



# MANUAL TRANSMITTAL

Department of the Treasury  
Internal Revenue Service

2.4.29

FEBRUARY 10, 2023

## EFFECTIVE DATE

(02-10-2023)

## PURPOSE

- (1) This transmits revised IRM 2.4.29, IDRS Terminal input, Command Codes TELEA, TELEC, TELED, and TELER for Telephone Processing.

## MATERIAL CHANGES

- (1) 2.4.29.1 Editorial changes were made to add internal controls.

## EFFECT ON OTHER DOCUMENTS

IRM 2.4.29, dated January 1, 2010, is superseded.

## AUDIENCE

LMSB, SB/SE, TE/GE and W&I

Nancy Sieger  
Chief Information Officer



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2.4.29

Command Codes TELEA, TELEC, TELED and TELER for Telephone Processing

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2.4.29.1  
(02-10-2023)  
**Program Scope and Objectives**

- (1) **Purpose:** This transmits revised IRM 2.4.29, IDRS Terminal Responses, Command Code TELER
- (2) **Audience:** All IRS business units.
- (3) **Program Owner:** Account Services
- (4) **Primary Stake Holders:** LMSB, SB/SE, TE/GE, W&I
- (5) **Program Goals:**
- (6) Command Code TELER is used to research telephone numbers (including extensions, if applicable) present on the TIF. The request may be made for up to eleven separate accounts. The HOME-TELEPHONE-NUMBER, the OTHER-TELEPHONE-NUMBER, CELL-TELEPHONE-NUMBER, and the INTL-TELEPHONE-NUMBER along with an Extension, if applicable will be displayed if present. The SOURCE-CD will also be displayed for each telephone number. There will be a separate response for each account number entered. See Exhibit 2.4.29-1. For Terminal Input/Output.
- (7) Command Code TELED is used to delete telephone number information on the TIF. The request may be made for up to eleven separate accounts. See Exhibit 2.4.29-2 for Terminal Input/Output.
- (8) Command Code TELEA is used to establish telephone number information on the TIF. The request may be made for up to five separate accounts. See Exhibit 2.4.29-3. for Terminal Input/Output.
- (9) Command Code TELEC is used to change telephone number information on the TIF. The request may be made for up to five separate accounts. See Exhibit 2.4.29-4. for Terminal Input/Output.

2.4.29.2  
(02-03-2023)  
**Background**

- (1) This IRM and the contained subsections provide the user the necessary information on how to use Command Codes TELED, TELEA, TELEC

2.4.29.3  
(02-03-2023)  
**Authority**

- (1) Command Code TELER is used to research telephone numbers (including extensions, if applicable) present on the TIF (Taxpayer Information File) on the IDRS (Integrated Data Retrieval System)

2.4.29.4  
(02-03-2023)  
**Roles and Responsibilities**

- (1) The RCC(Research Command Code) Project Lead responsible for reviewing and implementing the Work Requests that affect TELER and for updating the contents of this IRM.

2.4.29.5  
(02-03-2023)  
**Program Management and Review**

- (1) The Command Code TELER is managed by Work Requests which are submitted for changes and also by tickets which are submitted by users for corrections.

2.4.29.6  
(02-03-2023)  
**Program Controls**

- (1) Access to this program is governed by SACS

2.4.29.7  
(02-03-2023)

#### Terms and Acronyms

#### (1) Acronyms Unique to IDRS.

Acronym	Definition
IMF	Individual Masterfile
BMF	Business Masterfile
TIF	Taxpayer Information File
TC	Transaction Code
CC	Command Code

2.4.29.8  
(01-01-2010)

#### Terminal Response

#### (1) VALID RESPONSE:

- a. TELER — If no errors are present for an entry, the literal COMPLETED will be displayed for that entry. The telephone numbers or the message "TELEPHONE NUMBERS NOT PRESENT" will also be displayed.
- b. TELED — If no errors are present for an entry, the literal DELETED will be displayed for that entry.
- c. TELEA — If no errors are present for an entry, the literal ADDED will be displayed for that entry.
- d. TELEC — If no errors are present for an entry, the literal CHANGED will be displayed for that entry.

#### (2) INVALID RESPONSE: If any errors are present for an entry, one of the following error messages will be displayed on the same line as the entry.

- a. NC INVALID — Name control does not meet standard validity criteria. Correct and re-enter. (TELER, TELEA, TELEC, TELED)
- b. NC MISMATCH — Name control does not match the name control in the BASIC-ENT-REC on the TIF. Correct and re-enter. (TELER, TELEA, TELEC, TELED)
- c. NO TIF ACCT. — There is no information on the TIF for the TIN and file source input. (TELER, TELEA, TELEC, TELED)
- d. TIN INVALID — TIN and file source do not meet standard validity criteria. Correct and re-enter. (TELER, TELEA, TELEC, TELED)
- e. NOT ON TIF — Telephone number is not present on the TIF. (TELEC, TELED)
- f. IND INVALID — The telephone indicator is other than "H" or "O" or "C" or "I", or a duplicate telephone indicator is present for that entry. Correct and re-enter. (TELEA, TELEC, TELED)
- g. NUM ON TIF — Telephone number is already present on the TIF. (TELEA)
- h. NUM INVALID — Telephone number is not in the proper format. Valid formats are nnn-xxx-xxxx, nnn-aaa-xxxx or xxxxxx-xxx-xxx-xxxx where "a" cannot be "Q" or "Z". Correct and re-enter. (TELEA, TELEC)
- i. MEMO-ACCT — No updates will be done, this is a memo account (TELEA, TELEC, TELED TELER)
- j. TIN NOT IMF, TIN NOT BMF ---If the first TIN input is IMF or BMF, then all other TIN's on the screen must be the same, IMF or BMF.

- (3) INVALID RESPONSE — Data Base Errors: If an error should occur in attempting to access the TIF; one of the following error messages will be displayed on the same line as the entry.
  - a. I/O ERROR — The area of the TIF you have attempted to access is currently unavailable. Re-try when area is available. (TELER, TELEA, TELEC, TELED)
  - b. DB-ERR XXXX — This message will display the 4 Digit Error-NUM, which indicates the specific reason the attempt to Access/Update the TIF was unsuccessful. Check with RPA before re-trying (TELER, TELEA, TELEC, TELED)
  - c. SYSTEM ERROR ON ACCESS/UPDATE — A Data Base Error has occurred. Check with RPA before re-trying. (TELER, TELEA, TELEC)
  - d. SYS ERR A/U — Short Version of message (C) above. (TELED)

2.4.29.9  
(01-01-2010)  
**Command Code TELED**

- (1) Command Code TELED is used to delete telephone number information on the TIF. The request may be made for up to eleven separate accounts.
- (2) Terminal Input/Output: See Exhibit 2.4.29-2.

2.4.29.9.1  
(01-01-2010)  
**Terminal Response for Command Code TELED**

- (1) Valid Response: If no errors are present for an entry, the literal DELETED will be displayed for that entry.
- (2) Invalid Response: If any errors are present for an entry one of the following error messages will be displayed on the same line as the entry.
  - a. IND INVALID— The telephone indicator is other than “H” or “O” or “C” or “I”, or a duplicate telephone indicator is present for that entry. Correct and re-enter.
  - b. NC INVALID — Name control does not meet standard validity criteria. Correct and re-enter.
  - c. NC MISMATCH — Name control does not match the name control in the BASIC-ENT-REC on the TIF. Correct and re-enter.
  - d. NO TIF-ACCT — There is no information on the TIF for the tin and file source input.
  - e. NOT ON TIF — Telephone number is not present on the TIF.
  - f. TIN INVALID — Tin and file source did not meet standard validity criteria. Correct and re-enter.
  - g. TIN NOT IMF, TIN NOT BMF ---If the first TIN input is IMF or BMF, then all other TIN's on the screen must be the same, IMF or BMF.

2.4.29.10  
(01-01-2010)  
**Command Code TELEA**

- (1) Command Code TELEA is used to establish telephone number information on the TIF. The request may be made for up to five separate accounts.
- (2) Terminal Input/Output: See Exhibit 2.4.29-3.

2.4.29.10.1  
(01-01-2010)  
**Terminal Response for Command Code TELEA**

- (1) Valid Response: If no errors are present for an entry, the literal ADDED will be displayed for that entry.
- (2) Invalid Response: If any errors are present for an entry one of the following error messages will be displayed on the same line as the entry.

- a. IND INVALID — The telephone indicator is other than “H” or “O” or “C” or “I”, or a duplicate telephone indicator is present for that entry. Correct and re-enter.
- b. NC INVALID — Name control does not meet standard validity criteria. Correct and re-enter.
- c. NC MISMATCH — Name control does not match the name control in the BASIC-ENT-REC on the TIF. Correct and re-enter.
- d. NO TIF ACCT — There is no information on the TIF for the tin and file source input.
- e. NUM INVALID — Telephone number is not in the proper format. Valid formats are nnn-xxx-nnnn, nnn-aaa-nnnn or nnnnn-xxx-nnn-nnnn where “a” cannot be “Q” or “Z”. Correct and re-enter.
- f. NUM ON TIF — Telephone number is already present on the TIF.
- g. TIN INVALID — Tin and file source did not meet standard validity criteria. Correct and re-enter.
- h. TIN NOT IMF, TIN NOT BMF ---If the first TIN input is IMF or BMF, then all other TIN's on the screen must be the same, IMF or BMF.

2.4.29.11  
(01-01-2010)

#### Command Code TELEC

- (1) Command Code TELEC is used to change telephone number information on the TIF. The request may be made for up to five separate accounts.
- (2) Terminal Input/Output: See Exhibit 2.4.29-4.

2.4.29.11.1  
(01-01-2010)

#### Terminal Response for Command Code TELEC

- (1) Valid Response: If no errors are present for an entry, the literal CHANGED will be displayed for that entry.
- (2) Invalid Response: If any errors are present for an entry one of the following error messages will be displayed on the same line as the entry.
  - a. IND INVALID — The telephone indicator is other than “H” or “O” or “C” or “I”, or a duplicate telephone indicator is present for that entry. Correct and re-enter.
  - b. NC INVALID — Name control does not meet standard validity criteria. Correct and re-enter.
  - c. NC MISMATCH — Name control does not match the name control in the BASIC-ENT-REC on the TIF. Correct and re-enter.
  - d. NO TIF ACCT — There is no information on the TIF for the tin and file source input.
  - e. NOT ON TIF — Telephone number is not present on the TIF.
  - f. NUM INVALID — Telephone number is not in the proper format. Valid formats are nnn-xxx-nnnn, nnn-aaa-nnnn or nnnnn-xxx-nnn-nnnn where “a” cannot be “Q” or “Z”. Correct and re-enter.
  - g. TIN INVALID — Tin and file source did not meet standard validity criteria. Correct and re-enter.
  - h. TIN NOT IMF, TIN NOT BMF ---If the first TIN input is IMF or BMF, then all other TIN's on the screen must be the same, IMF or BMF.



# Command Codes TELEA, TELEC, TELED and TELER for Telephone Processing 2.4.29

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Exhibit 2.4.29-1 (01-01-2010)

## CC TELER

Input Display

The screenshot shows a terminal window titled "Attachmate Accessory Manager - [NOMENU]". The menu bar includes File, Edit, View, Tools, Session, Options, Window, and Help. The toolbar contains various icons for file operations and session management. The main display area shows the command "TELER" followed by four lines of input: "001-24-9808 DROG", "001-28-8808 BRAC", "01-0315518 CLAR", and "001-32-6308 WHIT". The status bar at the bottom indicates "Pg=1 Row= 5 Col= 18" and "POLL". A message at the bottom left states "Session has been established", and the bottom right shows "CAP" and "7:37 AM".

Record Element Description

ITEM	LINE	POSITION	DESCRIPTION AND VALIDITY
1	1	1-5	CC TELER
2	2-13	1-12	TIN and FILE SOURCE — Must meet standard validity check.
3	2-13	14-17	NAME CONTROL — Must meet standard validity check.

Output Display.

Exhibit 2.4.29-1 (Cont. 1) (01-01-2010)  
CC TELER



Record Element Description

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## Command Codes TELEA, TELEC, TELED and TELER for Telephone Processing 2.4.29

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### Exhibit 2.4.29-1 (Cont. 2) (01-01-2010)

#### CC TELER

ITEM	LINE	POSITION	DESCRIPTION
1	1	1–5	CC TELER
2	2, 4, 6,..	1–12	TIN and FILE SOURCE.
3	2, 4, 6,..	14–17	NAME CONTROL.
4	3, 5, 7,..	1, 24, 47	TELEPHONE INDICATOR “H” means HOME-TELEPHONE NUMBER “O” means HOME-TELEPHONE-NUMBER “C” means CELL-TELEPHONE-NUMBER “I” means INTL-TELEPHONE-NUMBER
5	3, 5, 7,..	2, 26, 48	SOURCE-CD — Indicates input source “R” = realtime “B” = batch program
6	3, 5, 7,..	3–14, 27–38, 51–62	TELEPHONE NUMBER
7	3, 5, 7,..	16–18, 40–42, 64–66	EXTENSION LITERAL “ EX.”
8	3, 5, 7,..	19–23, 43–47, 67–71	TELEPHONE NUMBER EXTENSION (If present on the TIF) may contain 1 to 5 characters.
9	5, 7..	27-44, 51-68	INTERNATIONAL TELEPHONE NUMBER - Must be formatted nnnnn-nnn-nnn-nnnn (Extension not applicable).

Exhibit 2.4.29-2 (01-01-2010)  
CC TELED

Input Display:



Record Element Description:

ITEM	LINE	POSITION	DESCRIPTION AND VALIDITY
1	1	1-5	CC TELED
2	2-13	1-12	TIN and FILE SOURCE — Must meet standard validity check.
3	2-13	14-17	NAME CONTROL — Must meet standard validity check.
4	2-13	19, 21, 23	TELEPHONE INDICATOR — Must be “H” or “O” or “C” or “I”.

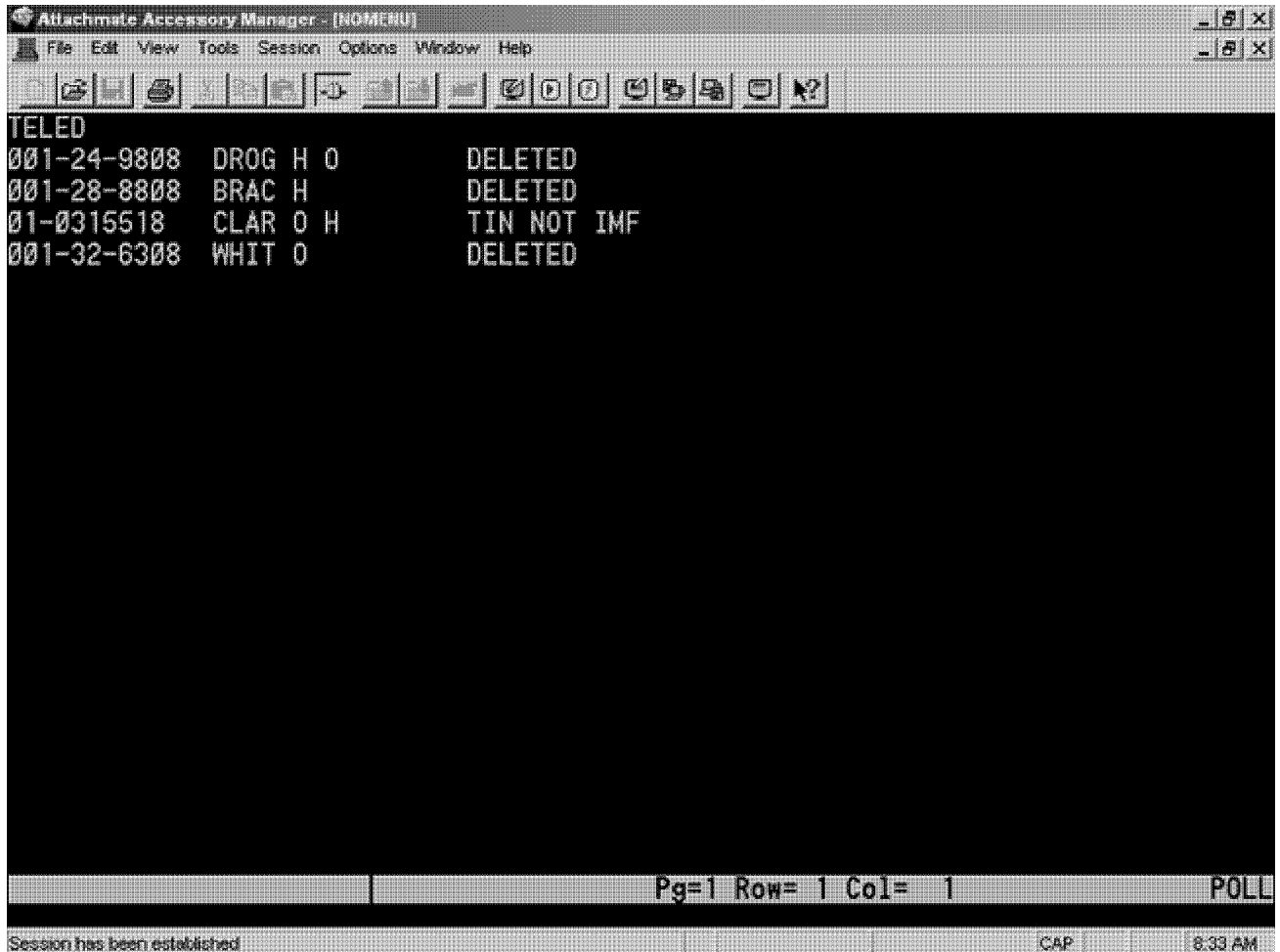
Output Display:

# Command Codes TELEA, TELEC, TELED and TELER for Telephone Processing 2.4.29

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Exhibit 2.4.29-2 (Cont. 1) (01-01-2010)

CC TELED

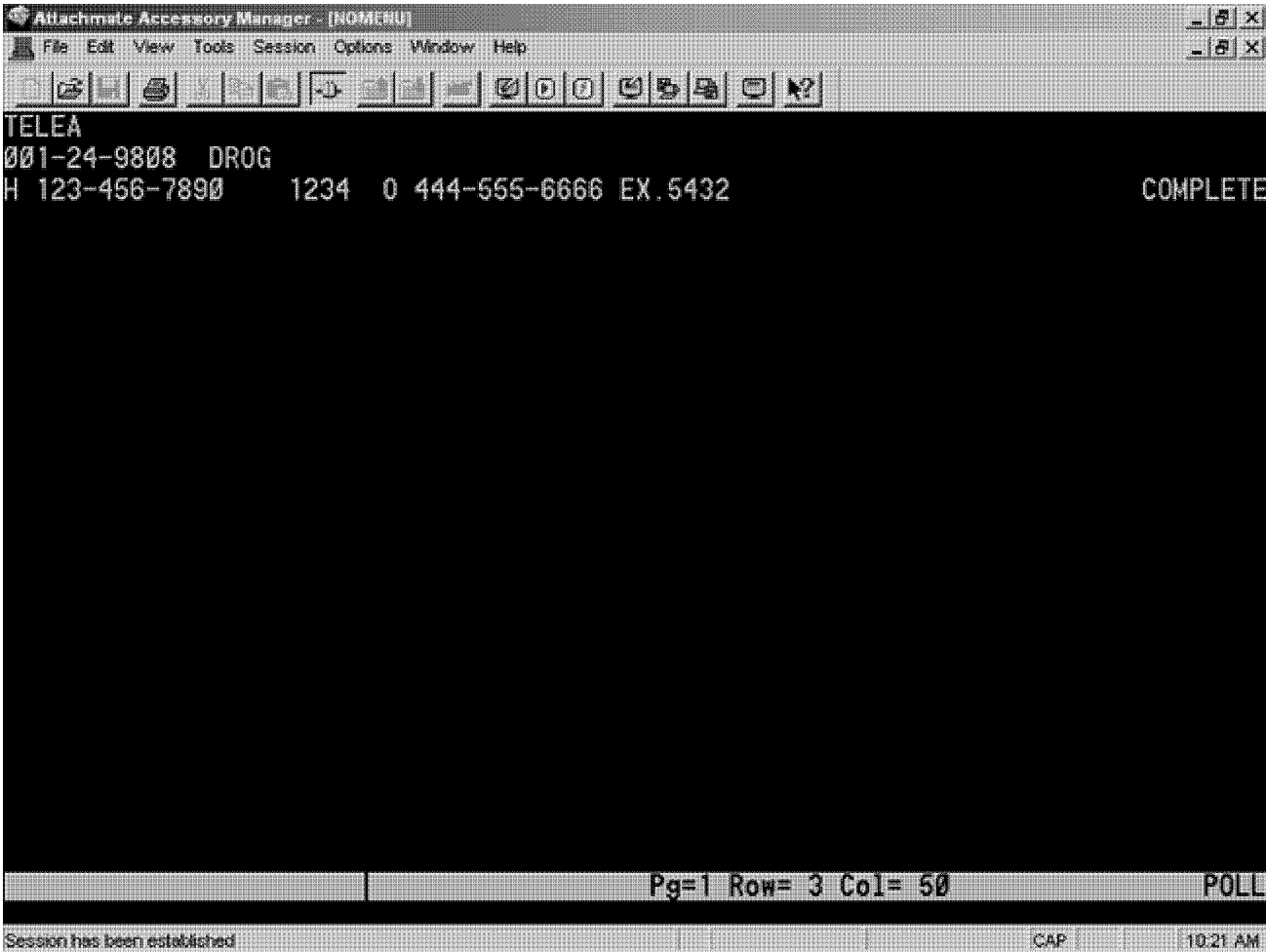


Record Element Description:

ITEM	LINE	POSITION	DESCRIPTION
1	1	1-5	CC TELED
2	2-13	1-12	TIN and FILE SOURCE - must meet standard validity check.
3	2-13	14-17	NAME CONTROL - must meet standard validity check.
4	2-13	19, 21, 23	TELEPHONE INDICATOR.

Exhibit 2.4.29-3 (01-01-2010)  
CC TELEA

Input Display:



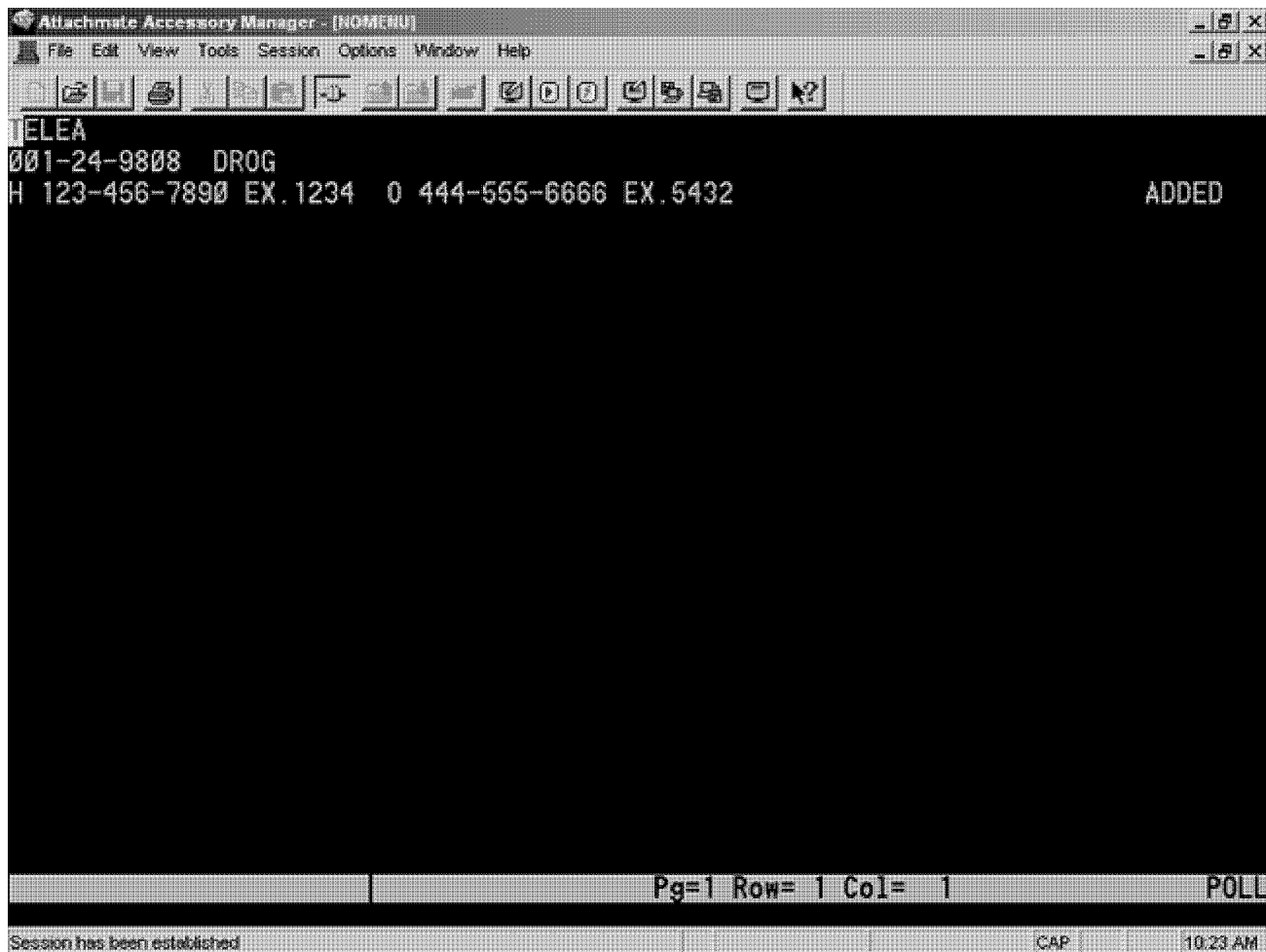
Record Element Description:

**Exhibit 2.4.29-3 (Cont. 1) (01-01-2010)****CC TELEA**

ITEM	LINE	POSITION	DESCRIPTION AND VALIDITY
1	1	1-5	CC TELEA
2	2, 4, 6,..	1-12	TIN and FILE SOURCE — Must meet standard validity check.
3	2, 4, 6,..	14-17	NAME CONTROL — Must meet standard validity check.
4	3, 5, 7,..	1, 24, 47	TELEPHONE INDICATOR — Must be “H” or “O” or “ C” or “I”.
5	3, 5, 7,..	3-14, 27-38, 51-62	TELEPHONE NUMBER.
6	3, 5, 7,..	19-23, 43-47, 67-71	TELEPHONE NUMBER EXTENSION (If Applicable) will accept 1 to 5 characters.
7	5, 7, ..	27-44, 51-68	INTERNATIONAL TELEPHONE NUMBER - Must be formatted nnnnn-nnn-nnn-nnnn.

Output Display:

Exhibit 2.4.29-3 (Cont. 2) (01-01-2010)  
CC TELEA



Record Element Description:

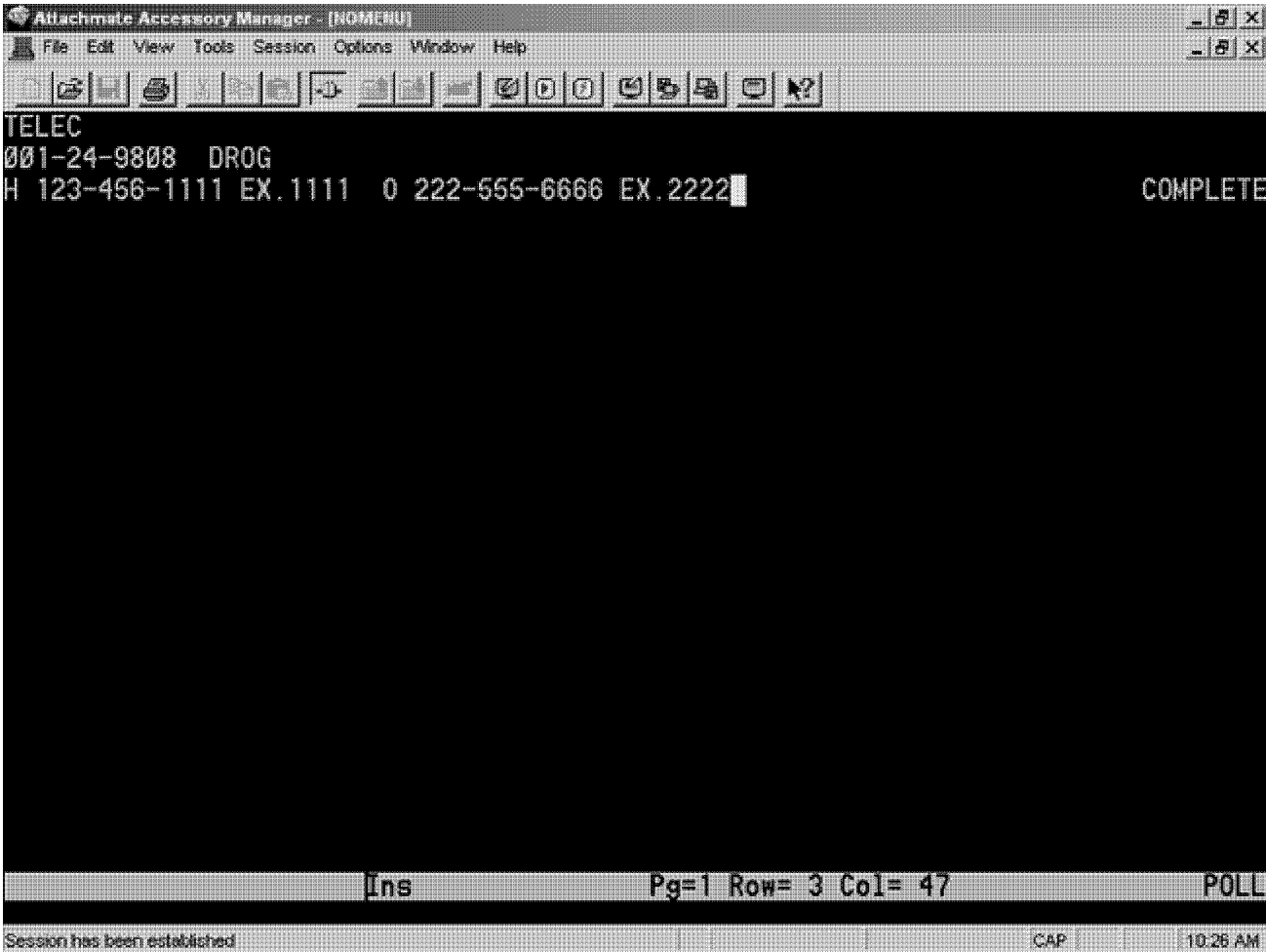


**Exhibit 2.4.29-3 (Cont. 3) (01-01-2010)****CC TELEA**

ITEM	LINE	POSITION	DESCRIPTION
1	1	1–5	CC TELEA
2	2, 4, 6,..	1–12	TIN and FILE SOURCE.
3	2, 4, 6,..	14–17	NAME CONTROL.
4	3, 5, 7,..	1, 24, 47	TELEPHONE INDICATOR.
5	3, 5, 7,..	3–14, 27–38, 51–62	TELEPHONE NUMBER.
6	3, 5, 7,..	16–18, 40-41, 64–66	EXTENSION LITERAL “ EX.”
7	3, 5, 7,..	19–23, 43–47,67-71	TELEPHONE NUMBER EXTENSION (If present) may contain 1 to 5 characters.
8	5, 7,..	27-44, 51-68	INTERNATIONAL TELEPHONE NUMBER (Extension not applicable).

Exhibit 2.4.29-4 (01-01-2010)  
CC TELEC

Input Display:



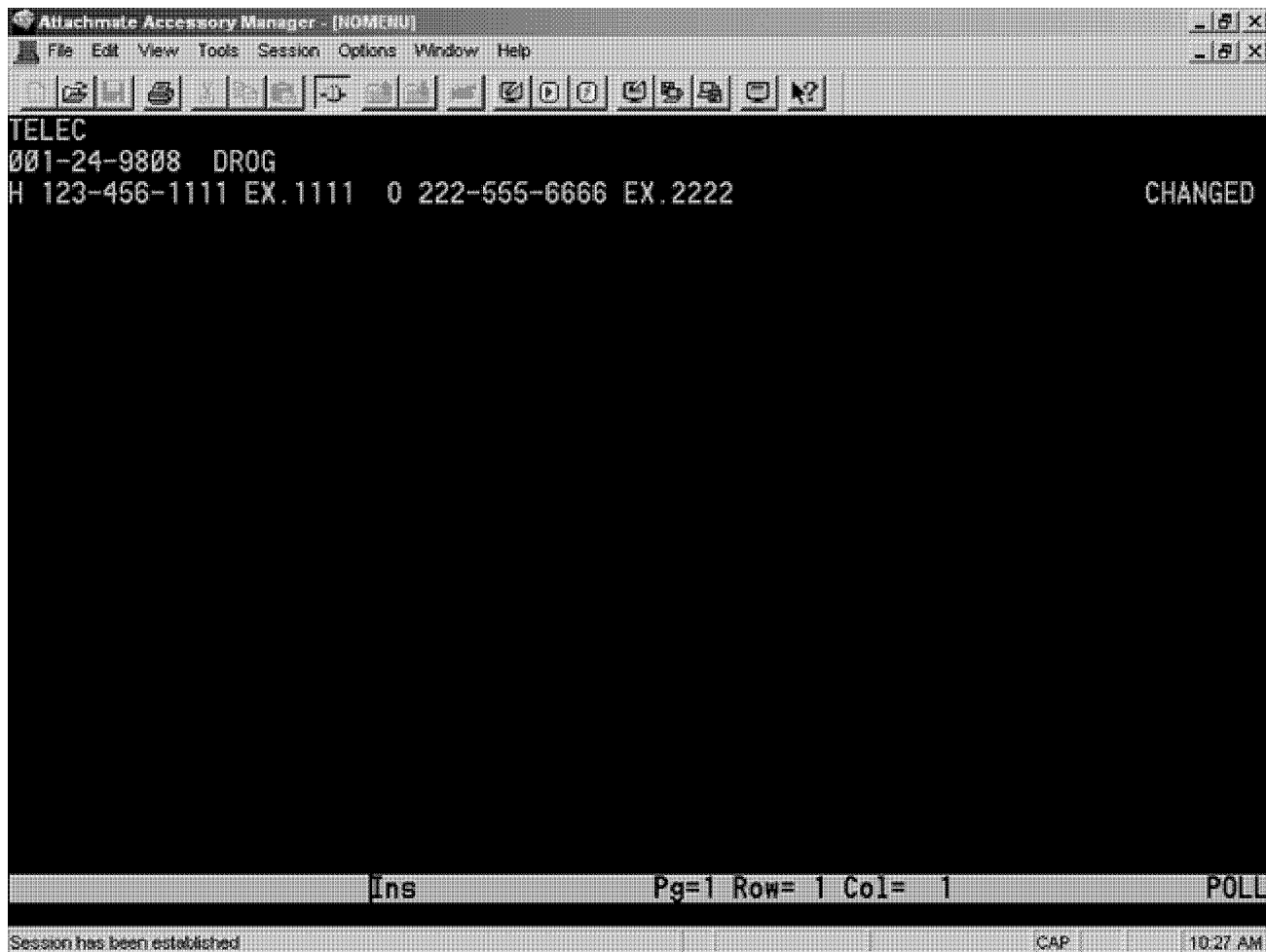
Record Element Description:

**Exhibit 2.4.29-4 (Cont. 1) (01-01-2010)****CC TELEC**

ITEM	LINE	POSITION	DESCRIPTION AND VALIDITY
1	1	1-5	CC TELEC
2	2, 4, 6,..	1-12	TIN and FILE SOURCE — Must meet standard validity check.
3	2, 4, 6,..	14-17	NAME CONTROL — Must meet standard validity check.
4	3, 5, 7,..	1, 24, 47	TELEPHONE INDICATOR — Must be “H” or “O” or “C” or “I”.
5	3, 5, 7,..	3-14, 27-38, 51-62	TELEPHONE NUMBER — Must be formatted nnn-xxx-nnnn or nnn-aaa-nnnn where “a” is not “Q” or “Z”.
6	3, 5, 7,..	19-23, 43-46, 67-71	TELEPHONE NUMBER EXTENSION (If Applicable) will accept 1 to 5 characters.
7	5, 7,..	27-44,51-68	INTERNATIONAL TELEPHONE NUMBER - Must be formatted nnnnn-xxx-nnn-nnnn (Extension not applicable).

Output Display:

Exhibit 2.4.29-4 (Cont. 2) (01-01-2010)  
CC TELEC



Record Element Description:

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## Command Codes TELEA, TELEC, TELED and TELER for Telephone Processing 2.4.29

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### Exhibit 2.4.29-4 (Cont. 3) (01-01-2010)

#### CC TELEC

ITEM	LINE	POSITION	DESCRIPTION
1	1	1-5	CC TELEC
2	2, 4, 6,..	1-12	TIN and FILE SOURCE.
3	2, 4, 6,..	14-17	NAME CONTROL.
4	3, 5, 7,..	1, 24, 47	TELEPHONE INDICATOR - Must be "H" or "O" or "C" or "I".
5	3, 5, 7,..	3-14, 27-38, 51-62	TELEPHONE NUMBER.
6	3, 5, 7,..	16-18, 40-42, 64-66	EXTENSION LITERAL " EX."
7	3, 5, 7,..	19-23, 43-47, 67-71	TELEPHONE NUMBER EXTENSION (If present) may contain 1 to 5 characters.
8	5, 7,..	27-44, 51-68	INTERNATIONAL TELEPHONE NUMBER (Extension not applicable).

