

Bandwidth EVS Dash board

User Guide



The screenshot shows a login form for the Bandwidth EVS Dashboard. At the top center is the Bandwidth logo, a stylized 'b' inside a circle, with the word 'bandwidth' below it. Below the logo is a horizontal line. Underneath the line are two input fields: 'Username:' followed by a text box, and 'Password:' followed by a text box. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the form are two buttons: 'Submit' and 'Clear'. At the very bottom of the form, there is a copyright notice: 'Copyright 2017 Bandwidth.com, Inc.'

Bandwidth EVS Dashboard

User Guide

The Bandwidth EVS Dashboard is designed to provide the customer with an easy-to-use interface to **our** back-end systems. It is a quick and efficient way to keep connected with 911 endpoints, LNP requests, DID requests, emergency and information services.

Bandwidth EVS Dashboard Access: <https://dashboard.dashcs.com/dash-board/login.jsp>

Bandwidth EVS Dashboard

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Bandwidth EVS Dashboard

The Bandwidth EVS dashboard is designed to provide customers with an easy-to-use interface to our back-end systems. It is a quick and efficient way to keep connected with 9-1-1 endpoints and location information.



The screenshot shows a login form for the Bandwidth EVS Dashboard. At the top center is the Bandwidth logo, consisting of a stylized 'b' and 'w' above the word 'bandwidth'. Below the logo is a horizontal line. Underneath the line are two input fields: 'Username:' followed by a text box, and 'Password:' followed by a text box. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the form are two buttons: 'Submit' and 'Clear'. At the very bottom of the form, there is a copyright notice: 'Copyright 2017 Bandwidth.com, Inc.'

Getting Acquainted with the EVS Dashboard



The screenshot shows the Bandwidth EVS Dashboard interface. At the top, there is a navigation bar with the Bandwidth logo and a menu with items: Account, Emergency, Cnam, Static Ali, Origination, Termination, Directory Assistance, N11, Reports, and Documents. Below the navigation bar, there are sub-menu items: Summary, Users, Sip Peers, and View Batches. The main content area is divided into two sections:

Customer Information

Company name:	Test Customer
Description:	Test
Address:	8314 E County Road 300 S
City:	Louisville/Jefferson County
State:	Kentucky
Zip:	46168
Biliable:	No
Nena Id:	
Support URL:	
Support Phone Number:	
Parent Account:	
Subaccounts:	

Service Status

Service	Status
EMERGENCY	active
ORIGINATION	active
ENUM	active
CNAM	active
TERMINATION	active
DIRECTORY_LISTING	active
DIRECTORY_ASSISTANCE	active
N11	active
STATIC_ALI	active

The dashboard provides many options to viewing orders, submitting orders, assigning users and more. Each of the main menu items represents a Bandwidth product, and the sub-menus represent viewable or changeable information within that product.

ACCOUNT: Displays the customer's information and includes company summary information, services currently active with Bandwidth, authorized users, SIP Peers and batch information.

EMERGENCY: Allows addition of emergency endpoints, details of endpoints and endpoint batch information. Also available is configuration information for additional services such as the branded website, API, SIP Peers and PSTN access lines.

CNAM: Shows active or inactive status of CNAM service, as well as allows filterable reporting of CNAM requests.

DIRECTORY ASSISTANCE: Shows active or inactive status of DA, as well as viewable peer configuration.

N11: Shows active or inactive status of Enhanced N11 services (Nationwide 511, 711 and 811 calling).

REPORTS: Provides emergency, origination and termination reporting functionality.



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Adding, Deleting and Managing Users

Customer Information

Company name:	Test Customer
Description:	Test
Address:	8314 E County Road 300 S
City:	Louisville/Jefferson County
State:	Kentucky
Zip:	46168
Billable:	No
Name Id:	
Support URL:	
Support Phone Number:	
Parent Account:	
Subaccounts:	

Service Status

Service	Status
EMERGENCY	active
ORIGINATION	active
ENUM	active
CNAM	active
TERMINATION	active
DIRECTORY_LISTING	active
DIRECTORY_ASSISTANCE	active
N11	active
STATIC_ALI	active

The users screen will display all of the users the customer has authorized to use the dashboard. The asterisk symbol (*) defines an administrator on the account. Users with a long string of numbers behind their name are deleted users (inactive/unable to log in). To add more users, click the **Create a New User** link. To edit an existing user, click on their Username in the list.

User Information

Username:*

First name:* Last name:*

Title:

Contact Information

Work phone: Cell phone:

Fax: Email:*

Assigned role(s):

- Administrator
- User
- Billing
- Network Contact
- Website Contact
- Branded Site
- System Role for API Emergency Access
- System Role for API Origination Access
- Origination Notification
- Origination CDR FTP
- Emergency Notification
- Static ALI Upload
- Location Administrator

When adding a new user, fill in the **user's information** in the fields provided. Fields marked with an asterisk (*) are required fields. To **assign roles** to the users, simply click in the box for each role the user will be assigned. The same screen will be provided to edit an existing user. All information can be edited for an existing user, except for the user's Username. To change a username, simply delete the user and reassign a new profile with the correct username.

Note: Administrators are the only users who can add/edit users or delete endpoints. All administrators will also receive system messages and alerts, via the email address provided in their user profile.

User Roles Defined

Function	Admin	User	Bandwidth	Other / Notes
Adding SIP Peers	X			
Removing/Editing SIP Peers			X	
Adding/Viewing Emergency Endpoints	X	X		
Deleting Emergency Endpoints	X			
Submitting Batch Uploads	X	X		
Managing Subaccounts	X			
Batch Deletions of Emergency Endpoints			X	
Submitting Orders	X	X		
View CDRs on dashboard				Must have 'billing' role
Access CDRs on CDR website				Must have 'CDR FTP Access' role
Viewing / Editing DID information	X	X		
Change routing (peer group) per DID	X			
Receive Emergency (ECC call) notifications via email	X			Routes to all admins, UNLESS the 'emergency notification' role is assigned to any user. Once that role is assigned to someone, the notifications will ONLY go out to those with that role.
Emergency API Access				For any user updating emergency address or endpoint information via the API.

All roles other than User or Administrator are secondary roles. Any other function you wish to provide to your user will also need to be selected. For example, if you want to create a basic user with functionality to view/pull CDRs in the dashboard, as well as receive emergency notifications, you would assign that user the User, Billing and Emergency Notification roles. Please contact support@bandwidth.com if assistance is needed when assigning/editing users.

Emergency Summary

Emergency Summary		
Service status:	Active	
API access?	Enabled	Stats
Branded website?	Yes	
Connectivity type:	PSTN / SIP	
Total Active Endpoints:	49	
Total Unprovisioned Endpoints:	0	Export List of Unprovisioned Endpoints
Total Provisioned Endpoints:	49	(%100%)
Total Enhanced Endpoints:	46	(%94%)
Total Advanced Endpoints:	3	(%6%)

The Emergency Summary screen displays a summary of the emergency services a customer currently has with Bandwidth.

SERVICE STATUS: Indicates if emergency services are active.

BRANDED WEBSITE: Indicates if the customer subscribes to, and uses a branded website. If you require this feature, please contact Bandwidth support to activate the feature and provide proper setup documentation.

API ACCESS: Indicates if the customer subscribes to the API to update or query endpoint information. Click on the 'Stats' link to pull a .csv file of the different call methods being made. If you require this access, please contact Bandwidth support for activation and setup documentation.

CONNECTIVITY TYPE: Indicates if the customer is routing through PSTN, SIP or both.

TOTAL ACTIVE DIDs: The number of endpoints entered in the dashboard.

TOTAL PROVISIONED DIDs*: The number of emergency provisioned (geocoded) DIDs.

To pull a list of the unprovisioned emergency DIDs, simply click the link next to this summary.

TOTAL ENHANCED (I2) DIDs:** The number of DIDs provisioned to enhanced 9-1-1 services / PSAPs.

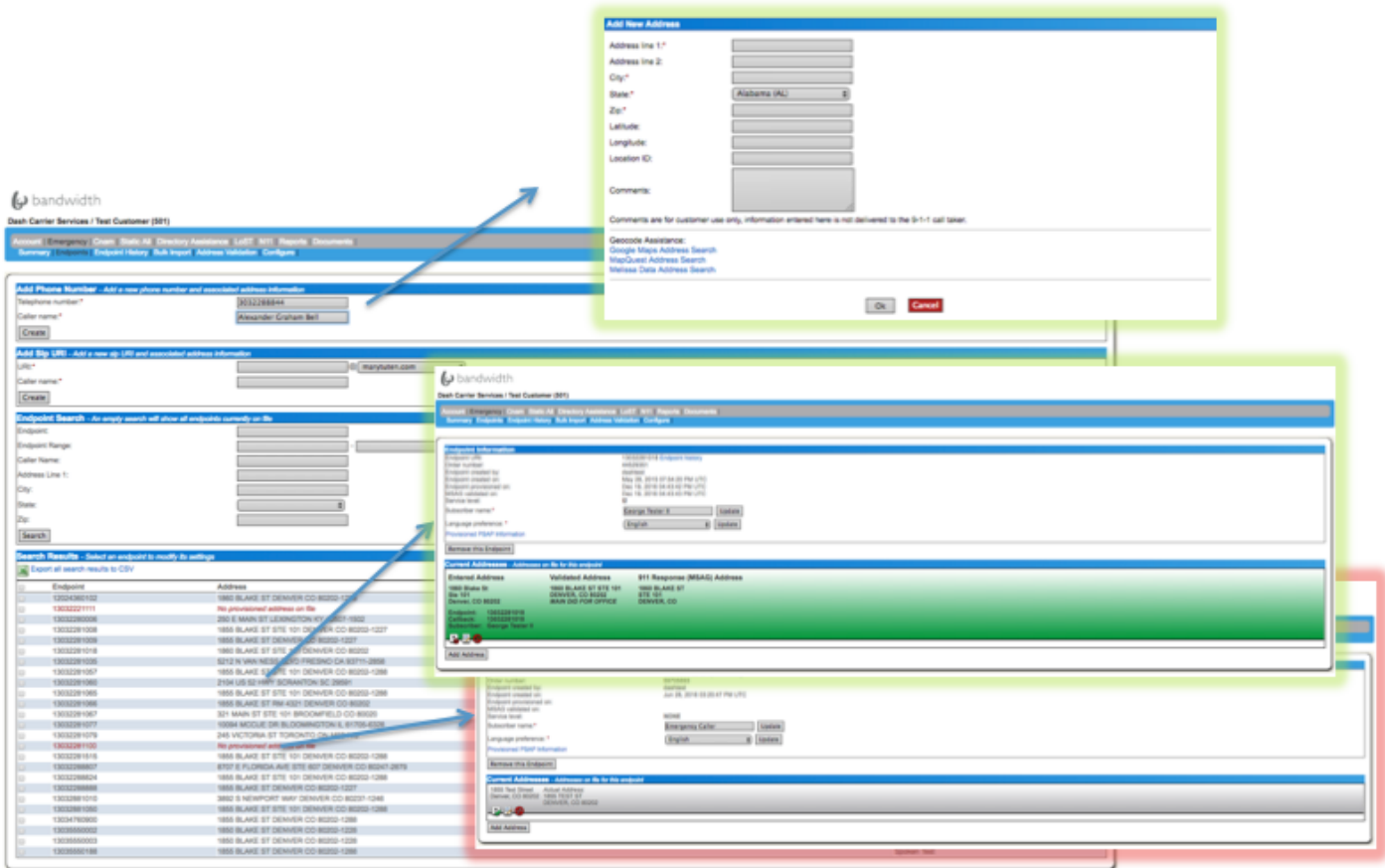
TOTAL ADVANCED (I1) DIDs: The number of DIDs provisioned to advanced emergency call centers.

**If the provisioned DIDs are less than the active DIDs, there are endpoints that are not validated and therefore may incur fees if 9-1-1 is contacted from that unprovisioned endpoint. An endpoint that has been added in the dashboard, but has an inactive address will be sent to the Emergency Call Center (ECC). Please see our specific e9-1-1 routing guide for more information.*

***The difference between an advanced and enhanced DID is where the call is routed. If the endpoint is provisioned as i1/Advanced it means that the local PSAP is not yet capable of receiving the information directly from Bandwidth. These calls would be routed to the Emergency Call Center (ECC). If the endpoint is provisioned as i2/Enhanced, it will route directly to the PSAP.*

Adding, Editing and Viewing Emergency Endpoints

The endpoints page is used for creating, viewing or editing endpoints.



Creating a New Endpoint: Enter the endpoint (TN) in the Telephone Number box. Enter the Caller Name in the Caller Name box. Click 'Create'. Click 'Yes' in the dialogue box that follows, indicating an address needs to be added. The basic 'shell' of the 9-1-1 endpoint has now been created. To complete the endpoint, the address will need to be entered by clicking on the 'add address' button (see inset). Enter the user's address information and click 'OK' to continue. A dialogue box will be presented to confirm adding your address, and once the message is accepted your address will be provisioned (green). If a dialogue box is presented that the address cannot be added (red or gray), please verify and revise your address. If the issue persists, please contact Bandwidth support for additional assistance. Please allow a minimum of 5-minutes before making any 9-1-1 test calls on a newly provisioned endpoint.

Adding the address may return multiple addresses. When this happens it does not mean that your original address is unable to be provisioned/geocoded. It means that Bandwidth was able to find similar addresses to what was sent. The addresses will be in order of highest to lowest confidence, with highest being first. Select the correct address to continue. If none of the addresses are correct for what you are entering, select the 'none of the above' option and continue with your provisioning. Again, if you are still unable to successfully provision your address, contact Bandwidth support.



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Bandwidth allows up to three addresses for each endpoint on file, although only one address can be provisioned (green) at a time. This is best used for mobile customers so that 9-1-1 service can ‘follow’ the customer. **To add an additional address**, access the endpoint and click ‘add address’. Follow the same steps as outlined above. To toggle between the address you wish to have active at the time, click the ‘activate address’ icon. The new address will become active while the other(s) will be dormant.

Entered Address: This is the address entered and associated with the telephone number. For best results, the entered address should be the postal address associated with the users location.

Validated Address: Bandwidth takes the entered address and performs a number of operations on the address including standardization and geocoding. For instance, an entered address of “East Elm Street” is standardized and validated to “E Elm St”.

911 Response (MSAG) Address: The Bandwidth system MSAG-validates the address using the addressing standards of the local emergency authority. The local emergency authorities decide what the MSAG-valid city/community name is, what abbreviations they want to use for street types, etc. The MSAG-valid address is the address that is delivered to the PSAP along with the 911 call.

Endpoint Searches and Exports



Dash Carrier Services / Test Customer (501)

Account | Emergency | Onam | Static All | Directory Assistance | LoST | N11 | Reports | Documents | Summary | Endpoints | Endpoint History | Bulk Import | Address Validation | Configure

Add Phone Number - Add a new phone number and associated address information

Telephone number:*

Caller name:*

Add SIP URI - Add a new sip uri and associated address information

URI:* @ manytuten.com

Caller name:*

Endpoint Search - An empty search will show all endpoints currently on file

Endpoint:

Endpoint Range: -

Caller Name:

Address Line 1:

City:

State:

Zip:

The dashboard provides a variety of search options to suit your needs. These options are listed as follows:

All Endpoint Search: Search for all endpoints on file for your specific account. Leave the search box empty and select ‘Search’. This will automatically pull up a list of all endpoints, provisioned or unprovisioned. Any unprovisioned addressees are denoted by the red line that indicates ‘No provisioned address on file’.

Endpoint: To search for a specific endpoint, simply enter the endpoint and click on the ‘Search’ button. The Endpoint field also supports partial telephone number searches. For example, enter the area code of a telephone number to return all the numbers with that area code.

Caller Name: Enter the name associated with the telephone number and click on the ‘Search’ button to see what telephone number is associated with that caller name.



Address Line 1: Enter the address, or any part of the address and click on the ‘Search’ button to return a list of telephone numbers that have that address associated with them.

City: Enter the city name and click on the ‘Search’ button to see a list of all telephone numbers in that city.

State: Enter the state name and click on the ‘Search’ button to see a list of all telephone numbers in that state.

Zip: Enter the zip code and click on the ‘Search’ button to see a list of all telephone numbers with that zip code.

Once your specified search pulls up on the screen, you can click on any endpoint in the list to view or edit. Any search performed is exportable by clicking the link or excel icon at the bottom of the page. You must have the user role assigned to you for the link to work properly. The results will export into a CSV file for easy reporting or filtering.

Viewing Endpoint History

You may view the history of any active endpoint in two ways:

1. Access the endpoint itself, and click the link ‘Endpoint History’ next to the TN
2. Click the sub-menu link ‘Endpoint History’

This will show you a history of any provisioned address for that endpoint, to include the date and time of each change.

Telephone Number - Lookup address information based on telephone number

Telephone number:

Address for 13035551001 from Oct 07, 2014 09:07:05 PM UTC to Current

Provisioned by user: shaakir
Provision service level: I2

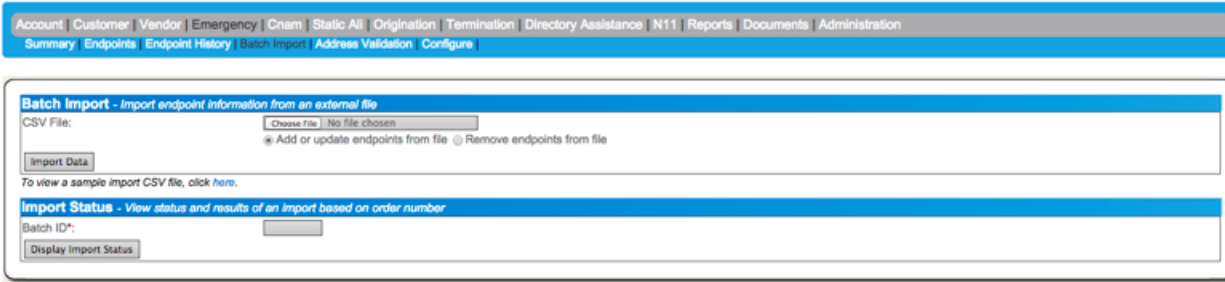
Mailing Address

Address: 2335 CHICKASAW ST
City: CINCINNATI
State: Ohio
Zip: 45219-1209

Provisioned Address

House number: 2335
Prefix directional:
Street name: CHICKASAW
Street suffix: ST
Post directional:
Location:
City: CINCINNATI
State: Ohio
Zip: 45219-1209
Latitude: 39.126049
Longitude: -84.522209
Description:

Submitting Emergency Endpoint Batches



The screenshot shows the 'Batch Import' section with a 'CSV File' field and an 'Import Data' button. Below it is the 'Import Status' section with a 'Batch ID*' field and a 'Display Import Status' button.

Endpoints can be entered into the dashboard one at a time, or via a batch upload. To upload a batch, utilize the **sample CSV file** to ensure the formatting is correct. Improper formatting will result in a failed batch upload*. Once the CSV file has been filled out and saved onto your PC, browse for the file, then click 'Import Data'. A successful file upload will **result in a message** that contains the batch number/ID. A successful upload only indicates the file was submitted properly. **The batch ID MUST be checked to insure the addresses were properly loaded and provisioned into the dashboard.**


To check the status of a batch, enter the batch ID into the Batch ID box in the Import Status or Find Batch section. A list will appear that will show all addresses the dashboard accepted, and what the status is of each endpoint. ***It is extremely important that you check the status of each batch to ensure the endpoints and addresses were all provisioned correctly.***

Results For Batch #12115		
Results for location 1469257 : 13035551001	Current status: INVALID	
Caller Name:	Chester Testington	
Address:	1171 Test Circle Denver, 80221	
Results for location 1469259 : 13035551000	Current status: EMERGENCY ACCEPTED	
Caller Name:	Joe Test	
Address:	1855 Blake St Ste 101 Denver, 80202	
Results for location 1469261 : 13035551002	Current status: EMERGENCY ACCEPTED	
Caller Name:	George Tester	
Address:	2040 Larimer St Denver, 80205	
Results for location 1469263 : 13035551003	Current status: INVALID	
Caller Name:	Mr. Test Man	
Address:	123 Main St Apt B Denver, 80602	
Displaying results 1 to 4 of 4.		
Additional Notes		
Date	Note	Note Status
January 22, 2010 10:03:02 PM UTC	Bulk Process: Using standard format for file processing of 13035551001	INFORMATION
January 22, 2010 10:03:02 PM UTC	Bulk Process: Using standard format for file processing of 13035551000	INFORMATION
January 22, 2010 10:03:02 PM UTC	Address set to 1171 Test Circle Denver, CO 80221 for TN 13035551001	INFORMATION
January 22, 2010 10:03:02 PM UTC	Address set to 1855 Blake St Ste 101 Denver, CO 80202 for TN 13035551000	INFORMATION
January 22, 2010 10:03:02 PM UTC	Bulk Process: Did with hier part of 13035551001 is on file; attempting to remove	INFORMATION
January 22, 2010 10:03:02 PM UTC	Bulk Process: Did with hier part of 13035551000 is on file; attempting to remove	INFORMATION

Results of a batch upload for emergency endpoints will look similar to this, if successful. The top portion (Results box) will show the status of each TN uploaded in a color-coded fashion that's easy to understand. Any addresses in green are active/provisioned. Addresses in red need manual intervention by the customer, or the bandwidth support team. The bottom portion (Notes) provides general notes and information in relation to the upload.

*A failed batch upload may still give you a batch ID. If the results of the batch ID show that no provisioning information is found, rather than the expected result shown above. If a similar result is not seen, please contact Bandwidth support for assistance or check your file for formatting errors. The most common formatting errors seen are: copy/paste errors when additional information (such as HTML) is pulled into the file without knowing, moving or changing the information in the headers on the csv file, country listed as USA rather than US.

Address Validation



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents | Summary | Endpoints | Endpoint History | Batch Import | Address Validation | Configure

Address Validation - Determine whether or not an address can be provisioned


Street Address*:

City*:

State*:

Zip*:

The dashboard provides the ability to verify if an address can be provisioned. Enter Street Address, City, State and Zip and click on the Validate button.



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents | Summary | Endpoints | Endpoint History | Batch Import | Address Validation | Configure

• Address successfully validated

Address Validation - Determine whether or not an address can be provisioned

Street Address*:

City*:


State*:

Zip*:

Validation Results

Address:	7482 EADS AVE, LA JOLLA, CA 92037
PSAP:	San Diego PD - Communications [100003649]
Geodetic Location:	32.839739, -117.275022

If the address can be provisioned, a green banner is displayed indicating that the address successfully validated.



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents | Summary | Endpoints | Endpoint History | Batch Import | Address Validation | Configure

• Unable to validate address

Address Validation - Determine whether or not an address can be provisioned

Street Address*:

City*:

State*:

Zip*:

Validation Results

No results found

If the address can not be provisioned, a red banner is displayed indicating that the system was unable to validate the address.



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Subaccount Management

If you're an administrator of an account with child accounts, you have the ability to find and manage 911 phone numbers across all the accounts without logging in to each child account. In dashboard, go to Accounts->Subaccounts. The subaccounts page will list all of your accounts, including the parent account.



VoiceVIP (99997001)

[Account](#) | [Emergency](#) | [Cnam](#) | [Static Ali](#) | [Origination](#) | [Directory Assistance](#) | [N11](#) | [Reports](#) | [Documents](#) |

[Summary](#) | [Users](#) | [Subaccounts](#) | [Sip Peers](#) | [View Batches](#) |

Account Lookup

Account ID:

Endpoint:

Select an account - *Select an account from the list below*

Id	Name	Description	Services
99997001	VoiceVIP	VoiceVIP Main Account	EMERGENCY (active)
99997002	VoiceVIP EastCoast	VoiceVIP East Coast Account	EMERGENCY (active)
99997003	VoiceVIP WestCoast	VoiceVIP West Coast Account	EMERGENCY (active)

Click on one of the account names, and you will be viewing information for that particular account. Note how the “Viewing as” banner displays the account you are working with:

Viewing as: VoiceVIP EastCoast (99997002)



Now you can search for phone numbers, update addresses, and run batch jobs and reports as though you were a user in that particular account.

When viewing a child account, you are limited to the behavior allowed for an administrator of that child account. For example, as an administrator of a child account, you won't be able to view the subaccounts of the parent account.

When you want to manage other accounts click the exit icon at the right of the “Viewing as” banner.

Viewing as: VoiceVIP EastCoast (99997002)



Searching for endpoints

Administrators for the parent account can search for endpoints across all accounts or a particular subaccount. To do this, go to Emergency-->Endpoints. The endpoint search form provides a list of accounts, including the main account and all child accounts.

Endpoint Search - An empty search will show all endpoints currently on file

Accounts: ▾

Endpoint: ▾

Endpoint range: -

Caller Name:

Address Line 1:

City:

State: ▾

Zip:

Results Per Page: ▾

Select a specific account to limit the search to, or use “All” to search across the parent and all child accounts. A list of endpoints will be returned, with the name of the account that each endpoint belongs to.

Search Results - Select an endpoint to modify its settings

Endpoint	Account	Address
15553217001	VoiceVIP (99997001)	No provisioned address on file
15553217002	VoiceVIP EastCoast (99997002)	999 18TH ST TEST PLACE DENVER CO 80202
15553217003	VoiceVIP (99997001)	2735 W CALLE DEL NORTE CHANDLER AZ 85
15553217004	VoiceVIP (99997001)	No provisioned address on file

Updating endpoints

If you click the row for an endpoint that belongs to a child account, you will see the “View as” banner, telling you that you are now acting on behalf of that child account. You can edit the phone number and its associated address.

Importing endpoints as a batch

If you are acting on behalf of a child account and start a batch import of endpoints, those endpoints will be added to the inventory of the child account, not to the inventory of your own account.

Reports

If you have the billing role for a parent account, you have the option of searching for emergency CDRs across all of your accounts.



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We also added a new Endpoint Service History report which shows you the service history (activation and deactivation history) of a particular endpoint.

Batch jobs

Some larger reports will start batch jobs for background processing while you continue using dashboard. If you start a batch job while viewing a subaccount, any documents that batch job creates will be available under the Documents tab for that subaccount.

Emergency Configuration



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents

Summary | Endpoints | Endpoint History | Batch Import | Address Validation | Configure

Branded Website

Key type:

Key 0:

Key 0 ASCII:

Key 1:

Key 1 ASCII:

Generate new keys

On success return URL:

On failure return URL:

Show possible address results?:

Show service address?:

Logo URL:

CSS URL:

Branded Site Url Generator

API URLs

Rest: <https://service.dashcs.com/dash-api/xml/emergencyprovisioning/v1?wsdl>

SOAP: <https://service.dashcs.com/dash-api/soap/emergencyprovisioning/v1?wsdl>

PSTN Access Lines - PSTN lines authorized for emergency access

13032288697
13032288698
1404625707

Sip Peers - Sip peers authorized for emergency service

Hostname/IP	Description	Active
192.168.3.10	A test peer	false
208.94.157.2	Monitor Danmon02	true
206.124.27.74	OpenSips Test	false
216.239.44.72	GV Test IP	false

The configuration page is used to provide information regarding authorized SIP peers for emergency service, branded website information, API and PSTN information.

BRANDED WEBSITE: The Bandwidth branded website is a branded user portal where your end users may update their own 9-1-1 address information, onto an interface that looks like your own. Please contact Bandwidth support for specific branded website documentation to assist with setup.

API: Here you will find the Bandwidth WSDLs for ReST and SOAP, which is used to point to the Bandwidth API. Please contact Bandwidth support for documentation on this product.

PSTN ACCESS LINES: If you use/require PSTN access, your account specific PSTNs will be listed here.

SIP PEERS: Shows a list of any SIP Peers you are currently allowing/authorizing 9-1-1 traffic to be accepted from.



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Viewing and Editing Orders

To view orders that have been submitted to Bandwidth, first select the order type you wish to search for. This will reformat the search menu to allow additional options in finding your order. Enter any/all appropriate information needed to find the order and click 'Update'.



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents

Summary | Active DIDs | DID Order | LNP Order | Bulk Order | View Orders | Port Out Report | Configure

Search For Orders - LNP orders that are assigned to projects will be excluded from the Order Results

Order type*:

Order status*:

Show order created by:

Order number:

Internal order ID:

Show results between: and

Results per page:

Orders that have been submitted will be displayed based on the search criteria used. The current status of the order can be viewed on the screen. If more detail on the order is needed, or if any additional files need to be uploaded at any time during the ordering process, **click on the order** in the list.



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents

Summary | Active DIDs | DID Order | LNP Order | Bulk Order | View Orders | Port Out Report | Configure

Order Details

Internal order ID: Test
 Order ID: 43325746
 Order date: 04/17/15
 Ordered by: system
 Order type: DID
 Order status: Complete
 Last updated: 04/17/15
 FOC date: 4/17/15
 Requested FOC date: First available.
 Business name: Test
 Authorizing person's name:
 Address: 8314 E County Road 300 S
 City: Louisville/Jefferson County
 State: Kentucky (KY)
 Zip: 46168
 Billing Telephone Number (BTN): 13035551235
 PIN:
 Account number:
 Note content:
 500 of 500 characters remaining.

Internal Port - DID Details

Did	Status
17205070290	Complete

DID Details

Date	Did	Status	Notes
04/17/2015	17205070290	cancelled	

Displaying results 1 to 1 of 1. [Previous](#) / [Next](#)

Order History

Date	Notes
April 17, 2015 05:08:06 AM UTC	Test

You have the ability to add notes to your order at any time during its processing cycle.

N11 Summary

www.bandwidth.com

p. (800) 808-5150 | f. (919) 297-1101 | e. support@bandwidth.com

Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents | Summary |

N11 Service Summary

Service status: active

N11 Services

Name	Description
711	Telecommunications Relay Service (TRS)
811	Access to One Call Services to Protect Pipeline and Utilities from Excavation Damage
511	National Travel Information Number

N11 summary indicates whether your N11 services are active or inactive. This is a read-only section. If you believe this service should be active for your account, please contact your sales manager for assistance.

Dashboard CDRs and Reports

Although Bandwidth has CDR reporting and access on the dashboard, bulk results will be provided via our CDR website. To log in to our CDR website, go to: <https://cdrs.evs.bandwidth.com/>. You will be prompted for your login and password, which is the same information you would use to login to the dashboard. To have access to the CDR website, your login must have the 'CDR FTP Access' role assigned. Please contact support for CDR header information, if needed. Contact your account administrator for the CDR access/role to be added to your login.

Pulling Emergency CDRs

Emergency CDRs can be pulled on the dashboard by accessing the reports menu. Using any or all of the filtering options available, specific information will be provided which is exportable into a .csv file.

Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents | Emergency | Origination

Filter Report

Ani hier part:

Dnis hier part:

Billing month:

Show provisioned records?:

CDR Report

No results found.

ANI Hier Part: The TN that called 9-1-1. Entered in 1+10-digit format.

DNIS Hier Part: Either 9-1-1 specifically, or if using a PSTN it would be the PSTN number.

Billing Month: Bandwidth billing months are the 26th through the 25th of each month.

Show provisioned records: Select Yes to show all provisioned emergency calls, or select No to show all unprovisioned emergency calls.



bandwidth

Show Test calls: Test calls are made to Bandwidth’s 933 service and can be found in the general search. This function will be removed at a later date.

Exporting Bandwidth EVS CDRs

Bandwidth EVS CDRs can be easily downloaded. Select the billing month and click on **Search**. The CDR Report may take some time to generate, based on the current system load and number of records there are

Once the records are displayed they can be easily exported by clicking on the Export results to CVS link below the CDR Report table.



Account | Emergency | Cnam | Static All | Origination | Termination | Directory Assistance | N11 | Reports | Documents |
 Emergency | Origination

Filter Report

Ani hier part:
 Dnis hier part:
 Billing month:
 Show provisioned records?:

CDR Report

Session ID	Start Time	End Time	ANI	DNIS	Type	Provisioned?	Billable?
631917223292189848	Apr 28, 2015 10:55:21 PM	Apr 28, 2015 10:55:35 PM	13033583642	13032288697	PSTN	No	Yes
343688533059962844	May 5, 2015 5:45:04 PM	May 5, 2015 5:45:11 PM	16139677370	13032288697	PSTN	No	Yes
343686757369184807	May 6, 2015 3:04:19 PM	May 6, 2015 3:04:29 PM	13033583642	13032288698	PSTN	No	Yes
343688801996439502	May 6, 2015 7:18:41 PM	May 6, 2015 7:18:42 PM	14162149490	13032288697	PSTN	No	Yes
343689036366177793	May 7, 2015 4:34:08 PM	May 7, 2015 4:34:18 PM	14169298420	13032288697	PSTN	No	Yes
343690047526752829	May 11, 2015 4:28:56 PM	May 11, 2015 4:29:24 PM	12566799663	13032288697	PSTN	No	Yes
343690113437088522	May 11, 2015 10:44:47 PM	May 11, 2015 10:44:58 PM	14169298800	13032288697	PSTN	No	Yes
343690786229315747	May 14, 2015 2:41:25 PM	May 14, 2015 2:41:25 PM	13044616952	13032288697	PSTN	No	No
343690786258812630	May 14, 2015 2:41:35 PM	May 14, 2015 2:45:59 PM	13044616952	13032288697	PSTN	No	Yes
343691821456084966	May 18, 2015 5:05:04 PM	May 18, 2015 5:05:29 PM	13237438743	13032288697	PSTN	No	Yes
343692859656887549	May 22, 2015 7:45:28 PM	May 22, 2015 7:45:36 PM	13033583642	13032288697	PSTN	No	Yes

Displaying 11 results.