

Helpful Tip: NRF Discrepancy Reporting Examples

Wireline NRF Discrepancy Report Example

The screenshot shows the 'Create ALI Report' interface. Key elements include:

- Report Type(s):** Incorrect Address, Missing Information, No Record Found
- Date of Call:** 06/01/06, **Time of Call:** 12:31
- Call Taker:** S Jones
- Class of Service:** Residential (RESD) - Callout: Indicate type of wireline service if known. Otherwise, default to RESD
- PSAP Name:** ABC County S0
- Call Taker Comments:** (empty)
- Displayed Information:** ANI TN: 512 555 1234 Co. ID: (empty)
- Correct Information:** ANI TN: 512 555 1234 Co. ID: (empty), Cust Name: Smith, John, Address: 100 Main St - Callout: MSAG valid address for TN record, Community: Austin ESN: 121 - Callout: ESN for street range
- Comments:** 2nd house east of Avenue A on Main St, N side of street - Callout: Additional information to assist in location of the subscriber's address
- Buttons:** Fill -->, Insert Report, Reset

Data Elements for Wireline NRFs		
	Field in DR	Detail
Required Data Elements	Report type	NRF indicator must be checked
	Date/time of call	Date and time of the call
	Class of service	Indicate the type of Wireline service (e.g. residential, business, PBX, etc) if available. Otherwise default to residential.
	ANI TN	ANI which displayed on the screen
	Address/Community	MSAG valid address for subscriber
	ESN	ESN for street range

Optional data elements or when present	Comments	Any additional information which may assist in locating the subscriber's location
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Wireless NRF Discrepancy Report Example

The screenshot shows the 'Create ALI Report' interface. Callouts include:

- Select MOBL:** Points to the 'Class of Service' dropdown menu.
- ANI Information displayed on screen:** Points to the ANI TN field.
- Subscriber's call back number:** Points to the 'Comments' field.
- Name of WSP:** Points to the 'Comments' field.
- Subscriber name if available:** Points to the 'Cust Name' field.

Data Elements for Wireless NRFs		
	Field in DR	Detail
Required Data Elements	Report type	NRF indicator must be checked
	Date/time of call	Date and time of the call
	Call Taker Comments	Indicate "Wireless Caller"
	Class of service	Select "Mobile" from drop down list
	ANI TN	ANI which displayed on the screen
	Comments	Wireless call back number (wireless subscriber's telephone number)
Optional data elements or when	Customer Name	Subscriber name if available
	Comments	Name of wireless service provider

present		(if available)
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VoIP NRF Discrepancy Report Example

The screenshot shows the 'Create ALI Report' interface. The 'Report Type(s)' section has 'No Record Found' selected. The 'Date of Call' is 06/01/06, 'Time of Call' is 5:33, and 'PSAP Name' is ABC County SO. The 'Call Taker' is S Jones, and 'Call Taker Comments' is VoIP caller. The 'Class of Service' dropdown is set to a blank value. The 'Displayed Information' section shows ANI TN: 512 211 1234, Co. ID: [blank], and Comments: CBN = 512-555-4567, VSP = TraveltheWorld VoIP Service. The 'Correct Information' section shows Cust Name: Smith, Thomas, Address: 100 Main St, Community: Austin, and ESN: [blank].

Callouts provide the following details:

- Select blank:** Points to the 'Class of Service' dropdown menu.
- Indicate "VoIP caller":** Points to the 'Call Taker Comments' field.
- Subscriber name if available:** Points to the 'Cust Name' field in the 'Correct Information' section.
- MSAG valid address for subscriber:** Points to the 'Address' field in the 'Correct Information' section.
- Name of VSP:** Points to the 'VSP' field in the 'Comments' section.
- Subscriber's call back number:** Points to the 'CBN' field in the 'Comments' section.
- ANI Information displayed on screen:** Points to the 'ANI TN' field in the 'Displayed Information' section.

Data Elements for VoIP NRFs		
	Field in DR	Detail
Required Data Elements	Report type	NRF indicator must be checked
	Date/time of call	Date and time of the call
	Call taker comments	Indicate "VoIP caller"
	Class of service	Select blank from drop down list
	ANI TN	ANI which displayed on the screen
	Address/Community	MSAG valid address for subscriber
	Comments	VoIP call back number (VoIP subscriber's telephone number)
Optional data elements or when present	Customer Name	Subscriber name if available
	Comments	Name of VoIP service provider

Discrepancy Report Example for Unknown Type of Service

Callouts:

- Select blank
- Indicate "Unknown type of service"
- Subscriber name if available
- ESN if applicable
- MSAG valid address for subscriber
- ANI Information displayed on screen
- Subscriber's call back number

Instructions for ANI string:

- If ANI string exceeds 10 digits, put entire ANI string here
- Additional ALI screen display information
- Name of service provider if known

Data Elements for Unknown Type NRFs		
	Field in DR	Detail
Required Data Elements	Report type	NRF indicator must be checked
	Date/time of call	Date and time of the call
	Call taker comments	Indicate "Unknown type of service"
	Class of service	Select blank from drop down list
	ANI TN	ANI which displayed on the screen
	Comments	Call back number if different from ANI TN
Optional data elements or when present	Address/Community	MSAG valid address for subscriber
	ESN	ESN for street address (if applicable)
	Comments	If ANI string exceeds 10 digits, put entire ANI string here
	Comments	If present, indicate the complete displayed NRF message (e.g. if NRF message would have indicated "No Record Found xxx...x" where the "xxx...x" are the digits that NRF'd).
	Comments	Name of service provider if known