the consumption of a customer.
<b>bill item</b>	The description of the fee item on the bill.
<b>bill medium</b>	A medium that contains bill information. For example, short message bill, paper bill, fax bill, and email bill. To obtain a type of bill medium, customers might need to pay certain fees.
<b>bill run</b>	A process of calculating the billing result such as the monthly fee, discount, incentive, usage summary, free unit, rebate, and other charge and credit (OCC).
<b>bill sampling</b>	A task that the Billing subsystem automatically samples accounts and executes test bill run on a specified day before the real bill run according to the rules set by the operator and sends the execution result to the specified personnel by email.
<b>bill suppress</b>	To suppress the printing of the paper bill of an account that meets certain conditions during the bill run.
<b>BMP</b>	See <a href="#">Business Management Point</a>
<b>brand</b>	A name that a carrier defines for a combination of products after segmenting the markets according to the ages, consumption habits, and consumption levels of users to facilitate the promotion. A carrier sells the combination of products by brand to the specified user groups to make profits.
<b>Business Management Point</b>	A network element that manages the operation of services, such as product management, charging management, resource management.

## A.4 C

<b>CAC</b>	Charging Area Cell
<b>call control</b>	A function of processing a call, consisting of creating, monitoring, maintaining, connecting, and releasing a call and providing service features.

<b>call mask</b>	A mask that is displayed on a paper bill to replace the real phone number. For example, the phone number 119 is displayed in a bill as the fire alarm.
<b>call screening</b>	A service of call control. If the service is enabled for a subscriber, the subscriber can maintain a screening table that records information such as discrete numbers, number segments, areas, time segments, and passwords. Before a call is connected, the system determines whether to continue the call according to the current attribute of the calling subscriber and information such as the screening table, screening type, screening strategy, and screening mode.
<b>CAZ</b>	Charging Area Zone
<b>CBS</b>	See <a href="#">Convergent Billing System</a>
<b>CC</b>	Customer Care
<b>CCBS</b>	Customer Care & Billing System
<b>CDMA</b>	Code Division Multiple Access
<b>CDR</b>	Call Detail Record
<b>charging event</b>	An event that occurs when a subscriber uses a service provided by the carrier. The event is used for charging by the charging module.
<b>Convergent Billing Point</b>	A network element that receives external charging requests and performs online charging and offline charging.
<b>Convergent Billing System</b>	A system that supports multi-network, multi-service, and multi-charging modes. CBS refers to Convergent Billing System. The key features of the CBS are as follows: 1. Convergence of service networks The convergent charging system provides the exact, real-time, and flexible charging and unified customer services for the products and services that are supported by the networks such as the fixed network, 2G, 3G, NGN, and IPTV. 2. Convergence of multiple services The convergent charging system supports the unified charging of voice services and data services. 3. Convergence of rating categories Subscribers can switch between the prepaid mode and postpaid mode. 4. Convergence of online charging and offline charging The convergence of online charging and offline charging is useful in the integrated network environment, especially when certain components in the network cannot trigger the online charging request in real time.
<b>CR</b>	See <a href="#">Credit Record</a>
<b>credit control</b>	A process of controlling the consumption amount of the telecommunications services for a subscriber according to the remaining call fee and credit limit of the subscriber.
<b>credit limit</b>	An amount that a subscriber can overdraw.
<b>Credit Record</b>	An increase in the income or liability of a carrier in Double Entry mode. For example, after the bill run is performed on an account, if the international roaming fee of the account is 20 dollars, and the local call fee is 10 dollars, the carrier needs to collect 30 dollars from the account. At this time, the system generates two credit records, one for the international roaming fee of 20 dollars, and the other for the local call fee of 10 dollars.
<b>CRM</b>	Customer Relationship Management
<b>CUG</b>	Closed User Group
<b>customer</b>	An individual, an enterprise, or a corporation that uses the products or services provided by the carrier or the partner of the carrier.

<b>customer group</b>	A group of customers sharing the same properties. The Billing allows you to assign given marketing message and bill insert to customer group members.
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## A.5 D

<b>day end</b>	An operation that is performed by the system to generate journals according to the Double Entry data in the system.
<b>DC</b>	Debt Collection
<b>DCC</b>	Diameter Credit Control
<b>deactivation</b>	An operation that disables a postpaid subscriber to use different telecommunications services provided by a carrier. After being deactivated, a subscriber account enters the Disable state.
<b>Debit Record</b>	An increase in the assets or expenses of a carrier in Double Entry mode. For example, after the bill run is performed on an account, if the international roaming fee of the account is 20 dollars, and the local call fee is 10 dollars, the carrier needs to collect 30 dollars from the account. At this time, the system generates a debit record, that is, a record for the receivables of 30 dollars.
<b>deposit</b>	An amount of money that is paid in advance by a customer as a guarantee to enjoy the products or services provided by the carrier. For certain services, the customer must pay certain deposits before subscription.
<b>deregistration</b>	An operation of deregistering a subscriber. After being deregistered, a subscriber cannot use the products and services that are provided by the carrier.
<b>doubtful debt</b>	The account item and amount that a subscriber has owed for a specific duration.
<b>DR</b>	See <b>Debit Record</b>
<b>DS</b>	Data Service
<b>dunning</b>	An action that a carrier performs to ask a subscriber to pay for outstanding bills. For example, sending a dunning letter or suspending the subscriber.
<b>dunning action</b>	An action that a carrier performs to ask a subscriber to pay for outstanding bills. The dunning action can be sending a short message notification, barring the subscriber, or suspending the subscriber.
<b>dunning group</b>	A customer group that is defined according to certain rules. The same dunning policy is used for the customers of the same customer group, and different policies are used for different customer groups.
<b>dunning plan</b>	The plan that a certain dunning action is performed to a certain subscriber some day. The dunning plan is generated according to the dunning schedule.
<b>dunning policy</b>	A policy made by a carrier for a specified dunning group, containing the information about when to perform what dunning action after a bill cutoff date and the specific non-dunning days. For example, the first dunning short message for the default dunning group is sent at 18:00 on the first day after the bill cutoff day; the second dunning short message is sent at 18:00 on the third day after the bill cutoff day; no non-dunning days are specified.
<b>dunning schedule</b>	A performance time of each dunning action for a dunning group of a bill cycle. The dunning schedule is generated according to the dunning policy.

## A.6 E

<b>e-voucher center</b>	A service that provides recharge and payment functions for subscribers through virtual recharge cards. Carriers can issue the virtual recharge cards by setting up distributor channel in the tree mode. Compared with the traditional recharge through real recharge cards, the recharge through virtual recharge cards can save the card cost and enable carriers to understand the precise information about transactions and inventories in time.
<b>EFT</b>	Electronic Fund Transfer
<b>ENIP</b>	Enhanced Network Intelligent Platform

## A.7 F

<b>Familiarity Number</b>	A mobile number that a subscriber sets, which can enjoy a preferential tariff when a call is made between this mobile number and the mobile number of the subscriber.
<b>fee item</b>	A detailed item of the consumption fees of a subscriber. For example, the local call fee item and national toll call fee item.
<b>FEP</b>	Front End Processor
<b>final bill</b>	The last bill provided by a carrier to a subscriber after the subscriber leaves from the network of a carrier. Regardless of the type of the bill that the subscriber subscribes to, the carrier sends a paper bill to the subscriber after the subscriber leaves from the network of the carrier.
<b>FN</b>	See <b>Familiarity Number</b>
<b>free resource</b>	A resource that a carrier provides for subscribers for free use. Free resources include a certain number of short messages, the call duration, and the data traffic.
<b>FTP</b>	File Transfer Protocol

## A.8 G

<b>GGSN</b>	Gateway GPRS Support Node
<b>GL</b>	General Ledger
<b>GPRS</b>	Generally Packet Radio System
<b>GSM</b>	Global System for Mobile Communications
<b>GUI</b>	Graphic User Interface
<b>GW</b>	Gateway

## A.9 H

<b>HLR</b>	Home Location Register
<b>hold</b>	To stop dunning a subscriber temporarily.

<b>hold type</b>	A combination of one or more dunning actions to help to stop the dunning actions temporarily at a time.
<b>hot billing</b>	A process of performing the real-time bill run and generating a bill before the end of a bill cycle as requested by a subscriber. The bill records the consumption of the subscriber in the bill cycle.
<b>HTTP</b>	Hypertext Transfer Protocol

## A.10 I

<b>ICP</b>	Information Content Provider
<b>ID</b>	Identification/Identity
<b>IMSI</b>	International Mobile Subscriber Identity
<b>IN</b>	Intelligent Network
<b>incentive</b>	A special preference or bonus that is provided by a carrier for encouraging subscribers to use services.
<b>installment rebate</b>	A preference policy with which a carrier returns certain fees to a customer in multiple bill cycles.
<b>invoicing</b>	A process of generating integrated bills for billed data as requested by a carrier.
<b>IP</b>	Internet Protocol
<b>IPCG</b>	IP Charging Gateway
<b>IPSec</b>	IP Security Protocol
<b>IVR</b>	Interaction Voice Response

## A.11 J

<b>journal</b>	A record that records the transaction information in a formatted way, usually known as double entry. The basic items a journal needs are the transaction date, transaction description, debit amount or credit amount, and G/L code.
<b>journal summary</b>	The summary of the journals in a specified standard format.

## A.12 L

<b>LOD</b>	Letter of Demand
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## A.13 M

<b>main product</b>	Basic product that a subscriber must subscribe to for using network resources before subscribing to appendant products. In general, a main product includes basic network services and basic tariffs. In the CBS, the subscription instance of a main product corresponds to one subscriber.
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<b>marketing message</b>	The message printed on the first page of paper bill, which is used to attract customer's attention and stimulating customer's consumption.
<b>MCC</b>	Mobile Country Code
<b>MMS</b>	Multimedia Messaging Service
<b>MMSC</b>	Multimedia Messaging Service Center
<b>MO</b>	Mobile Originated
<b>monthly settlement</b>	System operation of generating monthly settlement data on the basis of the double-entry bookkeeping data recorded by the system.
<b>MSC</b>	Mobile Switching Center
<b>MSISDN</b>	Mobile Subscriber International ISDN/PSTN Number
<b>MT</b>	Mobile Terminated

## A.14 N

<b>NAEDO</b>	Non Authenticated Early Debit Order
<b>NE</b>	Network Element

## A.15 O

<b>OCC</b>	See <a href="#">Other Charge and Credit</a>
<b>OCS</b>	See <a href="#">Online Charging System</a>
<b>Online Charging System</b>	A system that implements the convergence of online charging and offline charging, voice service charging and data service charging, prepaid subscriber management and postpaid subscriber management. The CBS system provides the functions such as rating, subscriber balance management, and real-time monitor.
<b>OSMS</b>	Object Storage Management System
<b>Other Charge and Credit</b>	Other Charge and Credit, which is used to adjust the fee separately. For example, when a bill with error fee is found, you can correct it through OCC.

## A.16 P

<b>package</b>	A set of services that a carrier uses to propaganda and launch a brand to attract subscribers.
<b>PIN</b>	Personal Identity Number
<b>pool period</b>	A period in which a subscriber of an account that is in Disable state does not recharge the account after the deletion period. An account in this period is in Pool state. A subscriber in Pool state cannot perform any operations. The CBS system deletes the subscriber account and reclaims the number resources after the pool period.
<b>POS</b>	Postpaid Subscriber
<b>posting</b>	The procedure of transferring journal entries to the ledger accounts.

<b>postpaid</b>	A mode in which a subscriber is allocated a certain credit and the subscriber does not need to pay fees in advance when using a telecommunications service.
<b>PPS</b>	Prepaid Subscriber
<b>prepaid</b>	The mode in which a subscriber pays for the telecommunication services provided by a carrier in advance.
<b>price plan</b>	A set of pricing policies provided by a carrier for a group of telecommunications services. The charging system can calculate the fees for using the service based on the service usage and pricing plan of a subscriber.
<b>PRM</b>	Partner Relationship Management
<b>product</b>	A combination of one or more services with predefined tariff. Carriers can directly sell the combination of services to customers.
<b>PSTN</b>	Public Switched Telephone Network

## A.17 R

<b>RA</b>	Revenue Assurance
<b>rating</b>	To perform the fee calculation on the preprocessed service records according to charging resources, tariffs, subscriber information, and product information.
<b>RBT</b>	Ring Back Tone
<b>reconnect</b>	To resume the call service of a subscriber. Reconnection is the reverse operation of suspension.
<b>refund</b>	A process of returning the advance payment or deposit in the account of a subscriber to the subscriber in a certain way, for example, by cash or by check.
<b>RICA</b>	Regulation of Interception of Communications and Provision of Communication-Related Information Act
<b>roaming in</b>	A process for a subscriber to access the home telecommunications network from a non-home telecommunications network.
<b>roaming out</b>	A process for a subscriber to access a non-home telecommunications network from the home telecommunications network.

## A.18 S

<b>SDP</b>	Service Data Point
<b>service</b>	A group of functions, material objects, or procedures that a service provider develops for sale in products. A service does not have any price and cannot be sold to subscribers.
<b>settlement</b>	A process of allocating the collected service fees that are generated during the cooperation between partners when a telecommunications service involves the communication resources or value-added service resources of multiple partners. The fee allocation is based on the resource usage and agreement that is signed by the partners in advance.
<b>SIM</b>	Subscriber Identity Module

<b>SMAP</b>	Service Management Access Point
<b>SMG</b>	Short Message Gateway
<b>SMP</b>	Service Management Point
<b>SMS</b>	Short Message Service
<b>SMSC</b>	Short Message Service Center
<b>SP</b>	Service Provider
<b>special day</b>	A day when a subscriber is free of dunning. A special day can be a legal holiday or a day with special meaning, for example, New Year's day or horse-racing day in Hong Kong.
<b>SSP</b>	Service Switching Point
<b>suspension</b>	A specific state in the life cycle of a subscriber, also called barring. A subscriber in this state can neither make calls nor receive calls, but subscriber can call the phone of customer service.
<b>suspension period</b>	The period in which a subscriber account is not recharged after the activation period. An account in the suspension period is in Suspend state. Generally, the balance and bonus resources of an account in Suspend state are available. The subscriber is restricted in using certain services. For example, a subscriber of an account that is in Suspend state cannot use the free resource account for making calls. If a subscriber recharges an account during the suspension period, the account returns to Active state. At the same time, the validity period of the account is extended.

## A.19 T

<b>tariff</b>	The designation of the pricing, discount policies, and applicable rules of a product.
<b>TCP</b>	Transfer Control Protocol
<b>test billing</b>	The simulative bill run performed before the formal bill run for detecting the possible errors in the formal bill run in advance. The test billing simulates the real bill run process.
<b>transaction</b>	A business between the carrier and customer, such as change rate plan and change service package.
<b>transfer</b>	A process of transferring the account balance of an account to another account.
<b>trigger threshold</b>	A lower limit of the outstanding amount of a subscriber for the DC system to automatically perform a dunning action on the subscriber. The DC automatically performs a dunning action on the subscriber only when the payment period of the subscriber expires and the outstanding amount of the subscriber reaches this value. The trigger threshold varies according to dunning group and dunning action. For example, the trigger threshold of the first dunning short message of a subscriber for the default dunning group is 10 dollar; the trigger threshold of the second dunning short message of the subscriber for the default dunning group is 20 dollar; the trigger threshold of the first dunning short message of the subscriber for the VIP dunning group is 100 dollar.

## A.20 U

<b>unhold</b>	To cancel the hold operation on a subscriber.
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<b>upper limit</b>	The maximum consumption amount that a carrier sets for a subscriber in a bill cycle. If the consumption amount if a subscriber exceeds the maximum consumption amount that the carrier sets, the CBS system still deducts the maximum consumption amount that the carrier sets.
<b>URL</b>	Universal Resource Locator
<b>USSD</b>	Unstructured Supplementary Service Data
<b>UVC</b>	Uniform Voucher Center

## A.21 V

<b>VC</b>	Voucher Center
<b>void</b>	A special transaction that is initiated by an operator to request the system to cancel the processing result of a financial transaction that is not complete according to the predefined process.
<b>VPN</b>	Virtual Private Network

## A.22 W

<b>WISG</b>	Wireless Integrated Service Gateway
<b>write off</b>	To deregister the bad debts that cannot be collected.