

SmartVoice Account Codes

Quickstart Guide

Benefits of Account Codes

Account Codes are a powerful tool for managing expenses and reducing fraud. An Account Code is a numeric code entered by a user prior to making an outgoing call. It can be used to track calls for a specific user, department, or project. Account Codes are available with all SmartVoice services including PRI, CAS, SIP and Business Lines.

Call Detail Report

All calls associated with an Account Code for a billing period will appear on the Customer's Call Detail Report accessed through the TelePacific OneCentral Portal. A new report is available each month.

This report lists all calls per Account Code with the date and time of call, the number associated with the code, the number dialed, location of the terminating number, number of minutes and amount of the call.

How Account Codes Work

The customer selects the type of call for which they want to use an Account Code, the form of the Account Code, and the length. Account Codes can be 2-14 digits in length.

Call Types

- ▶ All Outbound calls: local, toll, domestic LD and international LD
- ▶ InterLATA long distance calls only: domestic, and international

Call Types

- ▶ **Forced/Verified:** The caller is required (forced) to enter a specific Account Code for every outbound call. The code is verified by TelePacific to be correct before the caller may complete their call.
- **Forced/Non-Verified:** The Caller is required (forced) to enter an Account Code for every outbound call. The code is not verified.
- **Non-Forced/Non-Verified:** Entering an Account Code is optional and not required to make an outbound call.

For each type of Account Code selected, the customer will have a designated dialing sequence for using the code. The dialing sequences are listed below.

Forced/Verified

- 1 User dials the outbound phone number
- 2 Receives verified Account Code prompt
- 3 Enters a verified code and the call proceeds. If user enters an unauthorized code, they are provided another attempt prior to receiving an error message.

Forced/Non-Verified

- 1 User dials the outbound phone number
- 2 Receives Account Code prompt
- 3 Enters an Account Code and the call proceeds. Account Code selected is usually the billing code for a project or department.

Non-Forced/Non-Verified (*before making the outbound call*)

- 1 Caller goes off-hook and dials *71
- 2 Receives Account Code prompt
- 3 Enters code and receives confirmation
- 4 Receives dial tone and makes the outbound call. In this scenario the customer has the option to make an outbound call as usual without entering an Account Code.

Non-Forced/Non-Verified (*Flash hook during a call*)

- 1 User dials an outbound phone number
- 2 Hits flash hook and receives a second dial tone
- 3 Dials *71 and receives an Account Code prompt
- 4 Enters an Account Code, receives confirmation and is reconnected with the call.

Emergency and repair calls are never prompted for an Account Code.

