HUAWEI CBS

R002C02LG0203

Voice Reference Reference

Issue   01

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About This Document

Intended Audience

This document describes the voice and SM notification of the HUAWEI CBS product. All the voice notification is listed.

This document is intended for:

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

Change History

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

Changes in Issue 02 (2010-12-15)

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

Add the 938 voice.

Modify the 2200–2399 voice to 1111–1311 voice.

Changes in Issue 01 (2010-10-30)

Initial release.

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1 Overview

About This Chapter

The HUAWEI convert billing solution (CBS), hereafter referred to as the CBS system, provides various voices for interacting with subscribers. This chapter describes the basic knowledge of the voice notification.

1.1 Overview of Voices Notification
The CBS provides various voices for interacting with subscribers.

1.2 Conventions of Voice Notification
This section describes the requirements on voice recording, rules for naming a voice file, and meanings of the special symbols in the voices messages.

1.1 Overview of Voices Notification

The CBS provides various voices for interacting with subscribers.

This document describes the voices that are provided by the CBS system.

1.1.1 Voice

The CBS system provides voices in the processes such as the call process, IVR process, and recharge process for interacting with subscribers.

To interact with subscribers, the CBS system delivers the numbers of the voices that need to be played to the mobile switching center (MSC)/visitor location register (VLR)/service switching point (SSP), and then the MSC/VLR/SSP plays voices to the subscribers.

📖 **NOTE**

> On the current network, the MSC, VLR, and SSP are deployed on the same host. Therefore, these modules are expressed in the MSC/VLR/SSP format.

1.2 Conventions of Voice Notification

This section describes the requirements on voice recording, rules for naming a voice file, and meanings of the special symbols in the voices messages.

1.2.1 Requirments of Voice Recording

This section describes the voice recording and the requirements on voice files.

Pay attention to the following items during voice recording.

- The specification of voice shall be: 8000Hz, A-law and Mono.
- The serial number of voice-file must be exactly the same as the description of Voice List.
- The voice shall be coded with the postfix of "000".
  For example: 65*00001.000

1.2.2 Format of Voice File

This section describes the format of voice file names of CBS.

The file format is shown in **Table 1-1**.

Table 1-1 Format of voice file names

Format	Description	Example
AALLSSSS	● AA: identifies a type of service. It is a 2–digit hexadecimal numeral. 　**NOTE** 　　● In the CDMA network, the value is 80. 　　● In the GSM network, the value is 65. ● LL: indicates the language type. It is a 2–digit hexadecimal numeral. For example: 80 indicates the language type is English. ● SSSS: indicates the serial number of the voice. It is a 4–digit hexadecimal numeral.	65800001

📖 NOTE

The voice shall be coded with the postfix of "000".

1.2.3 Symbols in Voices

This section describes the meanings of the special symbols in voices.

Table 1-2 describes the meanings of the special symbols in the voices in the CBS system.

Table 1-2 Special symbols in voices

Symbols	Meaning
xxx	Indicates a variable whose value is uncertain. For example, the amount in a subscriber's account.
[]	Indicates a variable whose value is certain. For example, **[currencyname]** indicates the currency type of a subscriber's account.
()	Indicates a key on the phone. For example, (#) indicates the pound key.

2 Voice

About This Chapter

This chapter lists all the voice notification.

This chapter lists all the voice notification of Features related to calls.

This chapter lists all the voice notification of Features related to subscribers.

This chapter lists all the voice notification of Features related to tariffs.

This chapter lists all the voice notification of Features related to services.

2.1 Features related to calls

This chapter lists all the voice notification of Features related to calls.

2.1.1 Attendant Forwarding

Lists all the voice that are used for the attendant forwarding function.

Table 2-1 Voice Resources of the Attendant Forwarding Function

No.	Voice File Name	Voice	Scenario
1021	65**03FD	Sorry, your call cannot be connected now.	
1022	65**03FE	Please wait. Your call is being transferred to the customer care.	

2.1.2 Call Authority Control

Lists all the voice that are used for the call authority control function.

Table 2-2 Voice Resources of the Call Authority Control Function

No.	Voice File Name	Voice	Scenario
1	65**0001	Sorry, you have no authority to roam, please contact customer care.	
2	65**0002	You are not allowed to dial the number. Please contact customer care.	
3	65**0003	The called party cannot answer your call now.	
8	65**0008	You do not have the right to use the service. Please contact the customer care.	
10	65**000A	Sorry, your input is incorrect. Thank you for using the service.	

2.1.3 Call Process

Lists all the voice that are used for the call process function.

Table 2-3 Voice Resources of the Call Process Function

No.	Voice File Name	Voice	Scenario
213	65**00D5	Your account balance is only sufficient for a one-minute call.	
214	65**00D6	Your account balance is insufficient for the call. Please recharge your account first.	
215	65**00D7	days.	
216	65**00D8	Sorry, your account has been suspended. Please recharge your account.	
217	65**00D9	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.	
218	65**00DA	Please contact customer care for reconnection.	
219	65**00DB	Sorry, your SIM card is claimed for missing.	
220	65**00DC	Sorry, your account has been locked. Please contact the customer care.	
221	65**00DD	Sorry, the number you dialed is invalid.	
222	65**00DE	Sorry, the number you dialed is in the suspend period.	
223	65**00DF	Sorry, the number you dialed is in the disable period.	
224	65**00E0	Your call cannot be connected now.	
225	65**00E1	Sorry, your number has been barred. Please contact customer care.	
228	65**00E4	Your account balance is insufficient to finish this call. Please recharge soon.	
229	65**00E5	You cannot make calls at this moment.	

No.	Voice File Name	Voice	Scenario
230	65**00E6	Sorry, your call cannot be forwarded because the called party has insufficient balance.	
255	65**00FF	Your prepaid account has been disabled. Please recharge your account.	
941	65**03AD	Your available call duration is XXX.	
942	65**03AE	Minute(s).	
943	65**03AF	Second(s).	
1071	65**042F	There is a problem with your account. Please contact the customer care. Thank you.	
1072	65**0430	Sorry, you cannot be activated when roaming outside the country.	
1073	65**0431	Your available call duration is less than one minute.	
1074	65**0432	Sorry, the number you dialed does not exist.	
1075	65**0433	Sorry, the balance of the subscriber you dialed is insufficient.	
1077	65**0435	Please record this voice by yourself when the called party cannot receive calls from this type of number.	
1079	65**0437	Sorry, your IMSI is different from the registered IMSI.	
1080	65**0438	Sorry, the number you dialed cannot be connected now.	

2.1.4 CollectCall

Lists all the voice that are used for the CollectCall.

Table 2-4 Voice Resources of the CollectCall Function

No.	Voice File Name	Voice	Scenario
911	65**038F	Sorry, you cannot call this number.	
912	65**0390	Sorry, the number you dialed cannot be connected now.	

2.1.5 IVR

Lists all the voice that are used for the IVR.

Table 2-5 Voice Resources of the IVR Function

No.	Voice File Name	Voice	Scenario
600	65**0258	Sorry, the operation failed. Please call customer care.	
601	65**0259	Sorry, your input is incorrect. Please enter the correct information and end with the hash (#) key.	
603	65**025B	Press (1) to confirm; press another key to cancel.	
605	65**025D	Please enter the number you want to operate and end with the hash (#) key.	
607	65**025F	Sorry, your input is incorrect. Please enter the correct information and end with the hash (#) key.	
608	65**0260	The number to be operated is XXX.	
609	65**0261	Please enter your x (Note: x is customized according to the actual situation)digits password and end with the hash (#) key.	
610	65**0262	Sorry, the password is incorrect. Please enter the correct one and end with the hash (#) key.	

No.	Voice File Name	Voice	Scenario
611	65**0263	Sorry, you have not subscribed to this service. Thank you for using the service.	
666	65**029A	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 zome menu Press 8 for Voice Mail Press 9 for Call Sponsor	
667	65**029B	Press (1) to change your profile; press (2) to use the familiarity number service. (Carrier-customized voice.)	

2.1.6 Special Number

Lists all the voice that are used for the special number function.

Table 2-6 Voice Resources of the Special Number Function

No.	Voice File Name	Voice	Scenario
206	65**00CE	You cannot dial this number.	

2.1.7 Voice Mailbox

Lists all the voice that are used for the voice mailbox function.

Table 2-7 Voice Resources of the Voice Mailbox Function

No.	Voice File Name	Voice	Scenario
201	65**00C9	Please wait while your call is being transferred to the voice mailbox.	

2.2 Features related to subscribers

This chapter lists all the voice notification of Features related to subscribers.

2.2.1 Brand Switchover

Lists all the voice that are used for the brand switchoverl process.

Table 2-8 Voice Resources of the Brand Switchover Function

No.	Voice File Name	Voice	Scenario
350	65**015E	Sorry, your request has failed. Please contact customer care.	
351	65**015F	To switch [package name].	
352	65**0160	Press [button].	
354	65**0162	You have selected the new package [package name].	
355	65**0163	Your current tariff is	
356	65**0164	Your Tariff change is successful. New tariff is [new subcosid].	
357	65**0165	You have entered an Invalid option, please try again.	
358	65**0166	Sorry, the selected tariff is not available. Please contact customer care.	
359	65**0167	Sorry, you are not allowed to switch to the new tariff. Please contact customer care.	
360	65**0168	Sorry, you are not allowed to perform this operation. Please contact customer care.	
361	65**0169	This operation is free of charge this time and will be charged from the next time.	
363	65**016B	You will be charged [operation fee].	

No.	Voice File Name	Voice	Scenario
364	65**016C	By confirming this request you are accepting the terms and conditions of the new tariff. Press (1) to confirm; press another key to cancel.	
5000-5499	-	[Package Name]	

2.2.2 Claim Missing

Lists all the voice that are used for the claim missing function.

Table 2-9 Voice Resources of the Claim Missing Function

No.	Voice File Name	Voice	Scenario
31	65**001F	Press (1) to bar lost Simcard, press (2) to restore your Simcard, and press other keys to return, or hang up to exit.	
32	65**0020	Please re-enter.	
33	65**0021	Please enter your x (Note: x is customized according to the actual situation) digits user PIN number and press (#) to confirm.	
35	65**0023	Sorry, the operation has failed. Please contact customer care.	
36	65**0024	Sorry, your mobile number input is incorrect. Please re-enter.	
37	65**0025	Sorry, you are not allowed to bar or restore the SIM card.	
38	65**0026	Please enter the mobile number that you would like to report lost, and confirm with (#).	
39	65**0027	Please enter the mobile number that you would like to restore, and confirm with (#).	
40	65**0028	Sorry, the SIM card has already been reported.	

No.	Voice File Name	Voice	Scenario
41	65**0029	For this operation You will be charged [operation fee].	
42	65**002A	Press (1) to confirm, press another key to cancel.	
43	65**002B	This operation is free of charge.The next operation will be charged.	
44	65**002C	Please enter the ID number of the customer.	
45	65**002D	Please enter the birthday start with the date, month then the year.	
931	65**03A3	We are transferring you to the customer care. Please wait.	
932	65**03A4	Your account balance is insufficient.	
933	65**03A5	The account you entered is not in the missing claiming state and you cannot disclaim missing.	
2810	65**0AFA	You have been blocked because the number of your incorrect password inputs has exceeded the maximum. Please contact customer care.	
934	65**03A6	has been missed successfully.	
935	65**03A7	Sorry, you have entered the wrong PIN. Please re-enter.	
936	65**03A8	Thank you.	
937	65**03AA	has been disclaimed miss successfully.	
938	65**03A10	The mobile number [mobile number]	

2.2.3 First Activation

Lists all the voice that are used when a subscriber activates the personal account for the first time.

Table 2-10 Voice Resources of the First Activation Function

No.	Voice File Name	Voice	Scenario
106	65**006A	Sorry, your account is locked and cannot be activated now. Please unlock your account in the customer care center.	
107	65**006B	Please enter your x (Note: x is customized according to the actual situation) digits password and end with the hash (#) key.	
108	65**006C	Sorry, the password is incorrect. Please enter the correct one and end with the hash (#) key.	
110	65**006E	Sorry, the prepaid service is not available. Please contact the customer care for help. Thank you.	
111	65**006F	Please dial [manager number].	
112	65**0070	to activate your account first. Thank you for using the service.	
117	65**0075	Press (1) for English, press (2) for Swahili, press another key to return to Main Menu.	
118	65**0076	You have selected the language English. Press (1) to confirm; press (2) to change.	
119	65**0077	You have selected the language Swahili. Press (1) to confirm; press (2) to change.	
129	65**0081	Sorry, your operation failed.	
130	65**0082	Your input is incorrect. Please enter the correct information.	
133	65**0085	Please enter the password of the recharge card. If you entered an incorrect password, press the asterisk key.	
134	65**0086	The card number you entered has been used.	
135	65**0087	The card number you entered is invalid.	

No.	Voice File Name	Voice	Scenario
136	65**0088	The card number you entered has expired.	
137	65**0089	The card number you entered has not been activated.	
138	65**008A	The length of the card number you entered is incorrect.	
139	65**008B	The card number you entered does not exist.	
140	65**008C	The card number you entered is invalid or used.	
141	65**008D	The number of your incorrect inputs has reached the maximum.	
142	65**008E	Your prepaid account has been locked because you have entered the password incorrectly too many times.	
143	65**008F	Press the asterisk key to try again.	
144	65**0090	Sorry, a system error occurred. Please try again later. Thank you.	
146	65**0092	Your operation succeeded. Thank you.	
150	65**0096	Your balance is XXX [currency unit].	
151	65**0097	Your credit expires on the [Expiry Date].	
177	65**00B1	Sorry, a system error occurred. Press (0) to contact the customer care.	
178	65**00B2	Please dial [manager number] to activate your account first. Press (0) to contact the customer care.	
179	65**00B3	Please wait when your call is being transferred to the customer care.	
181	65**00B5	Your number is [calling number].	
183	65**00B7	Sorry, your balance is insufficient for this operation.	

No.	Voice File Name	Voice	Scenario
1316-1511	65*00524-65*005E7	Reserved for the welcome voice after first activation.	
2200	65**0898	Welcome to the XXX service.	
2201	65**0899	Welcome to the XXX service.	
2202	65**089A	Welcome to the XXX service.	
2203	65**089B	Welcome to the XXX service.	
111-1311	-	Reserved for welcome voice before first activation.	

2.2.4 Language Selection

Lists all the voice that are used for the language selection function.

Table 2-11 Voice Resources of the Language Selection Function

No.	Voice File Name	Voice	Scenario
580	65**0244	Press (1) for English; press (2) for Swahili; press another key to return.	
581	65**0245	You have selected the language English. Press (1) to confirm; press (2) to change.	
582	65**0246	You have selected the language for Swahili. Press (1) to confirm; press (2) to change.	
591	65**024F	Your language will be changed. Press (1) to confirm; press another key to cancel.	
592	65**0250	Your language has been selected successfully. Thank you.	
593	65**0251	Sorry, the operation has failed. Please contact customer care.	
594	65**0252	The language type you entered is incorrect.	
595	65**0253	Sorry, your balance is insufficient for this operation.	

No.	Voice File Name	Voice	Scenario
596	65**0254	Sorry, you cannot subscribe to the language change service because your state is invalid.	

2.2.5 Password Change

Lists all the voice that are used for the password change function.

Table 2-12 Voice Resources of the Password Change Function

No.	Voice File Name	Voice	Scenario
16	65**0010	Please enter your x (Note: x is customized according to the actual situation) digits user PIN number and press (#) to end.	
17	65**0011	Please enter a new x (Note: x is customized according to the actual situation) digits user PIN number and press (#) to confirm.	
18	65**0012	Please re-enter the new x (Note: x is customized according to the actual situation) digits user PIN number again and press (#) to confirm.	
20	65**0014	Sorry, the second input is different. Please enter again and press (#) to end.	
22	65**0016	Sorry, your balance is insufficient for this operation.	
23	65**0017	The user PIN number has been changed successfully. Thank you	
24	65**0018	Sorry, the operation has failed. Please contact customer care.	
25	65**0019	Sorry, you have entered multiple wrong PIN. The user PIN number has not been changed. Please contact customer care.	

No.	Voice File Name	Voice	Scenario
26	65**001A	Sorry, your new password cannot be the same as the old password. Please re - enter and press (#) to confirm.	
2811	65**0AFB	The number of failure attempts for entering the password exceeds the maximum. The operation cannot be performed. Please contact the customer care center.	
2816	65**0B00	You have entered the incorrect PIN.	
30	65**001E	Sorry, the password is incorrect, please enter the correct one and end with the hash (#) key.	

2.3 Features related to tariffs

This chapter lists all the voice notification of Features related to tariffs.

2.3.1 Account Balance Query

Lists all the voice that are used for the account balance query function.

Table 2-13 Voice Resources of the Account Balance Query Function

No.	Voice File Name	Voice	Scenario
34	65**0022	Your cancellation has succeeded. Thank you.	
550	65**0226	Sorry, you cannot make calls because your account activation period has expired. Your balance is [current balance].	
551	65**0227	Your bonus is XXX [currency unit].	
552	65**0228	Your credit is XXX [currency unit].	
553	65**0229	Your account will expire after [active stop].	

No.	Voice File Name	Voice	Scenario
554	65**022A	Press (0) to return to the previous menu; press another key to hang up.	
555	65**022B	Wait a moment.	
556	65**022C	Thank you.	
557	65**022D	Sorry, the operation has failed. Please contact customer care.	
560	65**0230	For this operation You will be charged [operation fee].	
561	65**0231	Press (1) to confirm; press another key to cancel.	
562	65**0232	The balance of your prepaid account is XXX.	
564	65**0234	Your account will expire after [active stop].	
565	65**0235	The balance of your bonus account is XXX.	
566	65**0236	Your account has expired. Please recharge to activate. The account will be disabled on[suspend stop]	
567	65**0237	Please recharge. Your account will be recycled on s [disable stop].	
573	65**023D	Item(s)	
574	65**023E	Time(s)	
575	65**023F	K bytes	
576	65**0240	M bytes	
577	65**0241	Sorry, the operation has failed. Please contact customer care.	
454	65**01C6	Your account balance is [balance].	
458	65**01CA	Your account balance is minus [balance].	
460	65**01CC	Your account balance is Zero. Please recharge your account soon.	

No.	Voice File Name	Voice	Scenario
1300	65**0514	You have not available free resource.	
1301	65**0515	Your intra-network call bonus is XXX.	
1302	65**0516	Your inter-network call bonus is XXX.	
1303	65**0517	Your international call bonus is XXX.	
1304	65**0518	Your intra-network and inter-network call bonus is XXX.	
1305	65**0519	Your intra-network, inter-network, and international call bonus is XXX.	
1306	65**051A	Your national call bonus is XXX.	
1307	65**051B	Your local call bonus is XXX.	
1308	65**051C	Your international roaming call bonus is XXX.	
1309	65**051D	Your XXX service bonus is XXX.	
5231	65**146F	Your outstanding amount is XXX.	
5232	65**1470	Your last recharge amount is XXX.	
1531	65**05FB	Your sms bonus is XXX.	
1532	65**05FC	Your mms bonus is XXX.	
1533	65**05FD	Your gprs bonus is XXX.	
1534	65**05FD	Your intra-network voice call bonus is XXX.	
1535	65**05FF	Your intra-network video call bonus is XXX.	
1536	65**0600	Your local voice call bonus is XXX.	
1537	65**0601	Your local video call bonus is XXX.	
1538	65**0602	Your international voice call bonus is XXX.	

No.	Voice File Name	Voice	Scenario
1539	65**0603	Your international video call bonus is XXX.	
1540	-	Reserved for other capital accounts for the office to configure in the voice scripts according to the actual situation.	
1541-1560	-	Reserved for the duration account for the office to configure in the voice scripts according to the actual situation.	
1561-1580	-	Reserved for the quantity account for the office to configure in the voice scripts according to the actual situation.	
1581-1590	-	Reserved for the traffic account for the office to configure in the voice scripts according to the actual situation.	
1591-1599	-	Reserved for the times account for the office to configure in the voice scripts according to the actual situation.	

2.3.2 Balance Transfer

Lists all the voice that are used for the balance transfer function.

Table 2-14 Voice Resources of the Balance Transfer Function

No.	Voice File Name	Voice	Scenario
1161	65**0489	Sorry, the destination party's new balance has reached the maximum.	
1162	65**048A	Sorry, the transfer amount should be an integer multiple of ten.	
1163	65**048B	Sorry, the account type is invalid.	
1164	65**048C	Sorry, your account is just activated. Please transfer your balance after the specified period.	

No.	Voice File Name	Voice	Scenario
1166	65**048E	Your current balance is smaller than the minimum.	
1170	65**0492	Sorry, the air transfer failed because the transfer amount is insufficient for paying off the loan and the loan poundage.	
1171	65**0493	Please enter the number you want to Transfer money and confirm with a (#) hash.	
1172	65**0494	Sorry, you are not allowed to Transfer to that number. Please contact customer care.	
1173	65**0495	Please try again and confirm with a hash (#).	
1174	65**0496	Sorry, you cannot transfer to your own account.	
1175	65**0497	Please enter your x-digit PIN and end with the (#) hash.	
1176	65**0498	Sorry, the PIN is incorrect. Please enter the correct one and end with the (#) hash.	
1177	65**0499	Please enter the Transfer amount and confirm with (#).	
1178	65**049A	Sorry, your entry is incorrect. Please check and enter the correct entry and confirm with a (#).	
1179	65**049B	You have Transfer XXX.	
1180	65**049C	to XXX.	
1181	65**049D	For this operation you will be charged [operation fee].	
1182	65**049E	Press (1) to confirm, press (2) to perform another transfer, or press other keys to cancel.	
1183	65**049F	The operation has succeeded. Your current balance is XXX.	
1184	65**04A0	Your transfer amount is smaller than the minimum.	

No.	Voice File Name	Voice	Scenario
1185	65**04A1	Your transfer amount has reached the monthly maximum. Please try again next month.	
1186	65**04A2	Sorry, you cannot transfer your balance to others because you are now in disable state.	
1187	65**04A3	Sorry, you have transferred your balance for the maximum times.	
1188	65**04A4	Sorry, the operation has failed. Please contact customer care.	
1189	65**04A5	Sorry. Your transfer has failed.	
1190	65**04A6	Your account will expire on [active stop].	
1191	65**04A7	Sorry, Your current balance does not allow you to transfer. Please recharge.	
1192	65**04A8	You have reached the Maximum Amount of transfers today, You will be eligible from tomorrow.	
1193	65**04A9	You have not specified the number you want to transfer amount.	
1194	65**04AA	Sorry, you have insufficient balance in your account. Please contact customer care.	
1195	65**04AB	Your PIN is not correct.	
1196	65**04AC	Your transfer amount is smaller than the minimum.	
1197	65**04AD	Your transfer amount is greater than the maximum.	
1198	65**04AE	Sorry, you cannot transfer your balance to others because you are now in suspend state.	
1199	65**04AF	Sorry, the number you entered does not allow transfer.	
2821	65**0B05	Sorry, the number of your transfer times has reached the monthly maximum.	

No.	Voice File Name	Voice	Scenario
2822	65**0B06	Sorry, you cannot perform this operation. Please contact the customer care center.	

2.3.3 DDS

Lists all the voice that are used for the DDS function.

Table 2-15 Voice Resources of the DDS Function

No.	Voice File Name	Voice	Scenario
5566	65**15BE	Current discount rate for the call is percent [disountoff integer]	
5567	65**15BF	dot [disountoff decimal].	

2.3.4 Preferential Area

Lists all the voice that are used for the preferential area.

Table 2-16 Voice Resources of the Preferential Area Function

No.	Voice File Name	Voice	Scenario
5540	65**15A4	You are in preferential area now	
5541	65**15A5	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.	
5542	65**15A6	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.	
5543	65**15A7	Sorry. The current location is already in your registered preferential area.	

No.	Voice File Name	Voice	Scenario
5544	65**15A8	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.	
5545	65**15A9	Sorry. You have already registered two preferential areas.	
5546	65**15AA	Now you are in your [preferential area].	
5547	65**15AB	Now you are not in your preferential area.	
5548	65**15AC	Your have successfully subscribed to the service. The current location has been set as your new [home zone]. Goodbye.	
5549	65**15AD	You have successfully unsubscribed from the Home Zone service.	
5550	65**15AE	Sorry, the operation has failed. Please contact customer care.	
5551	65**15AF	Sorry, you have insufficient balance in your account.	
5552	65**15B0	For this operation you will be charged [operation fee].	
5553	65**15B1	Press (1) to confirm; press another key to cancel.	
5554	65**15B2	Sorry, you have entered a wrong input.	
5555	65**15B3	You have successfully added the current location as your home zone.	
5556	65**15B4	Sorry, you are not allowed to use the service. Please contact customer care.	
5557	65**15B5	The service is not allowed. Please contact customer care.	
5558	65**15B6	You have not subscribed for [package].	

No.	Voice File Name	Voice	Scenario
5559	65**15B7	You have already subscribed for this [package].	
5560	65**15B8	This operation is free of charge this time. The next operation will be charged.	
5561	65**15B9	Welcome to the subscriber specific home zone service, press 1 for setting the current location as your new home zone center, press 2 for checking whether you are in home zone, press 3 for canceling the service, press 0 to return to the main menu.	

2.3.5 Recharge

Lists all the voice that are used for the recharge function.

Table 2-17 Voice Resources of the Recharge Function

No.	Voice File Name	Voice	Scenario
4	65**0004	The number you entered for recharge is XXX.	
5	65**0005	Press (1) to confirm, press (2) to enter again, and press other keys to exit.	
148	65**0094	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].	
149	65**0095	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].	
152	65**0098	Please enter the number you want to operate and end with the hash (#) key.	

No.	Voice File Name	Voice	Scenario
153	65**0099	Please enter the number you want to operate and end with the hash (#) key. Press (1) for your own account and end with the hash (#) key.	
154	65**009A	Sorry, your input is incorrect. Please enter the correct information and end with the hash (#) key.	
155	65**009B	You have recharged XXX [currency unit].	
156	65**009C	Your current credit is XXX [currency unit].	
157	65**009D	You have successfully recharged [Scratch card face value] [Currency unit].	
158	65**009E	To [Number].	
500	65**01F4	Please enter the [PIN Digits] digits of your card number, followed by a hash (#).	
501	65**01F5	The card number you entered is not valid.	
502	65**01F6	The card number you entered is not valid.	
503	65**01F7	The card number you entered is not valid.	
504	65**01F8	The card number you entered is not valid.	
505	65**01F9	The length of the recharge card you entered is wrong.	
506	65**01FA	The card number you entered is not valid.	
507	65**01FB	The card number you entered is not valid.	
508	65**01FC	For another recharging, press (1), to exit, please hang up.	
509	65**01FD	To retry again, press (*). To contact customer care, press (0).	

No.	Voice File Name	Voice	Scenario
510	65**01FE	To retry, press (*).	
511	65**01FF	Sorry, We cannot process your recharge at the moment. Please try again later. Thank you.	
512	65**0200	Sorry, your account has been locked. Please contact customer care.	
513	65**0201	Sorry, you cannot recharge. Please contact customer care.	
515	65**0203	Please press (0) to contact customer care.	
516	65**0204	As a result of multiple failed attempts to enter the correct voucher activation number your service has been barred.	
518	65**0206	The recharge operation has failed. Please contact customer care.	
520	65**0208	Your Recharge is successful. Safaricom the better option.	
521	65**0209	The recharge amount is [recharge amount][currency unit].	
524	65**020C	You have reached the maximum recharge times. Please hang up and try again.	
525	65**020D	Press (1) to confirm; press another key to cancel.	
526	65**020E	For another recharging, press (1). To return to the main menu, press (#), to exit, please hang up.	
527	65**020F	For another recharge, press (1). To return to the main menu, press (#),To contact customer service center, press (0).	
532	65**0214	Please wait a moment.	
533	65**0215	Recharging is not allowed. Your account has been recharged to the maximum allowed value. Thank you.	

No.	Voice File Name	Voice	Scenario
534	65**0216	The card number you entered is not valid.	
535	65**0217	Please select the account you want to recharge. Press (1) to recharge the prepaid account; press (2) to recharge the postpaid account.	
536	65**0218	Sorry, your input is incorrect.	

2.4 Features related to services

This chapter lists all the voice notification of Features related to services.

2.4.1 Call Me Back

Lists all the voice that are used for the call me back function.

Table 2-18 Voice Resources of the Call Me Back Function

No.	Voice File Name	Voice	Scenario
4701	65**125D	Your balance is not enough for this call, press 1 to send "Call me SMS"message to called party, press others to release call	

2.4.2 Call Screening

Lists all the voice that are used for the call screening function.

Table 2-19 Voice Resources of the Call Screening Function

No.	Voice File Name	Voice	Scenario
253	65**00FD	Your call screen service has already been activated. Safaricom the better option.	
257	65**0101	You do not have screen numbers now.	

No.	Voice File Name	Voice	Scenario
258	65**0102	Sorry, you cannot add more screen numbers Please contact customer care.	
264	65**0108	Sorry, the service is unavailable. Please contact customer care.	
265	65**0109	Sorry, you are not allowed to subscribe for this service. Please contact customer care.	
266	65**010A	Sorry, the number you have entered already exists in your list.	
267	65**010B	Sorry, the number you entered is not in your screen list.	
268	65**010C	Sorry, you have insufficient balance in your account to subscribe for call screen service.	
620	65**026C	Welcome to the Safaricom call screen service. Press (1) to subscribe to the service; press another key.	
621	65**026D	You have selected the call screen service. Press (1) to confirm and pay for the first monthly rental; press another key or hang up to exit.	
623	65**026F	Your cancellation request has been accepted. Thank you for using the service.	
624	65**0270	Please enter your screen number and confirm with the and hash (#) key.	
625	65**0271	Your number has been added successfully.	
626	65**0272	Press (0) to return to the previous menu; press another key to hang up.	
627	65**0273	Please enter the screen number that you want to delete and confirm with the hash (#) key.	
628	65**0274	The number you entered has been deleted successfully.	

No.	Voice File Name	Voice	Scenario
629	65**0275	Please check the SMS for the screen number.	
630	65**0276	This operation is free of charge. The next operation will be charged.	
631	65**0277	For this operation You will be charged [operation fee].	
632	65**0278	Press (1) to confirm; press another key to cancel.	
633	65**0279	Press (1) to set your call screen number; press another key or hang up to exit.	
634	65**027A	[Busy tone]	
635	65**027B	[No answer tone]	
636	65**027C	[Not reachable tone]	
637	65**027D	The called party cannot answer your call now.	
638	65**027E	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.	
663	65**0297	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.	
639	65**027F	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.	
640	65**0280	Thank you for using the service.	
641	65**0281	Your cancellation request is sucessful. The call screen service will be disabled on [billdate].	

No.	Voice File Name	Voice	Scenario
652	65**028C	Sorry, your call screen service is not available now.	

2.4.3 CBE Error

Lists all the voice that are used for the CBE error function.

Table 2-20 Voice Resources of the CBE Error Function

No.	Voice File Name	Voice	Scenario
196	65**00C4	Sorry, your call cannot be completed at this time. Please contact customer care.	

2.4.4 Checking Call History by IVR

Lists all the voice that are used for the checking call history by IVR.

Table 2-21 Voice Resources of the Checking Call History by IVR Function

No.	Voice File Name	Voice	Scenario
4661	65**1235	This is your first call history information.	
4662	65**1236	This is your second call history information.	
4663	65**1237	This is your third call history information.	
4664	65**1238	The called party number is [OppositeNumber1].	
4665	65**1239	The calling party number is [OppositeNumber1].	
4667	65**123B	The call date is XXX.	
4668	65**123C	The call start time is XXX.	
4669	65**123D	The call duration is XXX.	
4673	65**1241	Press 1 to skip this call CDR, press others to continue.	

No.	Voice File Name	Voice	Scenario
4675	65**1243	Your call cost for this call is [AccountValue1].	
4676	65**1244	Your balance is [AccountBalance1].	
4677	65**1245	This is all for your CDR information.	
4678	65**1246	This is your fourth call history information.	
4679	65**1247	This is your fifth call history information.	
4680	65**1248	This is your sixth call history information.	
4681	65**1249	This is your seventh call history information.	
4682	65**124A	This is your eighth call history information.	
4683	65**124B	This is your ninth call history information.	
4684	65**124C	This is your tenth call history information.	

2.4.5 Child-Parent Card

Lists all the voice that are used for the child-parent card function.

Table 2-22 Voice Resources of the Child-Parent Card Function

No.	Voice File Name	Voice	Scenario
1521	65**05F1	Sorry, you are not allowed to use this service. Please contact customer care.	
1522	65**05F2	Sorry, you have not subscribed to this service.	
1523	65**05F3	Sorry, you are not allowed to use this service. Please contact customer care.	

No.	Voice File Name	Voice	Scenario
1524	65**05F4	Please enter the limit and confirm with (#) hash.	
1525	65**05F5	Please enter the limit and confirm with (#) hash.	
1526	65**05F6	Sorry, the operation has failed. Please call customer care.	
1527	65**05F7	Your operation has succeeded. Thank you.	
1528	65**05F8	Sorry, your operation has failed. Please contact customer care.	
1529	65**05F9	Sorry, you have entered the incorrect child card number.	
1530	65**05FA	Sorry, your operation has failed. Please contact customer care.	

2.4.6 FN

Lists all the voice that are used for the FN function.

Table 2-23 Voice Resources of the FN Function

No.	Voice File Name	Voice	Scenario
53	65**0035	This number has already been assigned in your Family and Friends.	
54	65**0036	Sorry, you have entered a wrong number.	
55	65**0037	The number does not exist in your Family and Friend List.	
56	65**0038	Sorry, you are not allowed to use this service. Please contact customer care.	
57	65**0039	Sorry, you have insufficient balance in your account for this operation.	
58	65**003A	For this operation. You will be charged [operation fee].	

No.	Voice File Name	Voice	Scenario
59	65**003B	Sorry, you are not allowed to use this service. Please contact customer care.	
60	65**003C	Sorry, you have reached the maximum numbers you can add in your Family and Friends List.	
61	65**003D	Sorry, the operation has failed. Please call customer care.	
62	65**003E	Press (1) to confirm, press another key to cancel.	
63	65**003F	Please enter the new Family and Friend number and press (#) to confirm.	
64	65**0040	This operation is free of charge. The next operation will be charged.	
65	65**0041	Please enter the group number of a new familiarity number and end with the hash (#) key.	
66	65**0041	Press (1) to subscribe to the familiarity number service; press (2) to add familiarity numbers; press (3) to change familiarity numbers; press (4) to query familiarity numbers; press (5) to delete familiarity numbers; press (6) to unsubscribe from the familiarity number service.	
664	65**0298	Press (1) to subscribe Family and Friend service, press (2) to add Family and Friend number, press (3) to modify Family and Friend number, press (4) to check Family and Friend number, press (5) to delete Family and Friend number, or press (6) to cancel Family and Friend service, press (0) for main menu.	
67	65**0043	Sorry, you have already unsubscribed from the familiarity number service.	

No.	Voice File Name	Voice	Scenario
68	65**0044	The entered number cannot be used as a Family and Friends number.	
69	65**0045	You have not subscribed to the Family and Friends service. Please contact customer care.	
70	65**0046	The entered number can not be used as a Family and Friends number.2.	
75	65**004B	The operation has succeeded. Thank you.	
76	65**004C	Please enter the serial number of the familiarity number you want to change.	
77	65**004D	Please enter the Family and Friend number to be modified and press (#) to confirm.	
78	65**004E	Please enter your new family number and end with the hash (#) key.	
79	65**004F	Please enter your family and Friend number to be deleted and press (#) to confirm.	
80	65**0050	The No. XXX.	
81	65**0051	Please enter the serial number of the familiarity number to be deleted.	
85	65**0055	You have subscribed for Family and Friend service successfully.	
86	65**0056	Sorry, you have not subscribed for this service. Thank You.	
87	65**0057	The group you entered is invalid.	
88	65**0058	You have entered XXXXX.	
89	65**0059	Please enter your serial number of the familiarity number to be queried.	
90	65**005A	Your familiarity numbers of each group will be sent to you by short message. Please check.	

No.	Voice File Name	Voice	Scenario
91	65**005B	You have sucessfully deleted the family and friend number XXX.	
93	65**005D	The Family and Friend Service will be activated.	
94	65**005E	Your Family and Friend Service will be cancelled.	
95	65**005F	You have successfully cancelled the service.	
2465	65**09A1	Sorry, you have already subscribed to the familiarity number service.	
2600	65**0A28	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.	
2601	65**0A29	Press (1) to subscribe FN service, press (0) for main menu.	
2603	65**0A2B	Thank you for using the service.	

2.4.7 Free Phone

Lists all the voice that are used for the Free Phone.

Table 2-24 Voice Resources of the Free Phone Function

No.	Voice File Name	Voice	Scenario
1203	65**04B3	Sorry, the P-FPH service is not available because of unconditional call forwarding.	
1204	65**04B4	Sorry, the P-FPH service is not available because of conditional call forwarding.	
1206	65**04B6	Sorry, the balance of the called party is insufficient. Please do not make collect calls to the called party.	

2.4.8 Home Zone

Lists all the voice that are used for the home zone function.

Table 2-25 Voice Resources of the Home Zone Function

No.	Voice File Name	Voice	Scenario
653	65**028D	Sorry, you have insufficient balance in your account. Please recharge.	
654	65**028E	Sorry, you are not allowed to perform this operation. Please contact customer care.	
657	65**0291	Sorry you have insufficient balance in your account. Please recharge.	
658	65**0292	Sorry, your current zone is not set as a [home zone].	
661	65**0295	Sorry, you have set this zone as your [home zone].	
662	65**0296	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.	
1036	65**040C	Sorry, you have not subscribed to this service. Thank you.	
1037	65**040D	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.	
1038	65**040E	You make this call in your home zone and will get a preferential tariff.	
1039	65**040F	Now you are in the [home zone].	
1040	65**0410	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.	

No.	Voice File Name	Voice	Scenario
1041	65**0411	You are now in your own home zone and special zone.	
1042	65**0412	Sorry, your request has failed.Please call customer care.	
1043	65**0413	Sorry, the operation has failed. Please call customer care.	
1045	65**0415	Your request is sucessful. Thank You.	
1046	65**0416	You are not in your special zone or home zone.	
1047	65**0417	Press (0) for Previous menu, press others to hang up.	
1048	65**0418	For this operation. You will be charged [operation fee].	
1049	65**0419	Press (1) to confirm; press another key to cancel.	
1050	65**041A	Sorry, you are not allowed to subscribe for the homezone service. Please call customer care.	
1052	65**041C	Your cancel request is successful. Thank you.	
1053	65**041D	You make this call in a special zone.	
1054	65**041E	You have left your home zone.	
1055	65**041F	You have left your special zone.	
1057	65**0421	Press (1) to set a home zone; press (2) to query a home zone; press (3) to unsubscribe from the home zone service. (Carrier-customized voice)	
665	65**0299	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.	
1058	65**0422	You have already subscribed to the home zone service.	

No.	Voice File Name	Voice	Scenario
1059	65**0423	This operation is free of charge. The next operation will be charged.	
1060	65**0424	Your unsubscription request is accepted. You will unsubscribe from the home zone service on [billdate].	
1061	65**0425	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.	

2.4.9 Last Call Enguiry

Lists all the voice that are used for the last call enguiry function.

Table 2-26 Voice Resources of the Last Call Enguiry Function

No.	Voice File Name	Voice	Scenario
4600	65**11F8	Sorry, last call enquiry service is not enabled.	
4601	65**11F9	Sorry, the operation failed.	
4602	65**11FA	From your fund account, you have been charged XXX.	
4603	65**11FB	From your free resource account, you have been charged XXX.	
571	65**023B	Minute(s)	
572	65**023C	Seconds	
4604	65**11FC	for your last call.	
4605	65**11FD	You do not have any record of charged call.	
4606	65**11FE	The recent call cost is XXX.	
4607	65**11FF	Sorry, your last call enquiry service is not enabled.	

2.4.10 Notification Before Call Connection

Lists all the voice that are used for the notification before call connect function.

Table 2-27 Voice Resources of the Notification Before Call Connection Function

No.	Voice File Name	Voice	Scenario
11	65**000B	You are about to run out of your account balance. Please recharge your account soon. Now your account balance is [accountbalance].	
12	65**000C	Please recharge your account since you will be suspended after [active stop].	

2.4.11 Personal Call Hunting Service

Lists all the voice that are used for the personal call hunting service.

Table 2-28 Voice Resources of the Personal Call Hunting Service Function

No.	Voice File Name	Voice	Scenario
5570	65**15c2	the called party is invalid	
5571	65**15c1	Sorry, the number you dial is not reachable. Thank you for calling, good-bye.	

2.4.12 Voice Playing Founction Before Monthly Settlement

Lists all the voice that are used for the Voice Playing Founction Before Monthly Settlement.

Table 2-29 Voice Resources of the Voice Playing Founction Before Monthly Settlement Function

No.	Voice File Name	Voice	Scenario
5580	65**15CC	Your next bill date will expire, please make sure your balance is enough to pay rental fee, thank you.	

2.4.13 VPN

Lists all the voice that are used for the VPN function.

Table 2-30 Voice Resources of the VPN Function

No.	Voice File Name	Voice	Scenario
3000	65**0BB8	Sorry, you cannot dial the short number because the group has been blocked. Please dial the long number.	
3001	65**0BB9	Sorry, you cannot use this service. Please contact the customer care center.	
3002	65**0BBA	Please enter the telephone number or Community number you want to query and end with the hash (#) key.	
3003	65**0BBB	Sorry, your input is incorrect. Thank you for using the service.	
3004	65**0BBC	The short number is XXX.	
3005	65**0BBD	The real number is XXX.	
3006	65**0BBE	Press (1) to query the subscriber account; press (2) to query the group account; press another key to return to the previous menu.	
3007	65**0BBF	Please enter the subscriber's short number to be queried and end with the hash (#) key.	
3008	65**0BC0	Please enter the group number to be queried and end with the hash (#) key.	
3009	65**0BC1	The subscriber XXX.	
3010	65**0BC2	The quota of member is XXX.	
3011	65**0BC3	The used quota is XXX.	
3012	65**0BC4	The remaining quota is XXX.	
3013	65**0BC5	The group XXX.	
3014	65**0BC6	The quota of the group account is XXX.	
3015	65**0BC7	The allocated quota is XXX.	

No.	Voice File Name	Voice	Scenario
3016	65**0BC8	The quota of your group account is XXX.	
3017	65**0BC9	Your used quota is XXX.	
3018	65**0BCA	Your remaining quota is XXX.	
3019	65**0BCB	Sorry, this service does not take effect.	
3020	65**0BCC	Press (1) to display the real number; press (2) to display the short number; press another key to return to the previous menu.	
3021	65**0BCD	The operation succeeded.	
3022	65**0BCE	The operation failed.	
3023	65**0BCF	Sorry, your group attendant function has not been enabled, or no group attendant can be connected.	
3024	65**0BD0	Press (1) to block the subscriber; press (2) to unlock the subscriber; press another key to exit.	
3025	65**0BD1	Please enter the subscriber's short number to be blocked.	
3026	65**0BD2	The subscriber number XXX.	
3027	65**0BD3	The number will be blocked. Press (1) to confirm; press another key to cancel.	
3028	65**0BD4	The operation has been canceled.	
3029	65**0BD5	Please enter the subscriber's short number to be unblocked.	
3030	65**0BD6	The number will be unblocked. Press (1) to confirm; press another key to cancel.	
3031	65**0BD7	Sorry, you cannot dial this number. Thank you for using the service.	
3032	65**0BD8	Sorry, the number you dialed cannot be connected now.	
3035	65**0BDB	Sorry, all the group attendants are busy now. Please try again later.	

No.	Voice File Name	Voice	Scenario
3036	65**0BDC	Sorry, the called party is busy now. Thank you for using the service.	
3037	65**0BD D	Sorry, the called party cannot be connected now. Thank you for using the service.	
3038	65**0BDE	Sorry, the called party did not answer the call. Please try again later.	
3039	65**0BDF	Sorry, you cannot dial the short number because you have been blocked. Please dial the long number.	
3040	65**0BE0	The group does not exist.	
3041	65**0BE1	The group member does not exist.	
3042	65**0BE2	The member does not have any quota.	
3043	65**0BE3	Welcome to the Community service.	
3044	65**0BE4	Press (1) to query the number; press (2) to query the account; press (3) to set the number display (not achieved); press (4) to set the language; press (5) to set the member state (not achieved); press (6) to transfer to the customer care center; press (7) to call the group attendant (not achieved). (Carrier-customized voice.)	
3045	65**0BE5	Sorry, the number does not exist.	
3046	65**0BE6	Press (1) to query the number; press (2) to query the account; press (3) to set the number display (not achieved); press (4) to set the language; press (5) to transfer to the customer care center; press (6) to call the group attendant (not achieved). (Carrier-customized voice.)	
3047	65**0BE7	Sorry, the number you dialed cannot be connected.	

No.	Voice File Name	Voice	Scenario
3049	65**0BE9	Please enter your password and end with the hash (#) key.	
3050	65**0BEA	Sorry, the password is incorrect. Please enter the correct one and end with the hash (#) key.	
3051	65**0BEB	Sorry, the number of your input errors has exceeded the maximum.	
3052	65**0BEC	Sorry, your input is incorrect. Please enter the correct information and end with the hash (#) key.	
3300	65**0CE4	Sorry, the new value is the same as the original value.	
3301	65**0CE5	Sorry, you can not block youself.	

A Glossary

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

A.1 Numerics

3G   Third Generation Mobile Communication

A.2 A

AAA	Authentication, Authorization and Accounting
AC	Apply Charging
account	An entity through which a customer can pay for the telecommunications services provided by a carrier.
account accumulation	A process of accumulating the fees of a CDR to relevant account items according to different fee types.
account adjustment	A process to adjust account items on which the two parties of a settlement cannot benefit equally.
account adjustment	A process to adjust account items on which the two parties of a settlement cannot benefit equally.
account book	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.
Account Receivable	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.
accumulator	The accumulation of the service usage, consumption, and recharge fees of a subscriber.
ACK	Acknowledgement
ACR	Apply Charging Report
activation	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.
admission limit	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 OCS system deducts the minimum consumption amount that the carrier sets.
advance payment	A fee that is paid by a customer in advance when the customer is not in arrears.
AOD	Arrangement of Debt
APN	Access Point Name
appendant product	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.
AR	See **Account Receivable**
AVP	Attribute Value Pairs

A.3 B

bad debt	The account item and amount that cannot be collected and are approved by a superior department after the loss report.
barring	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.
bill	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.
bill cycle	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 OCS calculates the fees that a subscriber needs to pay in the bill cycle and generates a bill.
bill cycle type	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.
bill description	The information about the bill item section and each bill item name on the paper bill.
bill insert	The information that is displayed in the middle of a paper bill for attracting the attention and stimulating the consumption of a customer.
bill item	The description of the fee item on the bill.
bill medium	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.
bill run	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).
bill sampling	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.
bill suppress	To suppress the printing of the paper bill of an account that meets certain conditions during the bill run.
BMP	See **Business Management Point**
brand	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.
Business Management Point	A network element that manages the operation of services, such as product management, charging management, resource management.

A.4 C

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

call mask	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.
call screening	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.
CAZ	Charging Area Zone
CBS	See **Convergent Billing System**
CC	Customer Care
CCBS	Customer Care & Billing System
CDMA	Code Division Multiple Access
CDR	Call Detail Record
charging event	An event that occurs when a subscriber uses a service provided by the carrier. The event is used for charging by the charging module.
Convergent Billing Point	A network element that receives external charging requests and performs online charging and offline charging.
Convergent Billing System	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.
CR	See **Credit Record**
credit control	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.
credit limit	An amount that a subscriber can overdraw.
Credit Record	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.
CRM	Customer Relationship Management
CUG	Closed User Group
customer	An individual, an enterprise, or a corporation that uses the products or services provided by the carrier or the partner of the carrier.

| customer group | A group of customers sharing the same properties. The Billing allows you to assign given marketing message and bill insert to customer group members. |

A.5 D

day end	An operation that is performed by the system to generate journals according to the Double Entry data in the system.
DC	Debt Collection
DCC	Diameter Credit Control
deactivation	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.
Debit Record	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.
deposit	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.
deregistration	An operation of deregistering a subscriber. After being deregistered, a subscriber cannot use the products and services that are provided by the carrier.
doubtful debt	The account item and amount that a subscriber has owed for a specific duration.
DR	See **Debit Record**
DS	Data Service
dunning	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.
dunning action	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.
dunning group	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.
dunning plan	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.
dunning policy	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.
dunning schedule	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

e-voucher center	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.
EFT	Electronic Fund Transfer
ENIP	Enhanced Network Intelligent Platform

A.7 F

Familiarity Number	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.
fee item	A detailed item of the consumption fees of a subscriber. For example, the local call fee item and national toll call fee item.
FEP	Front End Processor
final bill	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.
FN	See **Familiarity Number**
free resource	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.
FTP	File Transfer Protocol

A.8 G

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

A.9 H

HLR	Home Location Register
hold	To stop dunning a subscriber temporarily.

hold type	A combination of one or more dunning actions to help to stop the dunning actions temporarily at a time.
hot billing	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.
HTTP	Hypertext Transfer Protocol

A.10 I

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

A.11 J

journal	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.
journal summary	The summary of the journals in a specified standard format.

A.12 L

LOD	Letter of Demand

A.13 M

main product	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 OCS, the subscription instance of a main product corresponds to one subscriber.

marketing message	The message printed on the first page of paper bill, which is used to attract customer's attention and stimulating customer's consumption.
MCC	Mobile Country Code
MMS	Multimedia Messaging Service
MMSC	Multimedia Messaging Service Center
MO	Mobile Originated
monthly settlement	System operation of generating monthly settlement data on the basis of the double-entry bookkeeping data recorded by the system.
MSC	Mobile Switching Center
MSISDN	Mobile Subscriber International ISDN/PSTN Number
MT	Mobile Terminated

A.14 N

NAEDO	Non Authenticated Early Debit Order
NE	Network Element

A.15 O

OCC	See **Other Charge and Credit**
OCS	See **Online Charging System**
Online Charging System	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 OCS system provides the functions such as rating, subscriber balance management, and real-time monitor.
OSMS	Object Storage Management System
Other Charge and Credit	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

package	A set of services that a carrier uses to propaganda and launch a brand to attract subscribers.
PIN	Personal Identity Number
pool period	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 OCS system deletes the subscriber account and reclaims the number resources after the pool period.
POS	Postpaid Subscriber
posting	The procedure of transfering journal entries to the ledger accounts.

postpaid	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.
PPS	Prepaid Subscriber
prepaid	The mode in which a subscriber pays for the telecommunication services provided by a carrier in advance.
price plan	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.
PRM	Partner Relationship Management
product	A combination of one or more services with predefined tariff. Carriers can directly sell the combination of services to customers.
PSTN	Public Switched Telephone Network

A.17 R

RA	Revenue Assurance
rating	To perform the fee calculation on the preprocessed service records according to charging resources, tariffs, subscriber information, and product information.
RBT	Ring Back Tone
reconnect	To resume the call service of a subscriber. Reconnection is the reverse operation of suspension.
refund	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.
RICA	Regulation of Interception of Communications and Provision of Communication-Related Information Act
roaming in	A process for a subscriber to access the home telecommunications network from a non-home telecommunications network.
roaming out	A process for a subscriber to access a non-home telecommunications network from the home telecommunications network.

A.18 S

SDP	Service Data Point
service	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.
settlement	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.
SIM	Subscriber Identity Module

SMAP	Service Management Access Point
SMG	Short Message Gateway
SMP	Service Management Point
SMS	Short Message Service
SMSC	Short Message Service Center
SP	Service Provider
special day	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.
SSP	Service Switching Point
suspension	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.
suspension period	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

tariff	The designation of the pricing, discount policies, and applicable rules of a product.
TCP	Transfer Control Protocol
test billing	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.
transaction	A business between the carrier and customer, such as change rate plan and change service package.
transfer	A process of transferring the account balance of an account to another account.
trigger threshold	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

| unhold | To cancel the hold operation on a subscriber. |

upper limit	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 OCS system still deducts the maximum consumption amount that the carrier sets.
URL	Universal Resource Locator
USSD	Unstructured Supplementary Service Data
UVC	Uniform Voucher Center

A.21 V

VC	Voucher Center
void	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.
VPN	Virtual Private Network

A.22 W

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