

At PowerNet Global, our customers are always our first priority. That's why we want to help you keep your network running as efficiently as possible.

Some telecom carriers have recently instituted new policies on call completion and minimum call duration. Customers who do heavy outbound dialing with automated dialers or predictive dialers may have a significant risk of low call completion rates and below threshold minimum call lengths.

With this guide, you will be able to ensure your business' network is operating at an optimal level and in full compliance with these policies.



## CALLING LIST MAINTENANCE

- Keep your calling lists current and free of potentially bad numbers
- Remove disconnected numbers
- Remove busy numbers
- Remove ring no answer numbers
- Remove non-standard numbers such as 800 numbers

## ENSURE MORE CALL COMPLETION

- Adjust your equipment to not hang up before the fourth ring
- Avoid dialing numbers sequentially
- Set your equipment to remain connected for at least seven seconds of a completed call
- Don't overload your phone lines with more calls than your staff can handle
- Delay your reattempt settings for busy numbers to five minutes

## USING ISDN/PRI AND SIP CODES

- Manage response codes to cutback on unwanted numbers

## TIPS FOR NON-ISDN/SIP TRUNK GROUPS

- Use E&M Wink instead of E&M Immediate signaling
- Set your guide timer at 800ms to prevent locked channels
- Ensure your equipment can interpret SIT Tones to remove disconnected numbers



By following the simple tips provided above, any company can increase their internal call completion rates and ensure that they are not impacted by these policies. We encourage you to review your call patterns regularly to make sure you remain in compliance and seek help if you notice that you are completing fewer than 50% of your calls or are seeing more than 10% of your completed calls with a duration of six seconds or less. Remember, we are here to assist you so please contact your PNG Agent or assigned PNG Account Manager if you have questions or concerns.