



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

2.4.29

JANUARY 17, 2025

EFFECTIVE DATE

(01-17-2025)

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) Update to Exhibit 2.4.29-1 to correct figure 2 telephone indicator “O” is defined as ‘Other’.
- (2) IRM 2.4.29.1 update of mandatory internal controls.
- (3) Replaced Wage & Investment (W&I) to Taxpayer Services (TS) throughout IRM.
- (4) Editorial changes were made to update current CIO.

EFFECT ON OTHER DOCUMENTS

IRM 2.4.29, dated February 10, 2023, is superseded.

AUDIENCE

Large Business and International (LB&I), Small Business Self-Employed (SB/SE), Tax Exempt and Government Entities (TE/GE), Taxpayer Services (TS)

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2.4.29

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

Table of Contents

2.4.29.1 Program Scope and Objectives

2.4.29.1.1 Background

2.4.29.1.2 Authority

2.4.29.1.3 Roles and Responsibilities

2.4.29.1.4 Program Controls

2.4.29.1.5 Program Management and Review

2.4.29.1.6 Terms and Acronyms

2.4.29.1.7 Related Resources

2.4.29.2 Terminal Response

2.4.29.3 Command Code TELED

2.4.29.3.1 Terminal Response for Command Code TELED

2.4.29.4 Command Code TELEA

2.4.29.4.1 Terminal Response for Command Code TELEA

2.4.29.5 Command Code TELEC

2.4.29.5.1 Terminal Response for Command Code TELEC

Exhibits

2.4.29-1 CC TELER

2.4.29-2 CC TELED

2.4.29-3 CC TELEA

2.4.29-4 CC TELEC

2.4.29.1
(01-17-2025)
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) **Policy Owner:** Chief Information Officer.
- (4) **Program Owner:** Account Services.
- (5) **Primary Stake Holders:** LMSB, SB/SE, TE/GE, TS
- (6) **Program Goals:**
- (7) 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.
- (8) 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.
- (9) 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.
- (10) 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.

2.4.29.1.1
(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

2.4.29.1.2
(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)

2.4.29.1.3
(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.

2.4.29.1.4
(02-03-2023)
Program Controls

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

2.4.29.1.5
(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.

2.4.29.1.6
(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

2.4.29.1.7
(02-03-2023)
Related Resources

- (1) No Additional information source available .

2.4.29.2
(01-01-2010)
Terminal Response

- (1) VALID RESPONSE:
- 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.
 - TELED — If no errors are present for an entry, the literal DELETED will be displayed for that entry.
 - TELEA — If no errors are present for an entry, the literal ADDED will be displayed for that entry.
 - 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.
- NC INVALID — Name control does not meet standard validity criteria. Correct and re-enter. (TELER, TELEA, TELEC, TELED)
 - 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)
 - NO TIF ACCT. — There is no information on the TIF for the TIN and file source input. (TELER, TELEA, TELEC, TELED)
 - TIN INVALID — TIN and file source do not meet standard validity criteria. Correct and re-enter. (TELER, TELEA, TELEC, TELED)
 - NOT ON TIF — Telephone number is not present on the TIF. (TELEC, TELED)
 - 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)
 - 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-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)

2.4.29.3
(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.

2.4.29.3.1
(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.

2.4.29.4
(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.

- 2.4.29.4.1
(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-xxxx, nnn-aaa-xxxx or xxxxxx-xxx-xxxx-xxxx 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.
- 2.4.29.5
(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.
- 2.4.29.5.1
(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-xxxx, nnn-aaa-xxxx or xxxxxx-xxx-xxxx-xxxx 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

page 5

Exhibit 2.4.29-1 (06-25-2024)

CC TELER

Input Display

The screenshot shows a terminal window titled "Attachmate Accessory Manager - [NOMERU]". 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) (06-25-2024)
CC TELER

Attachmate Accessory Manager - [NOMENU]				
File Edit View Tools Session Options Window Help				
TELER				
001-24-9808	DROG	IR11111-222-333-4444		
HR111-222-3333		OR222-333-4444	CR333-444-5555	COMPLETE
001-28-8808	BRAC	IR12345-123-123-1234		
HR134-567-8910		OR222-333-4444	CR234-567-8910	COMPLETE
01-0315518	CLAR	TIN NOT IMF		
001-32-6308	WHIT	IR22222-333-444-5555		
HR111-222-3333		OR222-333-4444	CR444-222-6666	COMPLETE
Pg=1 Row= 1 Col= 1				POLL
Session has been established				
			CAP	8:30 AM

Record Element Description

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

page 7

Exhibit 2.4.29-1 (Cont. 2) (06-25-2024)

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 OTHER-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”.

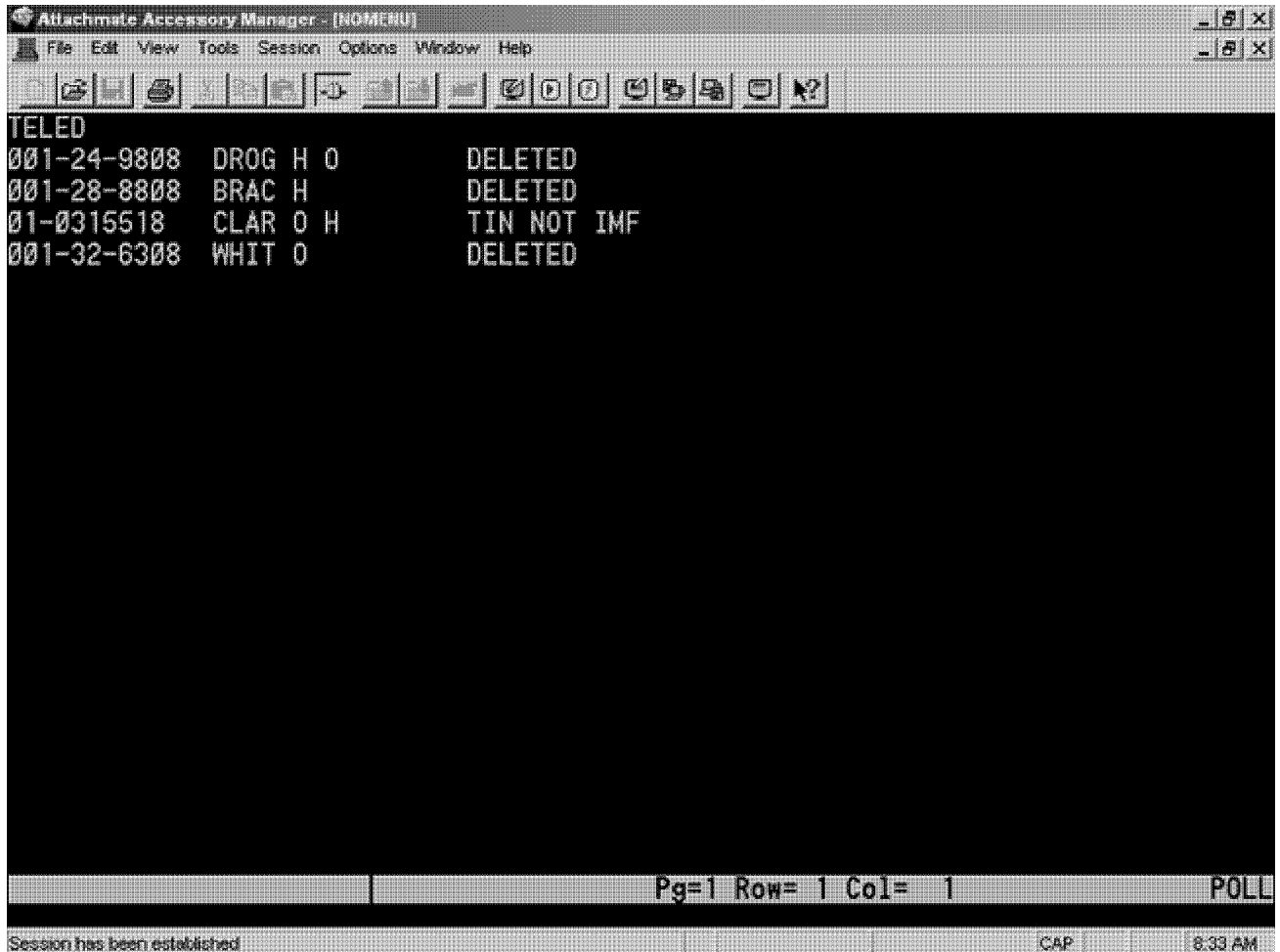
Output Display:

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

page 9

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

CC TELED

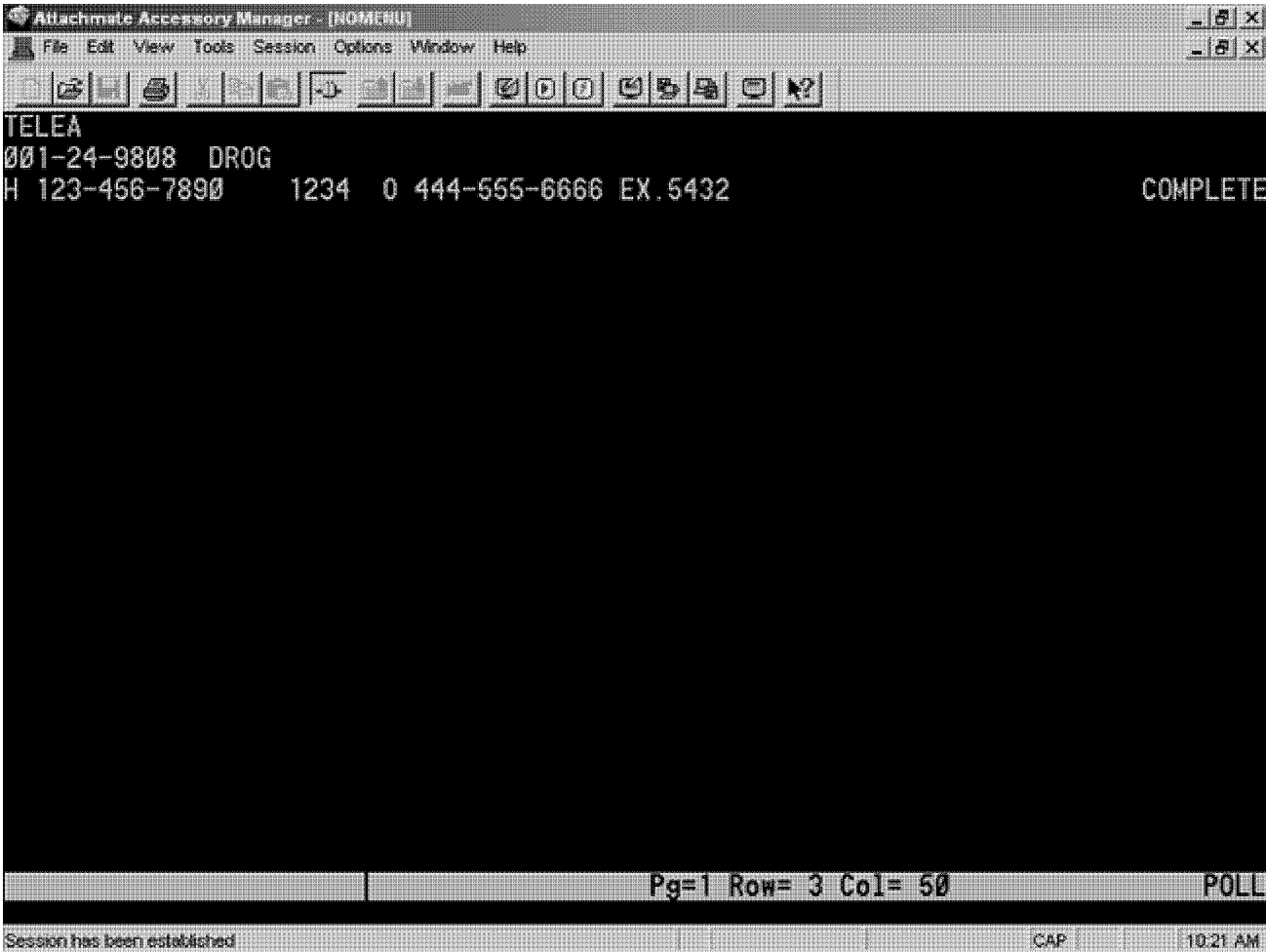


Record Element Description:

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:

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

page 11

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:

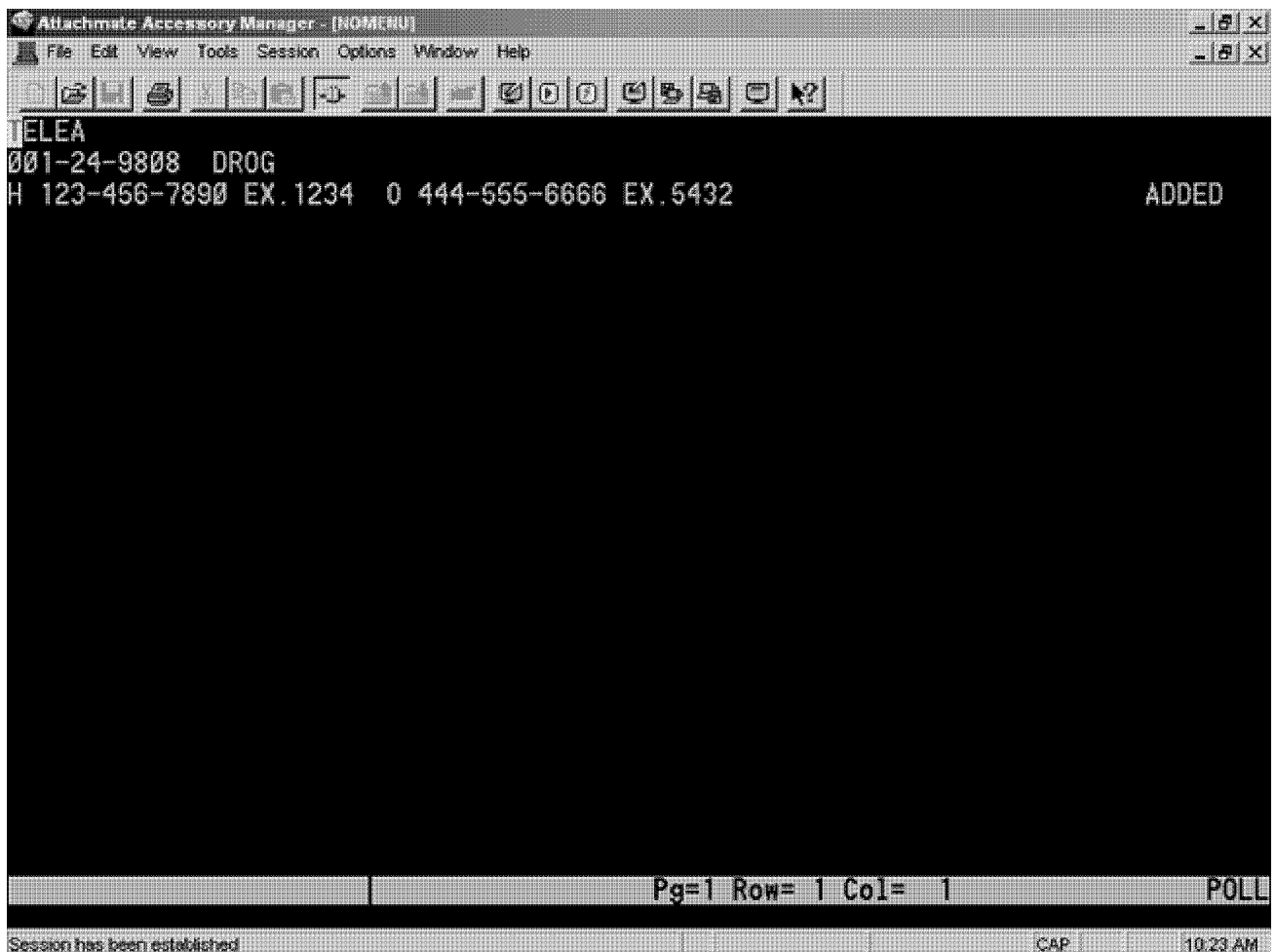


Exhibit 2.4.29-3 (Cont. 2) (01-01-2010)
CC TELEA

Record Element Description:

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).

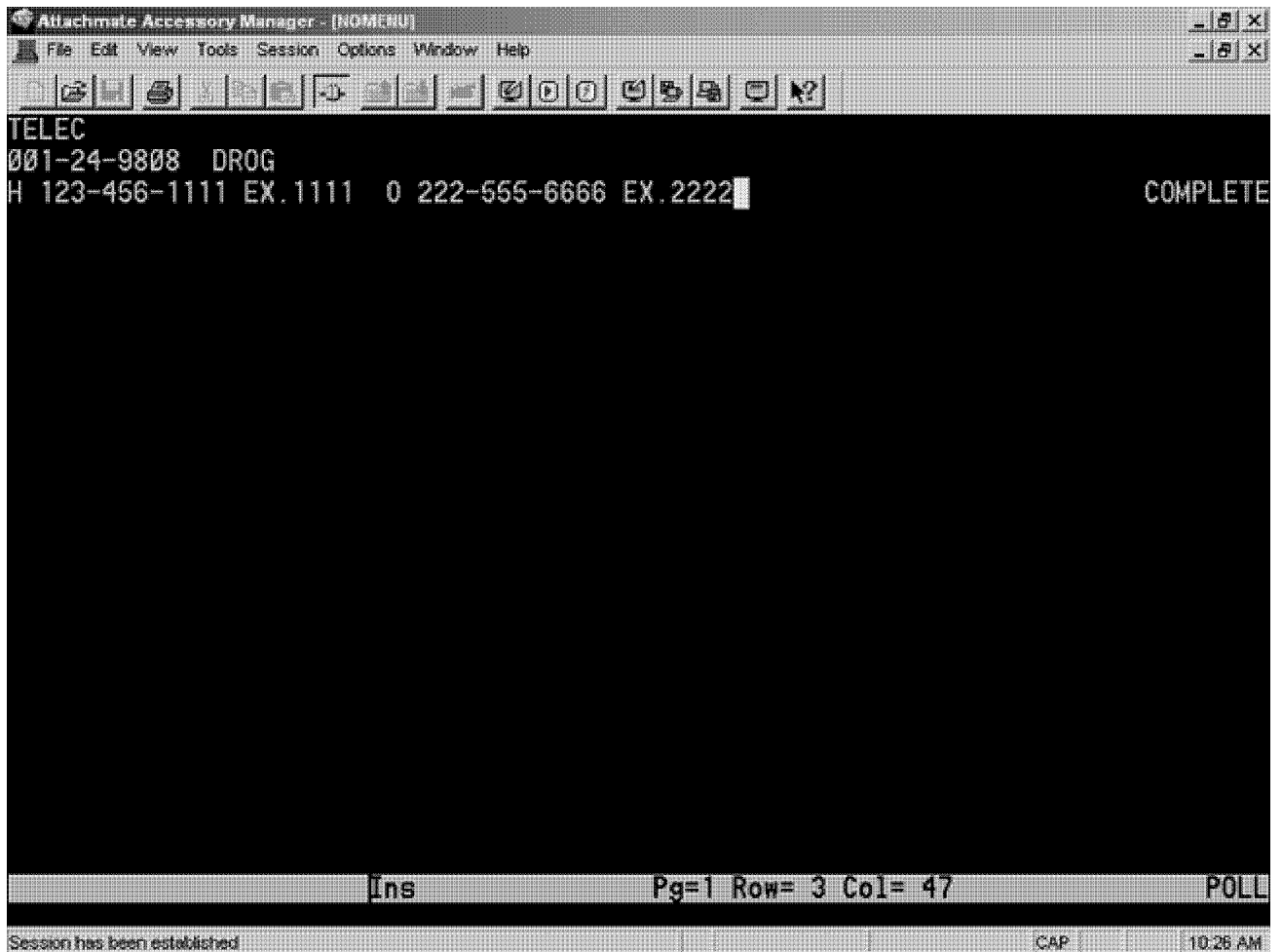
Command Codes TELEA, TELEC, TELED and TELER for Telephone Processing 2.4.29

page 13

Exhibit 2.4.29-4 (01-01-2010)

CC TELEC

Input Display:

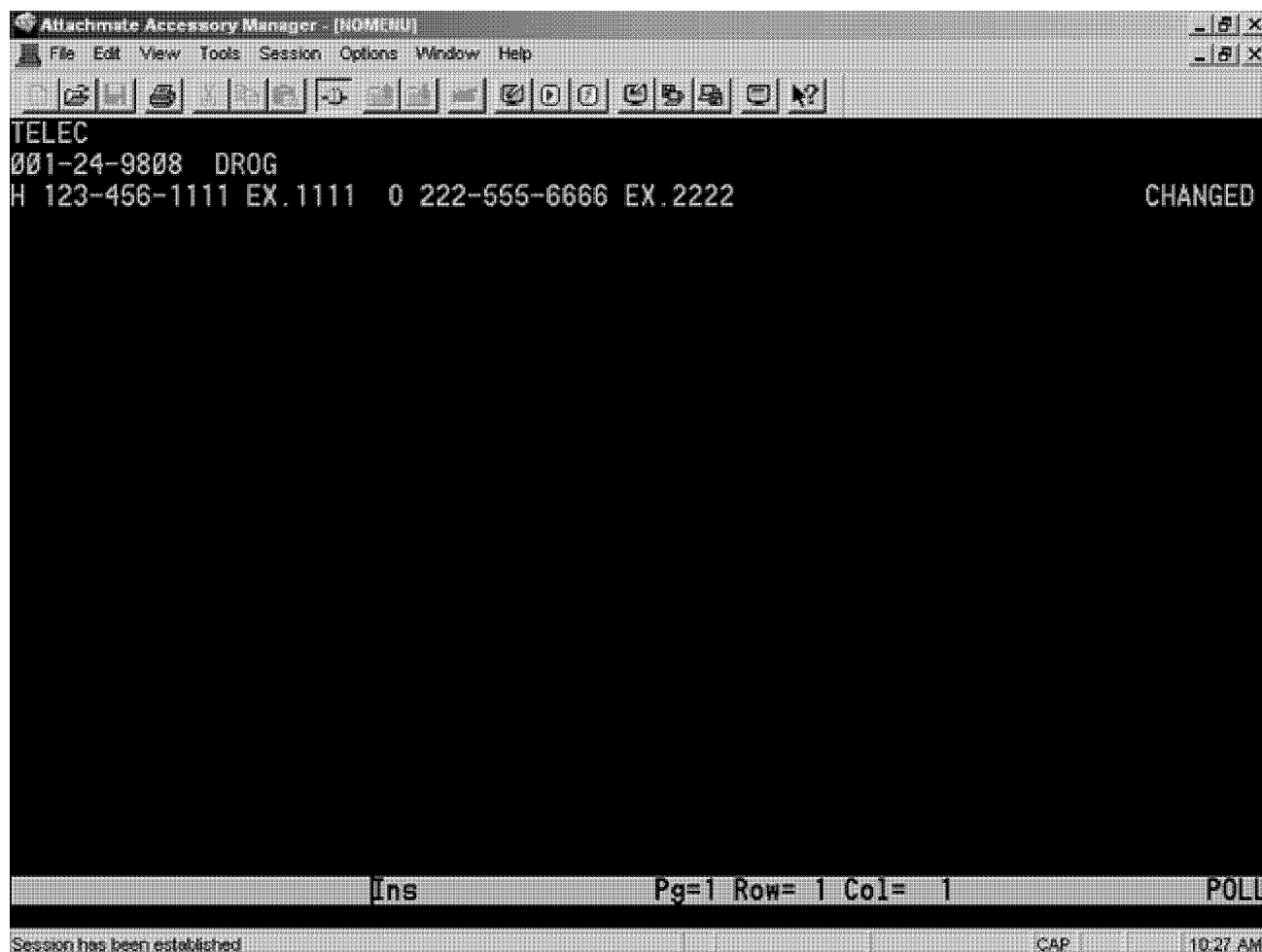


Record Element Description:

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-nnn-nnn-nnnn (Extension not applicable).

Output Display:



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

page 15

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

CC TELEC

Record Element Description:

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).

