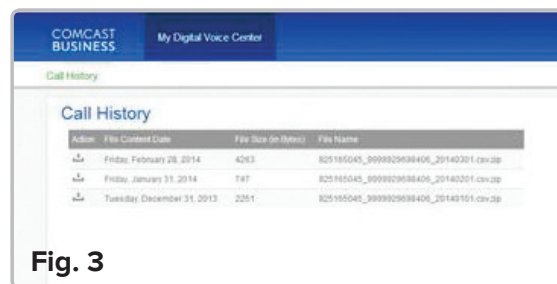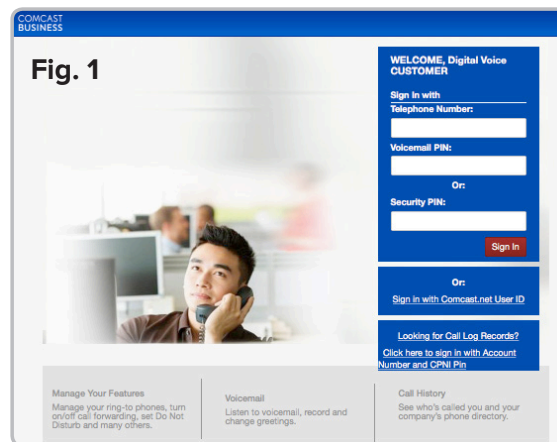# BUSINESS VOICEEDGE™

CALL DETAIL RECORDS

Access your **Call Detail Records (CDR)** on a monthly basis to view call details such as call to, call duration and time of day. CDR can be used in multiple ways, like call details for customer billing, call analysis by time of day or duration, or even call assignment per project type. Comcast Business VoiceEdge provides CDR for inbound toll free, interstate & intrastate interLATA long distance and international long distance. *Inbound & outbound local, outbound toll free, and IntraLATA call types are not currently included.*

Download Instructions

1. You may access the portal for download of your **CDR** at **business.comcast.com/voice-cdr** *(Fig. 1)*.

2. Click on "Looking for Call Log Records?".

3. Log in using your Account Number and Security PIN *(Fig. 2)*. Your Account Number can be found on your bill. Your Security PIN was mailed to you upon activation of your account.

4. This will bring you to the home page with your **CDR** displayed *(Fig. 3)*.

   - You can view files up to 18 months old. Records older than 18 months are not maintained.
   - New data is loaded on the 1st or 15th of each month in accordance with your billing cycle.
   - The most recent list of files is displayed upon login. You may change the year by selecting the year from the drop-down box on the **Call History** page.

NOTE: *CDR is monthly, and you will not have any visible CDR until after your first invoice. It can take up to three days for the files to appear.*

5. Click **Action to download** next to the file you wish to access.
   - You have the option to open or save the file.
   - Files are downloaded in .zip format. A .csv file is contained within the downloaded file. The .csv file contains the file headings for the data and can be viewed in a spreadsheet or database application. An overview of the contents of the CDR report is in the Appendix on the next page.

6. You have the option to change your security question and PIN by clicking on **My Account** and following the instructions.

If you have questions on the CDR Download process, please contact Comcast Business Customer Care at **877-761-7401**. For additional questions about your Business VoiceEdge service, visit **business.comcast.com/getstarted**.

Fig. 1

Fig. 2

Fig. 3

Business VoiceEdge™

COMCAST BUSINESS **B4B** BUILT FOR BUSINESS™

APPENDIX | Call Detail Records Reporting Fields Descriptions

CDR FIELD NAME	DESCRIPTION OF CONTENTS
TRUNK_BTN	Billing Telephone Number
FROM_NUMBER	Number that placed call
FROM_PLACE	Location of calling number
DIALED_NUMBER	Telephone number that was dialed
TO_NUMBER	Telephone number that was called. Dialed number may have been forwarded.
TO_PLACE	Location of called number
PBX_ID	Comcast ID Number of customer (internal use)
ACCOUNT_CODE	Account Code Number, if one was used
DATE_AND_TIME	Date and Time of call
TYPE_OF_CALL	Type of Call Possible Values: INTL – International DOM – Domestic Long Distance – Interstate and Intrastate, InterLATA calls (note: IntraLATA are excluded) DAINT – Directory Assistance International DA – Directory Assistance OSINT – Operator Services International OS – Operator Services TRACE – Trace 911 – 911 Calls UNK – Unidentified Category
CDR_TYPE	CDR Type Possible Values: TRNK – Trunk SIP – SIP Trunk BVE – Business VoiceEdge TF – Inbound Toll Free VETF – SIP Inbound Toll Free PSTN – Not Falling in above Categories
DURATION	Duration of call
CHARGE	Charges incurred for this call
RATE_CENTER	Location of the number that was called
DA_INDICATOR	Outbound call to Directory Assistance
OA_INDICATOR	Outbound call to Operator Assistance
TF_PAYPHONE_INDR	Call placed to a Toll Free Payphone
LAND_MOBILE_INDR	Indicates whether inbound call to the Toll Free number are coming from a landline or mobile phone