C H A P T E R 8

Release Cause Codes and Announcement IDs

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Introduction

This chapter discusses release cause codes and announcement IDs supported by BTS 10200.

Table 8-1 lists Announcement IDs and shows default mapping of release cause codes to announcement IDs and filenames. For Cisco Announcement Servers (Cisco AS5xxx series), the announcement ID is the same as the number in the announcement filename, except where noted.

Text in the Description column is supplied by Cisco, ThinkEngine, and IP Unity Announcement Servers unless alternative text is also listed. Alternative text is prefaced by (c) for ThinkEngine-supplied text and by (i) for IPUnity-supplied text.

A default tone is what the user hears instead of an announcement if an announcement is not provisioned. You cannot change the default tone.

Note Release cause code to announcement mappings are valid for the current release. Third party vendors may change their announcement text and numbering at any time. Check with your vendor or Cisco account team for updates.

Caution Enter Cisco-supplied announcement filenames with an underscore (_) as shown or the command does not process.

Table 8-1   Announcement IDs

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1	CA_CCITT_NE_CAUSE_ UNALLOCATED_NUM	18	ann_id_18.au	18	The number you dialed is not in service. Please check the number and dial again.	Reorder
2	CA_CCITT_NE_CAUSE_ TRANSITNW_ROUTE_ UNAVAIL	57	ann_id_57.au	69	We're sorry, the long-distance company you have selected is unable to complete your call at this time. Please contact your long-distance company for assistance.	Reorder
3	CA_CCITT_NE_CAUSE_ DEST_ROUTE_UNAVAIL	17	ann_id_17.au	17	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	Reorder
4	CA_ANSI_NE_CAUSE_ VACANT_CODE	18	ann_id_18.au	18	The number you dialed is not in service. Please check the number and dial again.	Reorder
5	CA_CCITT_NE_CAUSE_ TRUNKPREF_MISDIAL				Not used	Reorder
6	CA_Q931_NE_CAUSE_ CHANNEL_UNACCEPT	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
7	CA_CCITT_NE_CAUSE_ CALL_AWARDED				Not used	Reorder
8	CA_ANSI_NE_CAUSE_ PREFIX_0_ERROR	14	ann_id_14.au	14	We're sorry, it is not necessary to dial a 1 or 0 when calling this number. Please hang up and try your call again.	Reorder
9	CA_ANSI_NE_CAUSE_ PREFIX_1_ERROR	14	ann_id_14.au	14	We're sorry, it is not necessary to dial a 1 or 0 when calling this number. Please hang up and try your call again.	Reorder
10	CA_ANSI_NE_CAUSE_ PREFIX_1_ABSENT	15	ann_id_15.au	15	We're sorry, you must first dial a 1 or 0 when calling this number. Please hang up and try your call again.	Reorder
11	CA_ANSI_NE_CAUSE_ EXCESS_DIGITS_ WARNING				Not used	Reorder
12	Not used					
13	CA_GRBAF_NS_ SERVICE_DENIED				Not used	Reorder
14	Not used					
15	Not used					
16	CA_CCITT_NE_CAUSE_ NORMAL_CLEARING				Not used	None
17	CA_CCITT_NE_CAUSE_ USER_BUSY				Not used	Busy

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
18	CA_CCITT_NE_CAUSE_ NO_USERRESP				Not used	Reorder
19	CA_CCITT_NE_CAUSE_ ALERT_NOANSWER				Not used	Reorder
20	CA_CCITT_NE_ SUBSCRIBER_ABSENT	19	ann_id_19.au	59	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error, please check the number and try your call again.	Reorder
21	CA_CCITT_NE_CAUSE_ CALL_REJECTED	65	ann_id_65.au	65	Due to network difficulties, your call cannot be completed at this time. Please try your call again later.	Reorder
22	CA_CCITT_NE_CAUSE_ NUM_CHANGED	118	ann_id_18.au **Note** Cisco AS5xxx Ann ID is 118	(c) 301 300, 59	The number you dialed is not in service. Please check the number and dial again. (c) The number you have reached OLD NUMBER has been changed. The new number is NEW NUMBER. Please make a note of it. OLD NUMBER has been changed. The new number is NEW NUMBER. **Note** Cisco prefers 301 to be the main announcement. If 301 is not provisioned, 300 or 59 can be used as the backup announcement.	Reorder
23	CA_ANSI_NE_DEST_ NUMBER_UNALLOCATE D	18	ann_id_18.au	18	The number you dialed is not in service. Please check the number and dial again.	Reorder
24	CA_ANSI_NE_BUSINESS _GRP_UNDEFINED				Not used	Reorder
25	CA_ANSI_NE_CAUSE_ EXCHG_ROUTE_ERROR				Not used	Reorder
26	CA_ANSI_NE_CAUSE_ MISROUTED_2_ PORTED_NUM				Not used	Reorder
27	CA_CCITT_NE_CAUSE_ DEST_OUTOFORDER	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
28	CA_CCITT_NE_CAUSE_ ADDRESS_INCOMPLETE	17	ann_id_17.au	17	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
29	CA_CCITT_NE_CAUSE_ FACILITY_REJECTED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
30	CA_Q931_NE_CAUSE_ STATUSENQ_RESP				Not used	Reorder
31	CA_CCITT_NE_CAUSE_ UNSPECIFIED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
32	Not used					
33	Not used					
34	CA_CCITT_NRU_ CAUSE_CIRCUIT_ UNAVAIL	11	ann_id_11.au	11	We're sorry, all circuits are busy now. Please try your call again later.	Reorder
35	CA_GRBAF_NRU_ REQUESTED_VPCI_ VCI_UNAVAIL				Not used	Reorder
36	CA_GRBAF_NRU_VPCI_ VCI_ASSIGN_FAILURE				Not used	Reorder
37	CA_GRBAF_NRU_USR_ CELLRATE_UNAVAIL				Not used	Reorder
38	CA_CCITT_NRU_CAUSE _NET_OUTOFORDER	11	ann_id_11.au	11	We're sorry, all circuits are busy now. Please try your call again later.	Reorder
39	CA_CCITT_NRU_CAUSE _PVC_OUTOFORDER				Not used	Reorder
40	Not used					
41	CA_CCITT_NRU_CAUSE _TEMP_FAILURE	65	ann_id_65.au	65	Due to network difficulties, your call cannot be completed at this time. Please try your call again later.	Reorder
42	CA_CCITT_NRU_CAUSE _SWITCHEQUIP_ CONGEST	13	ann_id_13.au	11	We're sorry, all circuits are busy now. Please try your call again later.	Reorder
43	CA_CCITT_NRU_CAUSE _ACCESSINFO _DISCARDED				Not used	Reorder
44	CA_CCITT_NRU_CAUSE _REQUESTEDCIRCUIT _UNAVAIL	65	ann_id_65.au	65	Due to network difficulties, Your call cannot be completed at this time. Please try your call again later.	Reorder
45	CA_GRBAF_NRU_VPCI_ VCI_UNAVAIL				Not used	Reorder
46	CA_CCITT_NRU_ PRECEDENCE_CALL_ BLOCKED				Not used	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
47	CA_CCITT_NRU_CAUSE _UNSPECIFIED	65	ann_id_65.au	65	Due to network difficulties, Your call cannot be completed at this time. Please try your call again later.	Reorder
48	Not used					
49	CA_GRBAF_SNA_QOS_ UNAVAIL				Not used	Reorder
50	CA_CCITT_SNA_FAC_ NOT_SUBSCRIBED				Not used	Reorder
51	CA_ANSI_SNA_BC_ INCOMPATIBLE_ SERV_REQ				Not used	Reorder
52	Not used					
53	CA_CCITT_SNA_OUT_ CUG_CALL_BARRED				Not used	Reorder
54	CA_ANSI_SNA_GRP_ RESTR_CALL_ BLOCKED				Not used	Reorder
55	CA_CCITT_SNA_IN_ CUG_CALL_BARRED				Not used	Reorder
56	Not used					
57	CA_CCITT_SNA_CAUSE _BEARERCAP _UNAUTHORIZED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
58	CA_CCITT_SNA_CAUSE _BEARERCAP_ CURRENTLYUNAVAIL	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
59 through 61 Not used						
62	CA_CCITT_SNA_CAUSE _SERVICE _INCONSISTENCY				Not used	Reorder
63	CA_CCITT_SNA_CAUSE _UNSPECIFIED				Not used	Reorder
64	Not used					
65	CA_CCITT_SNI_CAUSE _BEARERCAP _UNIMPLEMENTED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
66	CA_CCITT_SNI_CAUSE _CHANNELTYPE _UNIMPLEMENTED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
67	Not used					

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
68	Not used					
69	CA_CCITT_SNI_CAUSE _REQFACILITY _UNIMPLEMENTED				Not used	Reorder
70	CA_CCITT_SNI_CAUSE _RESTDIGITAL _BEARERCAP _ONLYAVAIL				Not used	Reorder
71	Not used					
72	Not used					
73	CA_GRBAF_SNI_ TRAFFIC_PARAM_ COMBO_UNSUPPORT				Not used	Reorder
74 through 77	Not used					
78	CA_GRBAF_SNI_AAL_ PARAM_UNSUPPORT				Not used	Reorder
79	CA_CCITT_SNI_CAUSE _UNSPECIFIED				Not used	Reorder
80	Not used					
81	CA_CCITT_IM_CAUSE _INVALID_CALLREF	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
82	CA_CCITT_IM_CAUSE _IDENTIFIEDCHAN _NOTEXIST	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
83	CA_CCITT_IM_CAUSE _SUSP_CALLID _NOTEXIST	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
84	CA_CCITT_IM_CAUSE _CALLID_INUSE	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
85	CA_CCITT_IM_CAUSE _NOCALL_SUSPENDED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
86	CA_CCITT_IM_CAUSE _CALLID_CLEARED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
87	CA_CCITT_IM_CAUSE _USER_NOT_CUG _MEMBER	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
88	CA_CCITT_IM_CAUSE _INCOMPAT_DEST	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
89	CA_GRBAF_IM_CAUSE _INVALID_ENDPOINT _REFERENCE	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
90	CA_CCITT_IM_CAUSE _CUG_NOT_EXIST	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
91	CA_CCITT_IM_CAUSE _INVALID_TNS	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
92	CA_GRBAF_SNI _TOOMANY_PENDING _ADDPARTY_REQ	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
93	Not used					
94	Not used					
95	CA_CCITT_IM_CAUSE _UNSPECIFIED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
96	CA_CCITT_PE_CAUSE _MANDIE_MISSING	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
97	CA_CCITT_PE_CAUSE _MSGTYPE_NOTEXIST	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
98	CA_CCITT_PE_CAUSE_ MSGTYPE_NOTCOMPAT	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
99	CA_CCITT_PE_CAUSE _IE_NOTEXIST	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
100	CA_CCITT_PE_CAUSE _IECONTENT_INVALID	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
101	CA_CCITT_PE_CAUSE _MSG_NOTCOMPAT	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
102	CA_CCITT_PE_CAUSE _RECOVER _TIMEREXPIRY	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
103	CA_CCITT_PE_CAUSE _NOTEXIST_UNIMPL _PARAM_PASSON	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
104	CA_GRBAF_PE_ INCORRECT_MSG_LEN	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
105 through 109 Not used						
110	CA_CCITT_PE_CAUSE _UNRECOGNIZE _PARAM_DISCARD	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
111	CA_CCITT_PE_CAUSE _UNSPECIFIED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
112 through 126 Not used						
127	CA_CCITT_IW_CAUSE _UNSPECIFIED	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
128 through 150 Not used						
151	CA_CP_NUM_TEMP_ DISCONNECTED	20	ann_id_20.au	20	The party you are calling has temporarily disconnected their service.	Reorder
152	CA_CP_CAUSE_ RECEIVER_OFFHOOK	10	ann_id_10.au	10	If you'd like to make a call, please hang up and try again. If you need help, hang up and then dial your operator.	Reorder
153	CA_CP_TG_OVERFLOW	11	ann_id_11.au	11	We're sorry, all circuits are busy now. Please try your call again later.	Reorder
154	CA_CP_ANM_ OVERFLOW	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
155	CA_CP_DID_TG_ OVERFLOW	11	ann_id_11.au	11	We're sorry, all circuits are busy now. Please try your call again later.	Reorder
156	CA_CP_CAUSE_ PREFIX1_ABSENT	15	ann_id_15.au	15	We're sorry, you must first dial a 1 or 0 when calling this number. Please hang up and try your call again.	Reorder
157	CA_CP_CAUSE_ PREFIX1_PRESENT	14	ann_id_14.au	14	We're sorry, it is not necessary to dial a 1 or 0 when calling this number. Please hang up and try your call again.	Reorder
158	CA_CP_CAUSE_ PREFIX_ERROR	17	ann_id_17.au	17	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	Reorder
159	CA_CP_CAUSE_HNPA_ ACODE_ABSENT	16	ann_id_16.au	16	We're sorry. When placing a local call it is now necessary to dial an area code followed by the 7-digit local number. Please hang up and redial using the complete 10-digit number.	Reorder
160	CA_CP_CAUSE_CAC_ PRESENT	23	ann_id_23.au	23	We're sorry, it is not necessary to dial a long- distance company access code for the number you have dialed. Please hang up and try your call again.	Reorder
161	CA_CP_CAUSE_CAC_ ABSENT	52	ann_id_52.au	52	We're sorry, a long- distance company access code is required for the number you have dialed. Please dial your call again with the access code.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
162	CA_CP_CAUSE_IVALID_ CAC_RECD	50	ann_id_50.au	50	We're sorry, your call cannot be completed with the access code you dialed. Please check the code and try again, or call your long- distance company for assistance.	Reorder
163	CA_CP_CAUSE_FEATUR E_NOT_SUBSCRIBED	315	ann_id_315.au	315	We're sorry. But the service you are trying to use is not available on this line.	Reorder
164	FS_CAUSE_AUTH_ CODE_INVALID	25	ann_id_25.au	837	(c) The authorization code you have dialed is not valid. Please hang up, check the number and try again. (i) The authorization code you have dialed is not valid. Please hang up, check the authorization code, and try again.	Reorder
165	CA_CP_CAUSE_CAC_ TEMP_OOS	112	ann_id_112.au	51	We're sorry, the long-distance company you have dialed is experiencing a temporary service problem. Please try your call again later.	Reorder
166	CA_CP_CAUSE_EMG_TG _OVERFLOW	21	ann_id_21.au	21	We are experiencing 911 difficulties. Please hang up and dial 0 to reach an operator for emergency assistance.	Reorder
167	CA_CP_CAUSE_ CAC_OOS	57	ann_id_57.au	69	We're sorry, the long-distance company you have selected is unable to complete your call at this time. Please contact your long-distance company for assistance.	Reorder
168	CA_CP_CAUSE _CUTTHRU _NOT_SUPPORTED	57	ann_id_57.au	69	We're sorry, the long-distance company you have selected is unable to complete your call at this time. Please contact your long-distance company for assistance.	Reorder
169	CA_CP_CAUSE_CTX_ STATION_OOS	19	ann_id_19.au	59	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error, please check the number and try your call again.	Reorder
170	CA_CP_CAUSE_COLL _DIGIT_TMO	10	ann_id_10.au	10	If you'd like to make a call, please hang up and try again. If you need help, hang up and then dial your operator.	Reorder
171	CA_CP_CAUSE_ ONHOOK_DETECTED				Not used	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
172	CA_CP_CAUSE_ HOOKFLASH_ DETECTED				Not used	Reorder
173	CA_CP_CAUSE_TG_ CONGESTED	13	ann_id_13.au	11	We're sorry, all circuits are busy now. Please try your call again later.	Reorder
174	CA_CP_CAUSE_ PREFIX0_PRESENT **Note** This announcement is obsolete in Release 4.5				Not used	Reorder
175	CA_CP_CAUSE_ NEW_NPA_BEFORE_ START_DATE	17	ann_id_17.au	17	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	Reorder
176	CA_CP_CAUSE_OLD_ NPA_AFTER_END_DATE	17	ann_id_17.au	17	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	Reorder
178	CA_CP_CAUSE_ RECONNECT_TIMEOUT				Not used	Reorder
179 through 183 Not used						
184	CA_CP_CAUSE_LONG_D URATION_CALL_ CUTOFF				Not used	None
185 through 1002 Not used						
1003	FS_CAUSE_SERVICE_DE NIED	**Note**	**Note**		This release cause can be mapped to an announcement using the Add release-cause command. However, there is no default mapping. Example (optional): add release-cause id=1003; annc-id=0315;	Reorder
1004	FS_CAUSE_SERVICE_UN AVAIL	**Note**	**Note**		This release cause can be mapped to an announcement using the Add release-cause command. However, there is no default mapping. Example (optional): add release-cause id=1004; annc-id=0315;	Reorder
1005 not used						
1006	FS_CAUSE_PLAY_REOR DER_ANNC	625	ann_id_625.au	625	**Note** Customer defines the announcement based on their markert requirement	
1007	FS_CAUSE_PLAY_PST_A NNC	626	ann_id_626.au	626	**Note** Customer defines the announcement based on their market requirement.	
1008	FS_CAUSE_USER_BUSY _ANNC	627	ann_id_627.au	627	**Note** Customer defines the announcement based on their market requirement.	
1009 through 1049 Not used						

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1050	FS_CAUSE_CODE_ INVALID_DEACT	80	ann_id_80.au	330	The feature is already successfully deactivated.	Reorder
1051	FS_CAUSE_CODE_ RESOURCES_ UNAVAILABLE	12	ann_id_12.au	12	We're sorry, your call did not go through. Please try your call later.	Reorder
1052	FS_CAUSE_CODE_ INVALID_ENTRY	124	ann_id_24.au **Note** Cisco AS5xx x Ann ID is 124.	353	We're sorry, your call cannot be completed as dialed. Please check your instruction manual or call the business office for assistance. (c) (i) We're sorry. The service or option requested is not available. Please check your instruction manual or call the business office for assistance.	Reorder
1053	FS_CAUSE_CODE_ ANONYMOUS_CALL	61	ann_id_61.au	299	We're sorry. The party you are calling does not wish to talk to callers who block their numbers. If you wish to reach this party please hang up and place your call again without blocking your number.	Reorder
1054 through 1060 Not used						
1061	FS_CAUSE_COT_ANN_ TRACE_DN_IS_OU	75	ann_id_75.au	291	This is the customer originated trace feature. A trace cannot be performed because the calling number is out of our service area. (i) We're sorry, the trace cannot be performed. The calling number is out of our service area.	Reorder
1062	FS_CAUSE_COT_ANN_ TRACE_SUCCESS	70	ann_id_70.au	293	Your call has been traced. If you wish to investigate further, contact your telephone company annoyance call center with the date and time of the trace. (i) The last call has been traced. If you wish to investigate further, contact your telephone company annoyance call center with the date and time of the trace.	Confirm
1063	FS_CAUSE_COT_ANN_ TRACE_DENIED	71	ann_id_71.au	315	We're sorry, but the service you are trying to use is not available on this line.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1064	FS_CAUSE_COT_ANN_ TRACE_TRY_AGAIN	72	ann_id_72.au	312	We're sorry. Due to telephone company facility trouble your call cannot be completed at this time. Will you try your call again later? (i) We're sorry. Due to the telephone company facility trouble your trace cannot be completed at this time. Please try again later.	Reorder
1065	FS_CAUSE_COT_ANN_ TRACE_BUFFER_ EMPTY	73	ann_id_73.au	355	We're sorry. The trace cannot be performed. The number of the last person who called you is not available.	Reorder
1066	FS_CAUSE_COT_ANN_ TRACE_ALREADY_ DONE	74	ann_id_74.au	356	We're sorry, but the last call has already been successfully traced.	Reorder
1067 through 1070 Not used						
1071	FS_CAUSE_SCA_ REJECTION	81	ann_id_81.au	210	The party you called has its selective call acceptance feature activated. Your number is not on the call acceptance list.	Reorder
1072	FS_CAUSE_SCR_ REJECTION	82	ann_id_82.au	878	The party you are calling is not currently accepting calls. Please call back at another time.	Reorder
1073	FS_CAUSE_RJC_ACT_ SUCC	92	ann_id_92.au	357	The last calling number has been successfully added to your selective call rejection list.	Confirm
1074 through 1080 Not used						
1081	FS_CAUSE_AR_DEACT_ ANN	83	ann_id_83.au	287	All outstanding automatic recall requests have been deactivated.	Confirm
1082	FS_CAUSE_AR_SHORT_ TERM_DENIAL_ANN	84	ann_id_84.au	544	We're sorry. Your automatic recall request cannot be processed at this time. Please try again or dial directly.	Reorder
1083	FS_CAUSE_AR_LONG_ TERM_DENIAL_ANN	85	ann_id_85.au	285	The number you are trying to reach cannot be handled by the automatic recall features. Please dial directly. (i)(c) The number you are trying to reach cannot be handled by the automatic recall and call back features. Please dial directly.	Reorder
1084	FS_CAUSE_AR_ANONY_ DN_DENIAL_ANN	86	ann_id_86.au	283	We're sorry. The number you are trying to reach is private and cannot be called using the automatic recall feature.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1085	FS_CAUSE_RESUME_ SCAN_ANN	87	ann_id_87.au	286	We're sorry. Your called party has just become busy. The system will continue checking the line. You will be notified by ringing when the party is free.	Confirm
					(c) (i) We're sorry. Your called party has just become busy. The system will continue checking the line. You will be notified by special ringing when the party is free.	
1086	FS_CAUSE_DELAYED_ SCAN_ANN	88	ann_id_88.au	288	The number you are calling is busy. The system will check the line for the next 30 minutes. You will be notified by ringing when the party is free.	Confirm
					(c) (i) The number you are calling is busy. The system will check the line for the next 30 minutes. You will be notified by special ringing when the party is free.	
1087 through 1090 Not used						
1091	FS_CAUSE_AC_DEACT_ ANN	89	ann_id_89.au	284	All outstanding automatic callback requests have been deactivated.	Confirm
1092	FS_CAUSE_AC_SHORT_ TERM_DENIAL_ANN	90	ann_id_90.au	545	We're sorry. Your automatic callback request cannot be processed at this time. Please try again or dial directly.	Reorder
1093	FS_CAUSE_AC_LONG_ TERM_DENIAL_ANN	91	ann_id_91.au	285	The number you are trying to reach cannot be handled by the automatic recall and callback features. Please dial directly.	Reorder
1094 through 1100 Not used						
1101	FS_CAUSE_DND_ACT_ SUCC	30	ann_id_30.au	358	Your do not disturb feature has been activated. All calls to you will be blocked until you deactivate this feature.	Confirm
1102	FS_CAUSE_DND_ACT_ FAIL	31	ann_id_31.au	359	We're sorry, the do not disturb feature could not be activated.	Reorder
1103	FS_CAUSE_DND_DEACT _SUCC	32	ann_id_32.au	360	Your do not disturb feature has been deactivated. Calls to you will no longer be blocked.	Confirm
1104	FS_CAUSE_DND_DEACT _FAIL	33	ann_id_33.au	361	We're sorry, the do not disturb feature could not be deactivated.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1105	FS_CAUSE_DND_REJ_ CALL	34	ann_id_34.au	3	We're sorry, the customer you are trying to reach cannot be disturbed. Will you please hang up and try your call again later.	Reorder
					(i) The party you are trying to call has the do not disturb feature currently activated. Please try your call again later.	
1106 through 1109 Not used						
1110	FS_CAUSE_INVALID_ FEATURE_USAGE	500	ann_id_500.au	(c) 500	Then feature you have tried has been used incorrectly. Please try again.	Reorder
				(i)30000	(i) You have attempted an invalid usage of the feature. Please try again.	
1111	FS_CAUSE_PASSWD_ NOT_PROVISIONED	501	ann_id_501.au	(c) 501 (i)30001	The password required by this feature is not provided on your line. Please contact your telephone service provider to setup a password	Reorder
1112	FS_CAUSE_ INDEFINITELY_ LOCKEDOUT	502	ann_id_502.au	(c) 502 (i)30002	The feature you have used is permanently locked up due to repeated password entry failures. Please contact your telephone service provider to remove this feature.	Reorder
					(i) The feature you have used is permanently locked due to repeated password entry failures. Please contact your telephone service provider.	
1113	FS_CAUSE_ TEMPORARILY_ LOCKEDOUT	503	ann_id_503.au	(c) 503 (i)30003	The feature you have used is temporarily locked up due to repeated password entry failures. You may retry the feature again later.	Reorder
					(i) The feature you have used is permanently locked due to repeated password entry failures. You may retry the feature again later.	
1114	FS_CAUSE_OCB_K0	504	ann_id_504.au	(c) 504 (i)30004	You have no restrictions placed on outgoing calls.	Confirm
1115	FS_CAUSE_OCB_K1	505	ann_id_505.au	(c) 505 (i)30005	You are not permitted to place any calls on this line due to outgoing call restrictions. However you may still place emergency calls.	Confirm
	Starting in Release 4.3, the following is optional:	581	ann_id_581.au	556	Your outgoing call barring feature is active with barring level 1.	Confirm

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1116	FS_CAUSE_OCB_K2	506	ann_id_506.au	(c) 506 (i)30006	You are only permitted to place local calls on this line. National and International calls may not be made due to call restrictions.	Confirm
	Starting in Release 4.3, the following is optional:	582	ann_id_582.au	557	Your outgoing call barring feature is active with barring level 2.	Confirm
1117	FS_CAUSE_OCB_K3	507	ann_id_507.au	(c) 507 (i)30007	You are only permitted to place local and long-distance calls on this line. International calls may not be made due to call restrictions.	Confirm
	Starting in Release 4.3, the following is optional:	583	ann_id_583.au	558	Your outgoing call barring feature is active with barring level 3.	Confirm
1118	FS_CAUSE_HOTVA_ BARRED	508	ann_id_508.au	(c) 508 (i)30008	You are not permitted to program emergency or other special calls for hotline service. Please retry programming to any other line.	Reorder
1119	Not used					
1120	Not used					
1121	FS_CAUSE_CF_ACT_ SUCC	510	ann_id_510.au	510	Call forwarding has been successfully activated through your phone.	Confirm
1122	FS_CAUSE_CF_DEACT_ SUCC	511	ann_id_511.au	(c) 511 (i)30011	Call forwarding has been successfully deactivated for your phone.	Confirm
1123	FS_CAUSE_CF_INT_ SUCC	512	ann_id_512.au	(c) 512 (i)30012	Call forwarding is activated to the number you have dialed.	Confirm
1124	FS_CAUSE_CF_ACT_ FAIL	513	ann_id_513.au	(c) 513 (i)30013	Call forwarding could not be activated for your phone.	Reorder
1125	FS_CAUSE_CF_DEACT_ FAIL	514	ann_id_514.au	(c) 514 (i)30014	Call forwarding could not be deactivated for your phone.	Reorder
1126	FS_CAUSE_CF_INT_ FAIL	515	ann_id_515.au	(c) 515 (i)30015	Call forwarding is not activated for this phone.	Reorder
1127	FS_CAUSE_CF_ ALREADY_ACT	516	ann_id_516.au	516	Call forwarding has already been activated for your phone.	Reorder
1128	FS_CAUSE_CF_ ALREADY_DEACT	517	ann_id_517.au	517	Call forwarding is already deactivated for your phone.	Reorder
1129	FS_CAUSE_CF_FWD_ NUM_RESTRICTED	518	ann_id_518.au	(c) 518 (i)3018	You are trying to program call forwarding to an invalid or restricted number. (c) You are trying to program forwarding to an invalid or restricted number.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1130	FS_CAUSE_CF_INT_ DIFF_NUM	519	ann_id_519.au	(c) 519 (i)3019	Call forwarding is activated but the number is not programmed.	Reorder
1131 through 1140 Not used						
1141	FS_CAUSE_CWD_ ACT_SUCC	520	ann_id_520.au	(c) 520 (i)3020	You have successfully activated call waiting deluxe.	Confirm
1142	FS_CAUSE_CWD_ DEACT_SUCC	521	ann_id_521.au	(c) 521 (i)3021	You have successfully deactivated call waiting deluxe.	Confirm
1143	FS_CAUSE_CWD_ INT_SUCC	522	ann_id_522.au	(c) 522 (i)3022	Your call waiting deluxe has been successfully activated	Confirm
1144	FS_CAUSE_CWD_ ACT_FAIL	523	ann_id_523.au	(c) 523	You are not successful in activating call waiting deluxe. Please try again.	Reorder
				(i)3023	(i) You did not successfully activate call waiting deluxe. Please try again.	
1145	FS_CAUSE_CWD_ DEACT_FAIL	524	ann_id_524.au	(c) 524 (i)3024	You did not successfully deactivate call waiting deluxe. Please try again.	Reorder
1146	FS_CAUSE_CWD_ INT_FAIL	525	ann_id_525.au	(c) 525 (i)3025	Your call waiting deluxe is not activated. Please activate call waiting deluxe, then try again.	Reorder
1147	FS_CAUSE_FEATURE_ ACT_SUCC	526	ann_id_526.au	526	Your activation attempt was successful. (c) Your activation attempt was successfully completed.	Confirm
1148	FS_CAUSE_FEATURE_ ACT_FAIL	527	ann_id_527.au	527	Your activation attempt failed.	Reorder
1149	FS_CAUSE_FEATURE_ DEACT_SUCC	528	ann_id_528.au	528	Your deactivation attempt was successful. (c) Your deactivation attempt was successfully completed.	Confirm
1150	FS_CAUSE_FEATURE_ DEACT_FAIL	529	ann_id_529.au	529	Your deactivation attempt failed.	Reorder
1151	FS_CAUSE_FEATURE_ INT_SUCC	530	ann_id_530.au	530	Your interrogation attempt was successful. (c) Your interrogation attempt was successfully completed.	Confirm
1152	FS_CAUSE_FEATURE_ INT_FAIL	531	ann_id_531.au	531	Your interrogation attempt failed.	Reorder
1153	FS_CAUSE_INVALID_ STAR_CODE	532	ann_id_532.au	532	We're sorry, your call cannot be completed as dialed. Please check the feature code and dial again.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1161	FS_CAUSE_ACR_ ACT_SUCC	540	ann_id_540.au	208 (c)362	Your Anonymous Call Rejection service is now on. All incoming calls will be checked for number privacy before they are allowed to complete to your line. (c) Your Anonymous Call Rejection service is now on. Incoming calls will be checked for number privacy before they are allowed to complete. Callers who block their numbers will get a recording saying that you do not accept blocked calls.	Confirm
1162	FS_CAUSE_ACR_ ACT_FAIL	541	ann_id_541.au	541	Anonymous Call Rejection service cannot be activated on your line. Please check with your service provider and try again.	Reorder
1163	FS_CAUSE_ACR_ DEACT_SUCC	542	ann_id_542.au	209 (c)364	Your Anonymous Call Rejection service is now off. Incoming calls will not be checked for number privacy status. Your Anonymous Call Rejection service is now off. Incoming calls will not be checked for number privacy status. Callers who block their numbers can now reach you.	Confirm
1164	FS_CAUSE_ACR_ DEACT_FAIL	543	ann_id_543.au	543	Anonymous Call Rejection service cannot be deactivated on your line. Please check with your service provider and try again.	Reorder
1165 through 1169 Not used						
1170	FS_CAUSE_VM_BUSY_N O_ANS_ACT_SUCC	600	ann_id_600.au		Voice Mail service has been successfully activated on your phone when your phone is either busy or you do not answer your phone.	Confirm ation
1171	FS_CAUSE_VM_BUSY_N O_ANS_ACT_FAIL	601	ann_id_601.au		Voice Mail service could not be successfully activated on your phone when your phone is either busy or you do not answer your phone.	Reorder
1172	FS_CAUSE_VM_BUSY_N O_ANS_ACT_ALREADY_ ACT	602	ann_id_602.au	628	Voice Mail service is already activated on your phone	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1173	FS_CAUSE_VM_BUSY_NO_ANS_DEACT_SUCC	603	ann_id_603.au		Voice Mail Service has been successfully deactivated on your phone when your phone is either busy or you do not answer your phone.	Confirmation
1174	FS_CAUSE_VM_BUSY_NO_ANS_DEACT_FAIL	604	ann_id_604.au		Voice Mail service could not be successfully deactivated on your phone when your phone is either busy or you do not answer your phone.	Reorder
1175	FS_CAUSE_VM_BUSY_NO_ANS_DEACT_ALREADY_DEACT	605	ann_id_605.au		Voice Mail service is already deactivated on your phone.	Reorder
1176 through 1179 Not used						
1180	FS_CAUSE_VM_ALWAYS_ACT_SUCC	606	ann_id_606.au		Voice Mail service has been successfully activated on your phone. All calls to your phone will be sent to Voice Mail.	Confirmation
1181	FS_CAUSE_VM_ALWAYS_ACT_FAIL	607	ann_id_607.au		Voice Mail service could not be successfully activated on your phone.	Reorder
1182	FS_CAUSE_VM_ALWAYS_ACT_ALREADY_ACT	608	ann_id_608.au		Voice Mail service is already activated on your phone.	Reorder
1183	FS_CAUSE_VM_ALWAYS_DEACT_SUCC	609	ann_id_609.au		Voice Mail service has been successfully deactivated on your phone.	Confirmation
1184	FS_CAUSE_VM_ALWAYS_DEACT_FAIL	610	ann_id_610.au		Voice Mail service could not be successfully deactivated on your phone.	Reorder
1185	FS_CAUSE_VM_ALWAYS_DEACT_ALREADY_DEACT	611	ann_id_611.au		Voice Mail service is already deactivated on your phone.	
1186 through 1189 Not used						
1190	VS_CAUSE_VM_ACCESS_FAIL	612	ann_id_612.au		Voice Mail service cannot be accessed currently. Please try your call later.	Reorder
1191 through 1199 Not used						
1200	FS_CAUSE_PS_FAIL	629	ann_id_571.au		Privacy Screening could not be accessed at this time. Please try your call later.	Reorder
1201 through 1219 Not used						
1220	FS_CAUSE_COS_IVR_FAIL	571	ann_id_571.au	571	Your call cannot be completed due to a temporary problem. Please try again later.	
1230	FS_CAUSE_OCB_K4	559	ann_id_559.au	559	Your outgoing call barring feature is active with barring level 4.	Confirm

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1231	FS_CAUSE_OCB_K5	560	ann_id_560.au	560	Your outgoing call barring feature is active with barring level 5.	Confirm
1232	FS_CAUSE_OCB_K6	561	ann_id_561.au	561	Your outgoing call barring feature is active with barring level 6.	Confirm
1233	FS_CAUSE_OCB_K7	562	ann_id_562.au	562	Your outgoing call barring feature is active with barring level 7.	Confirm
1234	FS_CAUSE_OCB_K8	563	ann_id_563.au	563	Your outgoing call barring feature is active with barring level 8.	Confirm
1235	FS_CAUSE_OCB_K9	564	ann_id_564.au	564	Your outgoing call barring feature is active with barring level 9.	Confirm
1236	FS_CAUSE_OCB_DEACT _K_MISMATCH	565	ann_id_565.au	565	Deactivating outgoing call barring failed. The barring level you have entered does not match that in your record.	Reorder
1237	FS_CAUSE_OCB_ ALREADY_ACT_SAME_ K	566	ann_id_566.au	566	Your outgoing call barring feature is already activated with the K-level you just entered.	Confirm
1238	FS_CAUSE_OCB_ ALREADY_DEACT	567	ann_id_567.au	567	Your outgoing call barring feature is already deactivated.	Confirm
1239	FS_CAUSE_OCB_ACT_ REGIST_PIN_SUCC	568	ann_id_568.au	568	You have successfully setup your password and activated outgoing call barring feature.	Confirm
1240	FS_CAUSE_OCB_ACT_ REGIST_PIN_FAIL	569	ann_id_569.au	569	You cannot activate outgoing call barring feature without setting up your password. Please try again.	Reorder
1241	FS_CAUSE_OCB_INV_K1	572	ann_id_572.au	572	Your outgoing call barring feature is active with barring level 1 to block this call.	Reorder
1242	FS_CAUSE_OCB_INV_K2	573	ann_id_573.au	573	Your outgoing call barring feature is active with barring level 2 to block this call.	Reorder
1243	FS_CAUSE_OCB_INV_K3	574	ann_id_574.au	574	Your outgoing call barring feature is active with barring level 3 to block this call.	Reorder
1244	FS_CAUSE_OCB_INV_K4	575	ann_id_575.au	575	Your outgoing call barring feature is active with barring level 4 to block this call.	Reorder
1245	FS_CAUSE_OCB_INV_K5	576	ann_id_576.au	576	Your outgoing call barring feature is active with barring level 5 to block this call.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1246	FS_CAUSE_OCB_INV_K6	577	ann_id_577.au	577	Your outgoing call barring feature is active with barring level 6 to block this call.	Reorder
1247	FS_CAUSE_OCB_INV_K7	578	ann_id_578.au	578	Your outgoing call barring feature is active with barring level 7 to block this call.	Reorder
1248	FS_CAUSE_OCB_INV_K8	579	ann_id_579.au	579	Your outgoing call barring feature is active with barring level 8 to block this call.	Reorder
1249	FS_CAUSE_OCB_INV_K9	580	ann_id_580.au	580	Your outgoing call barring feature is active with barring level 9 to block this call.	Reorder
1250 through 1259 Not used						
1260	FS_CAUSE_CFC_ACT_SUCC	650	ann_id_650.au		Call Forwarding Combination feature has successfully been activated on your phone.	Confirmation
1261	FS_CAUSE_CFC_ACT_FAIL	651	ann_id_651.au		Call Forwarding Combination could not be activated on your phone.	Reorder
1262	FS_CAUSE_CFC_DEACT_SUCC	652	ann_id_652.au		Call Forwarding Combination feature has been deactivated on your phone.	Confirmation
1263	FS_CAUSE_CFC_DEACT_FAIL	653	ann_id_653.au		Call Forwarding Combination could not be deactivated on your phone.	Reorder
1264	FS_CAUSE_CFCI_NO_DN_VRFY_SUCC	654	ann_id_654.au		Call Forwarding Combination is active on your phone.	Confirmation
1265	FS_CAUSE_CFCI_NO_DN_VRFY_FAIL	655	ann_id_655.au		Call Forwarding Combination is not active on your phone.	Reorder
1266	FS_CAUSE_CFCI_SUCC	656	ann_id_656.au		Call Forwarding Combination is active on your phone to the number entered.	Confirmation
1267	FS_CAUSE_CFCI_FAIL	657	ann_id_657.au		Call Forwarding Combination is either not active on your phone or active to a different number.	Reorder
1268 through 1269 Not used						
1270	FS_CAUSE_SUB_TEMP_ DISCONNECTED	570	ann_id_570.au	570	Your line is temporarily disconnected. Please contact customer service. (c) Your line is temporarily disconnected. Please contact customer service.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1271	FS_CAUSE_SUB_TEMP_ DISCONNECTED_ANNC_ DN	628	ann_id_628.au		Your line is temporarily disconnected. Please contact customer service.	Reorder
1272	FS_CAUSE_ORIG_SUB_ SEASONAL_SUSPEND	629	ann_id_629.au	629	Your line is temporarily suspended. Please contact customer service.	Reorder
1273	FS_CAUSE_ORIG_SUB_ SEASONAL_SUSPEND_ ANNC_DN	630	ann_id_630.au	630	Your line is temporarily suspended. Please contact customer service at[%d].	Reorder
1274	FS_CAUSE_TERM_SUB_ SEASONAL_SUSPEND	631	ann_id_631	631	The party you are calling has temporarily suspended their service.	Reorder
1275	FS_CAUSE_TERM_SUB_ SEASONAL_SUSPEND_ REFERRAL_DN	632	ann_id_632	632	The party you are trying to reach is available at another number. Please hang up and dial [%d].	Reorder
1281	FS_CAUSE_UNASSIGNED D _SPEED_CODE	589	ann_id_589.au	589	We're sorry. You have dialed a speed calling code that has not been assigned or is invalid. Please check with your service provider and try again.	Reorder
1282 through 1299 Not used						
1300	FS_CAUSE_LCD_ INVALID_ACCOUNT	581	ann_id_581.au	581	We're sorry. You are not allowed to make a call on this line. Please contact your service provider. **Note** The corresponding H.323 return code (returned by the external prepaid or postpaid server) is 1.	Reorder
1301	FS_CAUSE_LCD_ ZERO_BALANCE	582	ann_id_582.au	582	We're sorry. Your call cannot be completed because of zero balance in your account. **Note** The corresponding H.323 return code (returned by the external prepaid or postpaid server) is 4.	Reorder
1302	FS_CAUSE_LCD_ OVER_LIMIT	583	ann_id_583.au	583	We're sorry. Your call cannot be completed because you have exceeded the allowed credit. **Note** The corresponding H.323 return code (returned by the external prepaid or postpaid server) is 6.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1303	FS_CAUSE_LCD_MISC_ FAILURE	584	ann_id_584.au	584	Due to network difficulties, your call cannot be completed at this time.	Reorder
					Note The corresponding H.323 return code (returned by the external prepaid or postpaid server) is are 2, 3, 5, 10, 11, and 14.	
1304	FS_CAUSE_LCD_SERVIC E_UNAVAILABLE	585	ann_id_585.au	585	We're sorry, The service is temporarily unavailable. Please try your call later.	Reorder
					(c) We are sorry. The service is temporarily unavailable. Please try your call later on.	
					Note The corresponding H.323 return code (returned by the external prepaid or postpaid server) is 8.	
1305	FS_CAUSE_LCD_ CALLED_NUM_ BLOCKED	586	ann_id_586.au	586	We're sorry. You are not permitted to place a call to this number.	Reorder
					(c) We are sorry. You are not permitted to place a call to this called number.	
					Note The corresponding H.323 return code (returned by the external prepaid or postpaid server) is 9.	
1306	FS_CAUSE_LCD_INSUFF _BALANCE	587	ann_id_587.au	587	We're sorry. Your call cannot be completed because of insufficient balance in your account.	Reorder
					Note The corresponding H.323 return code (returned by the external prepaid or postpaid server) is 12	
1307	FS_CAUSE_LCD_CALL_ CUST_SERVICE	588	ann_id_588.au	588	We're sorry. Your call cannot be completed at this time . Please contact your service provider.	Reorder
					Note The corresponding H.323 return code (returned by the external prepaid or postpaid server) are 7 and 52.	
1308 through 1310 Not used						
1311	FS_CAUSE_SCR_NI_ACT _SUCC	613	ann_id_613.au		Your selective call rejection service is now on.	Confirm
1312	FS_CAUSE_SCR_NI_DEA CT_SUCC	614	ann_id_614.au		Your selective call rejection service is now off.	Confirm

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1313	FS_CAUSE_SCR_NI_ACT_FAIL	615	ann_id_615.au		There are no entries on your list to selectively reject. Your selective call rejection service cannot be activated.	Reorder
1314	FS_CAUSE_SCF_NI_ACT_SUCC	616	ann_id_616.au		Your selective call forwarding service is now on.	Confirm
1315	FS_CAUSE_SCF_NI_DEACT_SUCC	617	ann_id_617.au		Your selective call forwarding service is now off.	Confirm
1316	FS_CAUSE_SCF_NI_ACT_FAIL	618	ann_id_618.au		There are no entries on your list to call forward. Your call forwarding service cannot be activated.	Reorder
1317	FS_CAUSE_SCA_NI_ACT_SUCC	619	ann_id_619.au		Your selective call acceptance service is now on.	Confirm
1318	FS_CAUSE_SCA_NI_DEACT_SUCC	620	ann_id_620.au		Your selective call acceptance service is now off.	Confirm
1319	FS_CAUSE_SCA_NI_ACT_FAIL	621	ann_id_621.au		There are no entries on your list to selectively accept. Your selective call acceptance service cannot be activated.	Reorder
1320	FS_CAUSE_DRCW_NI_ACT_SUCC	622	ann_id_622.au		Your distinctive ringing service is now on.	Confirm
1321	FS_CAUSE_DRCW_NI_DEACT_SUCC	623	ann_id_623.au		Your distinctive ringing service is now off.	Confirm
1322	FS_CAUSE_DRCW_NI_ACT_FAIL	624	ann_id_624.au		There are no entries on your list to provide distinctive ringing. Your distinctive ringing for call waiting service cannot be activated.	Confirm
1323	FS_CAUSE_GFL_AS_UNAVAILABLE	585	ann_id_585.au	585	We are sorry. The service is temporarily unavailable. Please try your call again later.	
1324	FS_CAUSE_GFL_AS_REFUSE	315	ann_id_315.au	315	We are sorry. The service you are trying to use is not available at this time.	
1325 Through 1349 Not used						
1350	FS_CAUSE_CALL_FORWARD_FAILURE	700	ann_id_700.au	700	We're sorry. Your call cannot be completed due to call-forwarding restrictions associated with the subscriber you are trying to reach.	
1351Through 1399 Not used						
1400	FS_SCP_CAUSE_OUT_OF_BAND	550	ann_id_550.au	(c) 550	We're sorry, you cannot reach this number from the area you are calling.	Reorder

Table 8-1   Announcement IDs (continued)

Release Cause Number	Cisco BTS 10200 Cause Designation	Ann ID	Cisco AS5xxx Ann ID and Filename	Think Engine/ IPUnity Ann ID	Description	Default Tone
1401	FS_SCP_CAUSE_ REORDER_ ANNOUNCEMENT				Not used	
1402	FS_SCP_CAUSE_ AUDIBLE_RING				Not used	
Note	The two following announcements are played during parked calls, not as the result of the call being released.					
1406	FS_CAUSE_CF_ACT_ DN_PLAY_SUCC	658	ann_id_658.au		Call forwarding has been successfully activated through your phone. Your calls are being forwarded to [%s].	Confirm
1407	FS_CAUSE_CF_INT_ DN_PLAY_SUCC	659	ann_id_659.au		Call forwarding is activated. Your calls are being forwarded to [%s].	Confirm
none	CPRK_ANN	901	ann_id_901.au	323	The person you are waiting for will answer your call soon. Please stay on the line.	
none	CPRK_CLEAR_ANN	902	ann_id_902.au	320	The person you are calling is busy. Please try again later.	
none	OWN_CALLING_NUM	903		92	DIGIT STRING number announced.	

Defined Cause Codes

Defined cause codes are listed in Table 8-2 through Table 8-8.

Table 8-2   Defined Cause Codes—Normal Events

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Normal Event			
1. [Note 1]	1. Unallocated number	1. Unallocated (Unassigned) number	N/A
2.	2. No route to specified transit network	2. No route to specified transit network	N/A
3. [Note 1]	3. No route to destination	3. No route to destination	N/A
4. [Note 2]	N/A	6. Channel unacceptable	
5. [Note 3]	N/A	7. Call awarded and being delivered in an established channel	

Table 8-2   Defined Cause Codes—Normal Events (continued)

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
6.	16. Normal clearing	16. Normal call clearing	N/A
7.	17. User busy	17. User busy	401. Phone is already off hook
	—	—	402. Phone is already on hook
8.	18. No user responding	18. No user responding	Notified event
9.	19. User alerting, no answer	19. User alerting, no answer	Notified event
10. [Usr->Nw]	21. Call rejected	21. Call rejected	
11. [Note 1]	22. Number changed	22. Number changed	
12.[1]	26. Misrouted call to a ported number	N/A	
13. [Note 3]	N/A	26. Nonselected user clearing	
14.[2]	27. Query on Release (QoR) number not found (No procedures for US networks		
15.	27. Destination out of order	27. Destination out of order	520
16. [Note 1]	28. Address incomplete	28. Invalid number format (incomplete number)	N/A
17. [nw->usr]		29. Facility rejected	N/A
18. [Note 4]		30. Response to STATUS ENQUIRY	N/A
			500. The transaction could not be executed because the endpoint is unknown
19. [Note 5]	31. Unspecified (default)	31. Unspecified (default)	

1. ANSI Standard cause only

2. ANSI Standard cause only

Table 8-3   Defined Cause Codes—Network Resource Unavailable

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Network resource unavailable			
31.	34. No Circuit available	34. No circuit/channel available	
32.		38. Network out of order	Can not reach MGW, network interface down
33.	41. Temporary failure	41. Temporary failure	400. Transaction not completed due to transient error
34.	42. Switching congestion	42. Switching equipment congestion	N/A
35. [Note 6]	43. Access information discarded[1]	43. Access information discarded	
36.	Circuit Reservation Rejected (CMJ)	44. Requested circuit/channel not available	501.Endpoint not ready
37.	47. Resource unavailable (default)	47. Resource unavailable, unspecified	502. Endpoint does not have sufficient resource

1. ANSI standard cause value

Table 8-4   Defined Cause Codes—Service Or Option Not Available

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Service or option not available			
41.	57. Bearer capability not authorized	57. Bearer capability not authorized	N/A
42.	58. Bearer capability not presently available	58. Bearer capability not presently available	N/A
43.	63. Service/Option not available (default)	63. Service or option not available, unspecified	N/A

Table 8-5   Defined Cause Codes—Service/Option Not Implemented

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Service/option not implemented			
51.	65. Bearer capability not implemented	65. Bearer capability not implemented	N/A
52.		66. Channel type not implemented	N/A
53.		69. Requested facility not implemented	N/A
54.		70. Only restricted digital information bearer capability is available	N/A
55.	79. Service/Option not implemented (default)	79. Service or option not implemented, unspecified	N/A

Table 8-6   Defined Cause Codes—Invalid Message

Generic cause code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Invalid message (local significance only)			
61.		81. Invalid call reference value	516
62.		82. Identified channel does not exist	500. Unknown endpoint
63.		83. A suspended call exists, but this call identity does not	
64.		84. Call identity in use	
65.		85. No call suspended	
66.		86. Call having the requested call identity has been cleared	402. The phone is already on hook
67.	88. Incompatible destination	88.Incompatible destination	
68.	91. Invalid transit network selection	91. Invalid transit network selection	
69.	95. Invalid message (default)	95. Invalid message, unspecified	

Table 8-6   Defined Cause Codes—Invalid Message (continued)

70.		96. Mandatory information element is missing	
71.		97. Message type nonexistent or not implemented	

Table 8-7   Defined Cause Codes—Protocol Error

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Protocol error (local significance only)			
81.	97. Message type nonexistent or not implemented	98. Message not compatible with call state or message type nonexistent or not implemented or 41 Temporary failure	
82.	99. Parameter not existent or implemented—discarded	99. Information element nonexistent or not implemented or 41 Temporary failure	
83.		100. Invalid information element contents	
84.	101. Parameter not existent or implemented— passed on	101. Message not compatible with call state or 41 Temporary failure	
85.	102. Recovery on timer expiry	102. Recovery on time expiry	
86.	111. Protocol error (default)	111. Protocol error, unspecified or 41 Temporary failure	510. Protocol Error was detected

Table 8-8   Defined Cause Codes—Interworking

Generic Cause Code	SS7 A.2.4.3/GR-905-CORE	ISDN TABLE I.2/Q.931	MGCP
Interworking			
91.	127. interworking— unspecified (default)	127. Interworking, unspecified	

The numbered notes are listed below:

1. If, following the receipt of a SETUP message or during overlap sending, the network determines that the call information received from the user is invalid, (for example, an invalid number), then the network follows the procedures for a cause such as one of the following:
    #1—Unassigned (unallocated) number
    #3—No route to destination
    #22—Number changed
    #28—Invalid number format (incomplete number)

2. The SETUP message can specify the channel identification information element (IE) for B-channel selection preference indicating preferred channel and alternative channel. If there is no B-channel available for the given criteria, this cause code is sent.

3. In the case of call offering, where multiple terminating exchanges are served with SETUP messages and they in turn respond back with CONNECT messages, the network sends a RELEASE message to the selected users with the cause code call awarded and being delivered in an established channel (#7), and with cause code nonselected user clearing (#26).

4. Upon receipt of a STATUS ENQUIRY message, the receiver responds with a STATUS message, reporting the current call state (the current state of an active call or a call in progress, or the null state if the call reference does not relate to an active call or to a call in progress) and cause #30, as a response to the STATUS ENQUIRY.

5. The terminating exchange can interpret an unspecified cause code as normal clearing (#16), and the originating exchange during the call setup procedure can interpret it as call rejected (#21).

6. IEs with a length exceeding the maximum length are treated as an IE with content error. But for access IEs (for example, a user to user information element or a called-party subaddress IE), cause #43, access information discarded, is used instead of cause No. 100, invalid IE contents.

Admission Reject Cause Code Mapping

If the BTS receives an admission reject (ARJ) when placing an H.323 call, the ARJ maps the cause code received from the gatekeeper to the standard cause codes as shown in Table 8-9.

[

Table 8-9   ARJ Cause Code Mappings

Admission Reject Reason	ISDN Cause Code/H.225 Release Complete Reason	Cause Code Description
CalledPartyNotRegistered	21	call rejected
InvalidPermission	21	call rejected
RequestDenied	21	call rejected
UndefinedReason	63	service/option not available, unspecified
CallerNotRegistered	21	call rejected
RouteCallToGatekeeper	3*	no route to destination
InvalidEndpointIdentifier	21	call rejected
ResourceUnavailable	47**	quality of service unavailable
SecurityDenial	21	call rejected

H.323 Trunk Group Cause Code Mapping

Table 8-10 shows the defaults for mapping H.323 trunk groups.

Table 8-10   Defaults for H.323 Trunk Groups

Received Cause Codes	Standard Cause Codes	Actions	Cause Code Description	Action Description
001	001	REATTEMPT	Unassigned number	Reattempt the call by requerying the gatekeeper.
003	003	REATTEMPT	No route to the destination	Reattempt the call by requerying the gatekeeper.
021	021	REATTEMPT	Call rejected	Reattempt the call by requerying the gatekeeper.
031	031	REATTEMPT	Normal, Unspecified	Reattempt the call by requerying the gatekeeper.
034	034	REATTEMPT	No circuit available	Reattempt the call by requerying the gatekeeper.
038	038	REATTEMPT	Network is out of order	Reattempt the call by requerying the gatekeeper.
041	041	REATTEMPT	Temporary failure	Reattempt the call by requerying the gatekeeper.
042	042	REATTEMPT	Switch is congested	Reattempt the call by requerying the gatekeeper.
047	034	ROUTE-ADVANCE	Resource Unavailable, Unspecified	If additional routes are available in the route table, route advance to the next trunk group within the route.
049	049	REATTEMPT	QoS is not available	Reattempt the call by requerying the gatekeeper.
063	063	REATTEMPT	Service or option not available	Reattempt the call by requerying the gatekeeper.

SIP Cause Code Mapping

A cause code identifies why a call is released. A Session Initiation Protocol (SIP) call can fail due to an internal failure event rather than in response to an event received from the telephone side. This is analogous to the IP Leg (H.323) Call Clearing section.

The following error codes are generated when the call is released by the SIP interface:

- 127 - Interworking, unspecified

    - Acknowledgment not received on final or reliable provisional response to a SIP 'Invite' or 'Re-Invite' sent.

    - When the Session Description Protocol (SDP) is not received in a SIP 'Ack' request and is expected.

    - When 200 class response to an initial 'Invite' is sent or received and SDP is expected but not available.

- 41 - Temporary failure

    - Request timeout on initial SIP 'Invite' sent.

    - Failure to interpret an ISUP attachment from a received SIP-T provisionable response.

- 102 - Recovery of timer expiry

– Final response timeout when not sending a final response to an initial SIP 'Invite' within acceptable duration.

– No response to a 'Re-Invite' or 'Update' request sent during an active call.

Table 8-11 maps standard cause codes to SIP response codes.

Table 8-11   Standard Cause Codes Mapped to SIP Response Codes

Standard Cause Code	Description	SIP Response Code	Description
1	Unallocated Number	404	Not Found
2	No Route To Network	404	Not Found
3	No Route To Destination	404	Not Found
4	Vacant Code (ANSI)	404	Not Found
5	Misdialed Trunk Prefix (ANSI)	404	Not Found
8	0 Prefix Dialed But Not Allowed (ANSI)	488	Not Acceptable Here
9	1 Prefix Dialed But Not Allowed (ANSI)	488	Not Acceptable Here
10	1 Prefix Absent	488	Not Acceptable Here
16	Normal Clearing		
17	User Busy	486	Busy Here
18	No User Responding	408	Request Timeout
19	No Answer From the User	480	Temporarily Unavailable
20	Subscriber Absent	480	Temporarily Unavailable
21	Call Rejected	403	Forbidden
		603	Decline
22	Number Changed	410	Gone
22	Number Changed	301	Moved Permanently (Contact has number from diagnostic)
23	Redirection to New Destination	410	Gone
26	Nonselected User Clearing or Misrouted Ported Number	404	Not Found
27	Destination Out of Order	502	Bad Gateway
28	Address Incomplete	484	Address Incomplete
29	Facility Rejected	501	Not Implemented
31	Normal Unspecified	480	Temporarily Unavailable
34	No Circuit Available	503	Service Unavailable
38	Network Out of Order	503	Service Unavailable
41	Temporary Failure	503	Service Unavailable
42	Switching Equipment Congestion	503	Service Unavailable
44	Requested Circuit Not Available	503	Service Unavailable
47	Resource Unavailable	503	Service Unavailable

Table 8-11   Standard Cause Codes Mapped to SIP Response Codes (continued)

Standard Cause Code	Description	SIP Response Code	Description
55	Incoming Calls Barred with CUG	403	Forbidden
57	Bearer Capability Not Authorized	403	Forbidden
58	Bearer Capability Not Presently Available	503	Service Unavailable
63	Service/Option Not Available	503	Service Unavailable
65	Bearer Capability Not Implemented	488	Not Acceptable Here
69	Requested Facility Not Implemented	606	Not Acceptable
70	Only Restricted Digit Available	488	Not Acceptable Here
79	Service or Option Not Implemented	501	Not Implemented
87	User Not a Member of CUG	403	Forbidden
88	Incompatible Destination	503	Service Unavailable
95	Invalid Message	503	Service Unavailable
102	Recovery On Timer Expiry	504	Gateway Timeout
111	Protocol error	500	Server Internal Error
127	Interworking Unspecified	500	Server Internal Error
All Other Cause Codes		500	Server Internal Error

Table 8-12 maps SIP response codes to standard cause codes.

Table 8-12   SIP Response Code to Standard Cause Code Mapping

SIP Response Code	Description	Standard Cause Code	Description
400	Bad Request	41	Temporary Failure
401	Unauthorized	21	Call Rejected
402	Payment Required	21	Call Rejected
403	Forbidden	21	Call Rejected
404	Not Found	1	Unallocated Number
405	Method Not Allowed	63	Service or Option Unavailable
406	Not Acceptable	79	Service/Option Not Implemented
407	Proxy Authentication Required	21	Call Rejected
408	Request Timeout	102	Recovery On Timer Expiry
409	Conflict		
410	Gone	22	Number Changed (no diagnostic)
411	Length Required		
413	Request Entry Too Long	127	Interworking Unspecified

Table 8-12   SIP Response Code to Standard Cause Code Mapping (continued)

SIP Response Code	Description	Standard Cause Code	Description
414	Request URI Too Long	127	Interworking Unspecified
415	Unsupported Media Type	79	Service/Option Not Implemented
416	Unsupported URI Scheme	127	Interworking Unspecified
420	Bad Extension	127	Interworking Unspecified
421	Extension Required	127	Interworking Unspecified
423	Interval Too Brief	127	Interworking Unspecified
480	Temporarily Unavailable	18	User Not Responding
481	Call Transaction Does Not Exist	41	Temporary Failure
482	Loop Detected	25	Exchange Routing Error
483	Too Many Hops	25	Exchange Routing Error
484	Address Incomplete	28	Invalid Number Format
485	Ambiguous	1	Unallocated Number
486	Busy Here	17	Busy Here
487	Request Terminated		
488	Not Acceptable		
500	Server Internal Error	41	Temporary Failure
501	Not Implemented	79	Service/Option Not Implemented
502	Bad Gateway	38	Network Out of Order
503	Service Unavailable	41	Temporary Failure
504	Server Timeout	102	Recovery On Timer Expiry
505	Version Not Supported	127	Interworking Unspecified
513	Message Too Long	127	Interworking Unspecified
600	Busy Everywhere	17	Busy Here
603	Decline	21	Decline
604	Does Not Exist Anywhere	1	Unallocated Number
606	Not Acceptable		
Any Other Status Code		31	Normal Unspecified

Enhanced SIP Cause Code Mapping

BTS 10200 has cause code map table entries that:

- allow SIP protocol adapters to alternate between standard and raw cause codes
- allow overriding of standard and raw cause codes

Provisioning Cause Code Mapping

Provision cause code mapping for the one SIP trunk group, all SIP trunks, or all SIP subscribers.

Step 1   Add a cause code to the cause code map profile id.

```
>add cause_code_map_profile id=SIP_CAUSE_CODE;
```

Step 2   Convert cause codes. In the example below, Q.850 cause code 27 converts to SIP response code 503:

```
>add cause_code_map
id=SIP_CAUSE_CODE;recv_cause_code=27;cause_code_type=STD;send_cause_code=503;std_cause_
code=27;action=RELEASE;
```

Step 3   Convert SIP response codes. In the example below, SIP response code 502 converts to SIP response code 503.

```
>add cause_code_map id=SIP_CAUSE_CODE;recv_cause_code=502;std_cause_code=38;
cause_code_type=SIP;send_cause_code=503;action=RELEASE;
```

Step 4   Associate a cause code map id to one trunk group:

```
>add trunk_grp id=1;dial_plan_id=BASIC_DPP;tg_type=SOFTSW;
softsw_tsap_addr=bts10200.cisco.com:5210;tg_profile_id=SS_PRO_1;call_agent_id=CA146;pop
_id=1; cause_code_map_id=SIP_CAUSE_CODE;
```

or:

Associate a cause code map id to all SIP trunks:

```
>add ca_config type=default-sip-cause-code-map-id;datatype=STRING;value=SIP_CAUSE_CODE;
```

or:

Associate a cause code map id to all SIP subscribers:

```
>add ca_config
type=default-sip-sub-cause-code-map-id;datatype=STRING;value=SIP_CAUSE_CODE;
```

Provisioning Q.850 Cause Codes

Enable the SEND_REASON_HDR flag in the (softsw-tg-profile) table:

```
>change softsw_tg_profile id=SS_PRO_1; send_reason_hdr=Y;
```

Provisioning SIP Response Phrases

Add or change SIP response phrases in the SIP Response Code table. For SIP codes resulting from checking the Cause Code Mapping table, the response phrase, is from the sip-response-code table. If a response phrase does not exist, the BTS 10200 generates a default.

```
>add sip_response_code resp_code=510;resp_phrase=Server Internal Error;
```

Enabling send_reason_hdr flag in the softswitch trunk group profile

```
>change softsw_tg_profile id=SS_PRO_1; send_reason_hdr=Y;
```