

AZ FARE IVR English Script

WELCOME MESSAGE

(800) [You have reached the Arizona Courts Pay-by-Phone Service. Use of this service requires a touch-tone phone. If you are calling from a touch-tone telephone, press 1 now for English. Para Espanol, oprima el numero dos.](#)

[If no response, the caller will hear the following message]

(811) [I am waiting for your response.](#) (564) [If you are calling from a touch-tone telephone, press 1 now for English. Para Espanol, oprima el numero dos.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) [You have exceeded the response time allowed.](#) (510) [Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

(808) [You have made an invalid choice.](#) (564) [If you are calling from a touch-tone telephone, press 1 now for English. Para Espanol, oprima el numero dos.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) [You have exceeded the number of attempts allowed.](#) (510) [Thank you for calling, goodbye.](#)

[If option 1 is pressed; proceed to the Main Menu script]

[If option 2 is pressed; proceed to the FARE IVR Spanish script]

MAIN MENU

[\(501\) In order to pay by phone, you must know your notice number or your Installment Plan number. The system accepts either Visa or MasterCard. To pay by notice number, please press 1 now. To pay by Installment Plan number, please press 2 now.](#)

[If no response, the caller will hear the following message]

[\(811\) I am waiting for your response. \(563\) To pay by notice number, please press 1 now. To pay by Installment Plan number, please press 2 now.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

[\(810\) You have exceeded the response time allowed. \(510\) Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

[\(808\) You have made an invalid choice. \(563\) To pay by notice number, please press 1 now. To pay by Installment Plan number, please press 2 now.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

[\(809\) You have exceeded the number of attempts allowed. \(510\) Thank you for calling, goodbye.](#)

[If option 1 on the Main Menu is pressed; proceed to the Notice Number Script]

[If option 2 on the Main Menu is pressed; proceed to Installment Plan Payment script (Note: The following message is now being played because Installment Plan Payment script is not currently implemented.)]

[\(536\) We are unable to retrieve your installment plan information. Please contact the court. \(510\) Thank you for calling, goodbye.](#)

NOTICE NUMBER SCRIPT

[Response if option 1 from (501) the Main Menu is pressed]

(502) You have selected to pay using your notice number. The notice number is located in the notice number box on the upper right hand corner of your notice. Please enter all printed numbers in the notice number box located on the upper right hand corner of your notice, followed by the pound sign.

[If no response, or the pound sign is not entered after the notice number, the caller will hear the following message]

(811) I am waiting for your response. (545) Please enter all printed numbers in the notice number box located on the upper right hand corner of your notice, followed by the pound sign.

[The caller will have a total of three opportunities to respond, or to enter the pound sign after the entry of a notice number, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[Response if the notice number entered is invalid]

(503) The number you entered is not valid, please try again. Please enter all printed numbers in the notice number box located on the upper right hand corner of your notice, followed by the pound sign.

[The caller will have a total of three opportunities to key a valid notice number followed by the pound sign, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If the notice number entered is valid, the caller will be prompted to confirm.]

(251) You entered <numbers entered>. (252) If this is correct, press 1. If this is wrong, press 2.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If option 1 is pressed the caller hears the following message (IVR does a host inquiry on the notice number entered)]

(505) Please hold while we access your information.

[If option 2 is pressed, the caller hears the following message]

(502) You have selected to pay using your notice number. The notice number is located in the notice number box on the upper right hand corner of your notice. Please enter all printed numbers in the notice number box located on the upper right hand corner of your notice, followed by the pound sign.

[If option 2 is chosen a total of three times, the caller will hear the following and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[Response if the host inquiry cannot find the notice number entered on the system]

(506) We are unable to retrieve your notice information. Please contact the court.

If you would like to enter another notice number or your installment plan number, please press 1 now.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (506) We are unable to retrieve your notice information. Please contact the court. If you would like to enter another notice number or your installment plan number, please press 1 now.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (506) We are unable to retrieve your notice information. Please contact the court. If you would like to enter another notice number or your installment plan number, please press 1 now.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, the caller is returned to the Main Menu]

[If the notice number entered is located on the system and eligible for payment proceed to the appropriate Disposition Script.]

[Response if the host inquiry determines that the case related to the notice number entered is no longer eligible for payment or is recalled. For example, the appearance date has passed and the case has not been disposed.]

(508) This case is not eligible for payment at this time. Please contact the court for further information. If you would like to enter another notice number or your installment plan number, please press 1 now.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (508) This case is not eligible for payment at this time. Please contact the court for further information. If you would like to enter another notice number or your installment plan number, please press 1 now.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (508) This case is not eligible for payment at this time. Please contact the court for further information. If you would like to enter another notice number or your installment plan number, please press 1 now.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, the caller is returned to the Main Menu]

[Response if the host inquiry determines that the case related to the notice number entered is sealed.]

(506) We are unable to retrieve your notice information. Please contact the court. If you would like to enter another notice number or your installment plan number, please press 1 now.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (506) We are unable to retrieve your notice information. Please contact the court. If you would like to enter another notice number or your installment plan number, please press 1 now.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (506) We are unable to retrieve your notice information. Please contact the court. If you would like to enter another notice number or your installment plan number, please press 1 now.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, the caller is returned to the Main Menu]

[Response if the host inquiry determines that the system is not available]

(509) We're sorry. The system is currently unavailable. Please call back later.

[If a chargeback letter number (i.e. a generic number used for all chargebacks) is entered, proceed to the Chargeback Notice script.]

CHARGEBACK NOTICE SCRIPT

[The system detects a standard chargeback number and responds as follows]

(507) The notice number entered indicates that you are disputing a credit card payment. Please press 8 now to speak to a Customer Service Representative.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (507) The notice number entered indicates that you are disputing a credit card payment. Please press 8 now to speak to a Customer Service Representative.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (507) The notice number entered indicates that you are disputing a credit card payment. Please press 8 now to speak to a Customer Service Representative.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 8 is pressed, the caller is transferred to a Customer Service Representative.]

(561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[If 8 is pressed and the office is closed, the caller will be prompted to call back during regular business hours.]

(511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If 8 is pressed and the office is closed for a holiday, the caller will be prompted to call back during regular business hours.]

(805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

CASE TYPE SELECTION

(The IVR does a host inquiry on the balance of the case related to the notice number entered)

[If the host inquiry determines that the balance is zero, the caller will hear the following]

(512) [There is no amount due on this case at this time. If your notice indicates that you must appear for any charge, then you must go to court as directed.](#) (555) [To repeat this information,](#) (260) [press 1.](#) (556) [To return to the Main Menu,](#) (268) [press 9.](#) (557) [Thank you for using the Arizona Pay-by -Phone Services.](#)

[If no response, the caller will hear the following message]

(811) [I am waiting for your response.](#) (555) [To repeat this information,](#) (260) [press 1.](#) (556) [To return to the Main Menu,](#) (268) [press 9.](#) (557) [Thank you for using the Arizona Pay by Phone Services.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

(810) [You have exceeded the response time allowed.](#) (510) [Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

(808) [You have made an invalid choice.](#) (555) [To repeat this information,](#) (260) [press 1.](#) (556) [To return to the Main Menu,](#) (268) [press 9.](#) (557) [Thank you for using the Arizona Pay by Phone Services.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

(809) [You have exceeded the number of attempts allowed.](#) (510) [Thank you for calling, goodbye.](#)

[If 1 is pressed, the entire message is repeated]

(512) [There is no amount due on this case at this time. If your notice indicates that you must appear for any charge, then you must go to court as directed.](#) (555) [To repeat this information,](#) (260) [press 1.](#) (556) [To return to the Main Menu,](#) (268) [press 9.](#) (557) [Thank you for using the Arizona Pay by Phone Services.](#)

[If 9 is pressed, proceed to the Main Menu Script]

PRE-DISPOSITION

[If the host inquiry determines that the balance is greater than zero and is in a pre-disposition status, the caller receives the option to pay the total amount due or to pay by the individual charge. Up to 24 charges plus the fee can be paid in a single payment transaction.]

(513) The current amount due for this case is <\$>. This is the full amount due including any mandatory fees assessed by the court. (514) By paying any or all charges, you hereby enter a plea of responsible on civil charges, post the bail amount on criminal charges, and consent to judgment imposing the listed fine(s) and forfeiture of the bail posted to satisfy your financial obligation. (515) If you wish to pay the full amount, please press 1. If you wish to pay on an individual charge, please press 2.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (515) If you wish to pay the full amount, please press 1. If you wish to pay on an individual charge, please press 2.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (515) If you wish to pay the full amount, please press 1. If you wish to pay on an individual charge, please press 2.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, proceed to the Credit Card Payment script]

[If 2 is pressed, the caller will hear the following related to the individual charges.]

(516) You may also pay by individual charge. The charge reference number is found in the chart located in the center of your notice. Only charges that have a financial obligation are available for payment by phone. Should you need to, you can pay up to 24 charges at a time.

[\(517\) If your case has multiple citations, there may be more charges referenced here than are contained on your notice.](#)

[\(518\) Once a charge has been selected for payment, any unpaid mandatory fees assessed by the court will be included in your total payment.](#)

[The IVR will repeat the following message for each charge. Each case can have multiple citations on the case, each with multiple charges. Charges will be listed in order by citation number. Charges will be referenced using a prefix corresponding to the sequence of the citation appended to the actual count number. For example,

Case M-1041-TR-1071531 has two citations:

M-1041-TR-345 with counts 01, 02, 03 and 04, and
M-1041-TR-678 with counts 01 and 02.

IVR will read Charge 1-01 through 1-04 for the first citation and Charge 2-01 through 2-02 for the second citation.]

[\(519\) Do you want to pay <Charge Reference # 1-1234>](#) [\(520\) in the amount of <dollar amount>.](#) [\(521\) If yes, press 1. If no, press 2.](#)

[All charges will be presented before the IVR will provide a total amount to be paid]

[If no response, the caller will hear the following message]

[\(811\) I am waiting for your response.](#) [\(521\) If yes, press 1. If no, press 2.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

[\(810\) You have exceeded the response time allowed.](#) [\(510\) Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

[\(808\) You have made an invalid choice.](#) [\(521\) If yes, press 1. If no, press 2.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) [You have exceeded the number of attempts allowed.](#) (510) [Thank you for calling, goodbye.](#)

[After all charges are reviewed, the IVR will accumulate the amount due for all the selected charges. The total amount to be paid by credit card will include any unpaid court fees. If the court fee is \$0.00, messages (901) and (903) will be skipped]

(522) [The total amount you have chosen to pay on this case is <\\$>.](#) (901) [The total amount of court fees due is <\\$>.](#) (902) [The total amount to be processed for payment is <\\$>.](#) (903) [This amount includes mandatory court fees assessed.](#) (550) [To pay this total, press 1. To reselect the list of individual charges, press 2. If you wish to end this call, press 3.](#)

[If no response, the caller will hear the following message]

(811) [I am waiting for your response.](#) (550) [To pay this total, press 1. To reselect the list of individual charges, press 2. If you wish to end this call, press 3.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) [You have exceeded the response time allowed.](#) (510) [Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

(808) [You have made an invalid choice.](#) (550) [To pay this total, press 1. To reselect the list of individual charges, press 2. If you wish to end this call, press 3.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) [You have exceeded the number of attempts allowed.](#)
(510) [Thank you for calling, goodbye.](#)

[If 1 is pressed, proceed to the Credit Card Payment script.]

[If 2 is pressed, the caller will hear the following message again.]

(518) Once a charge has been selected for payment, any unpaid mandatory fees assessed by the court will be included in your total payment.

(519) Do you want to pay <Charge Reference # 1-1234> (520) in the amount of <dollar amount>. (521) If yes, press 1. If no, press 2.

[If 3 is pressed, the caller will hear the following message, and the IVR will terminate the call.]

(510) Thank you for calling, goodbye.

POST-DISPOSITION

[If the host inquiry determines that the record found on the database is a post-disposition case, is not on a payment plan; and the balance is or less than or equal to \$20 minimum payment requirement, the caller will hear the following]

[\(526\) The current balance due is <\\$>. \(579\) If you want to pay the current balance due, please press 1. If you do not wish to pay at this time, press 3.](#)

[If no response, the caller will hear the following message]

[\(811\) I am waiting for your response. \(579\) If you want to pay the current balance due, please press 1. If you do not wish to pay at this time, press 3.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

[\(810\) You have exceeded the response time allowed. \(510\) Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

[\(808\) You have made an invalid choice. \(579\) If you want to pay the current balance due, please press 1. If you do not wish to pay at this time, press 3.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

[\(809\) You have exceeded the number of attempts allowed. \(510\) Thank you for calling, goodbye.](#)

[If 1 is pressed, proceed to the Credit Card Payment script]

[If 3 is pressed, the caller will hear the following, and the IVR will terminate the call]

[\(510\) Thank you for calling, goodbye.](#)

[If the host inquiry determines that the balance is greater than the \$20.00 minimum payment requirement, the caller will hear the following]

[\(526\) The current balance due is <\\$>. \(527\) If you want to pay the current balance due, please press 1. If you wish to pay less than the balance due for this case, press 2. If you do not wish to pay at this time, press 3.](#)

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (527) If you want to pay the current balance due, please press 1. If you wish to pay less than the balance due for this case, press 2. If you do not wish to pay at this time, press 3.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (527) If you want to pay the current balance due, please press 1. If you wish to pay less than the balance due for this case, press 2. If you do not wish to pay at this time, press 3.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, proceed to the Credit Card Payment script]

[If 2 is pressed, the caller will hear the following.]

(528) Please enter the amount you wish to pay in dollars and cents. For example, to pay \$100.00, enter 1-0-0-0-0 followed by the pound sign.

[If no response, or the pound sign is not entered, the caller will hear the following message]

(811) I am waiting for your response. (528) Please enter the amount you wish to pay in dollars and cents. For example, to pay \$100.00, enter 1-0-0-0-0 followed by the pound sign.

[The caller will have a total of three opportunities to respond, or to enter the pound sign, then the caller will hear the following message, and the IVR will terminate the call]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If the amount entered is greater than or equal to the \$20.00 minimum amount required but less than the balance due, the caller will hear the following]

(529) You entered <amount entered>. (252) If this is correct, press 1. If this is wrong, press 2.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

(809) You have exceeded the number of attempts allowed.
(510) Thank you for calling, goodbye.

[If 1 is pressed, proceed to the Credit Card payment script]

[If 2 is pressed, the caller will hear the following again]

(528) Please enter the amount you wish to pay in dollars and cents. For example, to pay \$100.00, enter 1-0-0-0-0 followed by the pound sign.

[If option 2 is chosen a total of three times, the caller will hear the following]

(809) You have exceeded the number of attempts allowed.
(510) Thank you for calling, goodbye.

[If the amount entered is more than the balance due, the caller will hear the following]

(529) You entered <amount entered>. (551) We're sorry. You have entered an amount that exceeds the balance due on this case. If you still wish to make a payment, please press 1. If not, press 2. If you would like to speak to a Customer Service Representative, press 6.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (551) We're sorry. You have entered an amount that exceeds the balance due on this case. If you still wish to make a payment, please press 1. If not, press 2. If you would like to speak to a Customer Service Representative, press 6.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (551) We're sorry. You have entered an amount that exceeds the balance due on this case. If you still wish to make a payment, please press 1. If not, press 2. If you would like to speak to a Customer Service Representative, press 6.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

(809) You have exceeded the number of attempts allowed.
(510) Thank you for calling, goodbye.

[If 1 is pressed, the caller will hear the following again]

(528) Please enter the amount you wish to pay in dollars and cents. For example, to pay \$100.00, enter 1-0-0-0-0 followed by the pound sign.

[If 2 is pressed, the IVR will terminate the call, and the caller will hear the following]

(510) Thank you for calling, goodbye.

[If 6 is pressed, the caller is transferred to a Customer Service Representative]

(561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[If 6 is pressed and the office is closed, the caller will be prompted to call back during office hours.]

(511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If 6 is pressed and the office is closed for a holiday, the caller will be prompted to call back during office hours.]

(805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If the amount entered is less than the \$20.00 minimum amount required, the caller will hear the following]

(529) You entered <amount entered>. (531) We're sorry. The minimum payment accepted is \$20.00. If you still wish to make a payment, please press 1. If not, press 2. If you want to speak to a Customer Service Representative, press 6.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (531) We're sorry. The minimum payment accepted is \$20.00. If you still wish to make a payment, please press 1. If not, press 2. If you want to speak to a Customer Service Representative, press 6.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (531) We're sorry. The minimum payment accepted is \$20.00. If you still wish to make a payment, please press 1. If not, press 2. If you want to speak to a Customer Service Representative, press 6.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, the caller will hear the following again]

(528) Please enter the amount you wish to pay in dollars and cents. For example, to pay \$100.00, enter 1-0-0-0-0 followed by the pound sign.

[If 2 is pressed, the IVR will terminate the call, and the caller will hear the following]

(510) Thank you for calling, goodbye.

[If 6 is pressed, the caller is transferred to a Customer Service Representative]

(561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[If 6 is pressed and the office is closed, the caller will be prompted to call back during office hours.]

(511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If 6 is pressed and the office is closed for a holiday, the caller will be prompted to call back during office hours.]

(805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If 3 is pressed, the caller will hear the following, and the IVR will terminate the call]

(510) Thank you for calling, goodbye.

CREDIT CARD PAYMENT SCRIPT

[If the caller has chosen to pay the current balance due or to make a partial payment on a Post-disposition case, proceed as follows]

(560) [Please enter your Visa or MasterCard number, followed by the pound sign.](#)

[If no response, or the pound sign was not entered after the credit card number, the caller will hear the following message]

(811) [I am waiting for your response. \(560\) Please enter your Visa or MasterCard number, followed by the pound sign.](#)

[The caller will have a total of three opportunities to respond and enter the pound sign, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative to a Customer Service Representative]

(810) [You have exceeded the response time allowed. \(561\) Please stay on the line and you will be transferred to the next available Customer Service Representative. \(5801\) This call may be monitored for training purposes.](#)

[After office hours the caller will hear the following message]

(810) [You have exceeded the response time allowed. \(511\) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.](#)

[On holidays, the caller will hear the following message]

(810) [You have exceeded the response time allowed. \(805\) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.](#)

[IVR verifies that card number entered begins with either a 4 or 5 (i.e. is a VISA or MasterCard. If an invalid credit card is entered, the caller will hear the following message]

(552) [You have entered an invalid credit card number. \(553\) Please re-enter your Visa or MasterCard number, followed by the pound sign.](#)

[The caller will have a total of three opportunities to key a valid credit card number, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative]

(809) You have exceeded the number of attempts allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[IVR verifies that card number entered begins with either a 4 or 5 (i.e. is a VISA or MasterCard. If a valid credit card is entered, the caller will hear the following message)]

(251) You entered <numbers entered>. (252) If this is correct, press 1. If this is wrong, press 2.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If option 1 is pressed, the caller will be prompted to enter their credit card expiration date]

[If option 2 is pressed, the caller will get the opportunity to re-enter their Visa or MasterCard number, followed by the pound sign]

(553) Please re-enter your Visa or MasterCard number, followed by the pound sign.

[If option 2 is chosen a total of three times, the caller will hear the following]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[After the caller confirms their credit card number, they will be prompted to enter their credit card expiration date]

(562) Please enter the four-digit expiration date on your credit card. If you have a six-digit expiration date, enter only the month and year. If the month of expiration is a single digit, enter a zero first. For example, an expiration date of January 2005 would be entered zero one, zero five followed by the pound sign. Enter the expiration date now.

[If no response, or the pound sign is not entered after the credit card expiration date, the caller will hear the following message]

(811) I am waiting for your response. (637) Please enter the four-digit expiration date on your credit card. If you have a six-digit expiration date, enter only the month and year followed by the pound sign.

[The caller will have a total of three opportunities to respond, or enter the pound

sign after their credit card expiration date, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative]

(810) You have exceeded the response time allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(810) You have exceeded the response time allowed. (511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(810) You have exceeded the response time allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If an invalid credit card expiration date is entered, the caller will hear the following message]

(636) You have entered an invalid credit card expiration date. (635) Please re-enter the four-digit expiration date on your credit card now.

[The caller will have a total of three opportunities to key a valid credit card expiration date followed by the pound sign, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative]

(809) You have exceeded the number of attempts allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If a valid credit card expiration date is entered, the caller will hear the following message]

(251) You entered <numbers entered>. (252) If this is correct, press 1. If this is wrong, press 2.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If option 1 is pressed, the caller will be prompted to enter their zip code]

[If option 2 is pressed, the caller will get the opportunity to re-enter their credit card expiration date, followed by the pound sign]

(635) Please re-enter the four-digit expiration date on your credit card now.

[If option 2 is chosen a total of three times, the caller will hear the following]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[After the caller confirms their credit card expiration date, they will be prompted to enter their zip code with the following message]

(710) Please enter the 5-digit zip code for the address where your credit card bill is mailed, followed by the pound sign. If you make a mistake, press the star key and begin again.

[If no response, or the pound sign is not entered, the caller will hear the following message]

(811) I am waiting for your response. (710) Please enter the 5-digit zip code for the address where your credit card bill is mailed, followed by the pound sign. If you make a mistake, press the star key and begin again.

[The caller will have a total of three opportunities to respond, or enter the pound sign, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative]

(810) You have exceeded the response time allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(810) You have exceeded the response time allowed. (511) We're sorry. Our office is closed. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(810) You have exceeded the response time allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a customer service representative, please call back Monday through Friday, between

the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If an invalid zip code is entered, the caller will hear the following message]

(711) You did not enter a 5-digit zip code. Please try again. (710) Please enter the 5-digit zip code for the address where your credit card bill is mailed, followed by the pound sign. If you make a mistake, press the star key and begin again.

[The caller will have a total of three opportunities to key a valid zip code followed by the pound sign, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative]

(809) You have exceeded the number of attempts allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (511) We're sorry. Our office is closed. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If the star key is pressed, the caller will get the opportunity to re-enter their zip code, followed by the pound sign (there is no limit to how many times the caller can use this option.)]

(710) Please enter the 5-digit zip code for the address where your credit card bill is mailed, followed by the pound sign. If you make a mistake, press the star key and begin again.

[If a valid zip code is entered, the caller will hear the following message]

[\(251\) You entered <numbers entered>.](#) [\(252\) If this is correct, press 1. If this is wrong, press 2.](#)

[If no response, the caller will hear the following message]

[\(811\) I am waiting for your response.](#) [\(252\) If this is correct, press 1. If this is wrong, press 2.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

[\(810\) You have exceeded the response time allowed.](#) [\(510\) Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

[\(808\) You have made an invalid choice.](#) [\(252\) If this is correct, press 1. If this is wrong, press 2.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

[\(809\) You have exceeded the number of attempts allowed.](#) [\(510\) Thank you for calling, goodbye.](#)

[If option 1 is pressed, the caller will be prompted to locate their security code]

[If option 2 is pressed, the caller will get the opportunity to re-enter their zip code, followed by the pound sign]

[\(710\) Please enter the 5-digit zip code for the address where your credit card bill is mailed, followed by the pound sign. If you make a mistake, press the star key and begin again.](#)

[If option 2 is chosen a total of three times, the caller will hear the following]

[\(809\) You have exceeded the number of attempts allowed.](#) [\(510\) Thank you for calling, goodbye.](#)

[After the caller confirms their 5-digit zip code, they will be prompted to locate their security

code]

(713) Please locate the security code on the back of your credit card. The security code is a 3 or 4-digit number. It is often located in the signature box. VISA cards have a 3-digit code, MasterCard has a 3 or 4-digit code. (714) If you have located the security code, press 1. (715) If you can't locate the security code, press 2. (716) If you can't read the security code, press 3.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (714) If you have located the security code, press 1. (715) If you can't locate the security code, press 2. (716) If you can't read the security code, press 3.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call.]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (714) If you have located the security code, press 1. (715) If you can't locate the security code, press 2. (716) If you can't read the security code, press 3.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

(809) You have exceeded the number of attempts allowed. (510) Thank you for calling, goodbye.

[If 1 is pressed, the caller will be prompted to enter their security code]

(717) Please enter the 3 or 4-digit security code followed by the number or pound sign. If necessary you may press the star key and begin again.

[If no response, or the caller does not press the pound sign, the caller will hear the following message]

(811) I am waiting for your response. (717) Please enter the 3 or 4-digit security code followed by the number or pound sign. If necessary you may press the star key and begin again.

[The caller will have a total of three opportunities to respond, or press the pound sign after the entry of their security code, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative]

(810) You have exceeded the response time allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (Avaya 5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(810) You have exceeded the response time allowed. (511) We're sorry. Our office is closed. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(810) You have exceeded the response time allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If an invalid security code is entered, the caller will hear the following message]

(719) You did not enter a 3 or 4-digit code. Visa has a 3-digit code. MasterCard has a 3 or 4 digit code. (717) Please enter the 3 or 4-digit security code followed by the number or pound sign. If necessary you may press the star key and begin again.

[The caller will have a total of three opportunities to key a valid security code followed by the pound sign, then the caller will hear the following message, and the IVR will transfer the call to a Customer Service Representative to a Customer Service Representative]

(809) You have exceeded the number of attempts allowed. (561) Please stay on the line and you will be transferred to the next available Customer Service Representative. (5801) This call may be monitored for training purposes.

[After office hours the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (511) We're sorry. Our office is closed. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[On holidays, the caller will hear the following message]

(809) You have exceeded the number of attempts allowed. (805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a customer service representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If a valid security code is entered, the caller will hear the following message]

(251) You entered <numbers entered>. (252) If this is correct, press 1. If this is wrong, press 2.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call to a Customer Service Representative]

(810) You have exceeded the response time allowed. (510) Thank you for calling, goodbye.

[If an invalid choice is entered, the caller will hear the following message]

(808) You have made an invalid choice. (252) If this is correct, press 1. If this is wrong, press 2.

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call.]

(809) [You have exceeded the number of attempts allowed.](#)
(510) [Thank you for calling, goodbye.](#)

[If option 1 is pressed, the caller will hear the following message and proceed to the Payment Verification Script]

(573) [Please hold while we process and obtain payment verification.](#)

[If option 2 is pressed, the caller will get the opportunity to re-enter their security code, followed by the pound sign]

(717) [Please enter the 3 or 4-digit security code followed by the number or pound sign. If necessary you may press the star key and begin again.](#)

[If option 2 is chosen a total of three times, the caller will hear the following]

(809) [You have exceeded the number of attempts allowed.](#)
(510) [Thank you for calling, goodbye.](#)

[If the star key is pressed, the caller will get the opportunity to re-enter their security code, followed by the pound sign (there is no limit to how many times the caller can use this option).]

(717) [Please enter the 3 or 4-digit security code followed by the number or pound sign. If necessary you may press the star key and begin again.](#)

[If 2 is pressed, the caller will hear the following message and proceed to the Payment Verification Script]

(573) [Please hold while we process and obtain payment verification.](#)

[If 3 is pressed, the caller will hear the following message and proceed to the Payment Verification Script]

(573) [Please hold while we process and obtain payment verification.](#)

PAYMENT VERIFICATION

[IVR verifies the zip code and/or the security code with the credit card company]

[IVR posts the payment to eTIMS. eTIMS takes the payment information and gets a request authorization from the bank.]

[If eTIMS receives a positive acknowledgement from the bank, the caller will hear the following messages]

(574) Your payment has been processed. Please hold for your confirmation number.

(581) Please be advised that although you may resolve your financial requirements due at this time, you may still have outstanding obligations with the Arizona courts. In addition, if your notice indicates that you "Must Appear", then you must go to the court as directed.

(582) If you have other court ordered obligations on this case (such as screening, counseling, or community service), your case will not be considered closed until you submit proof of compliance to the court.

(583) If this case resulted in the suspension of your driving privilege and the obligation is paid in full, you must now go to the court to obtain the proper documentation for release of the hold related to this case.

(578) Please make a note of the following confirmation number for your records: <confirmation number>, (575) that is <confirmation number>.

[If eTIMS determines that the person on the case is on TTEAP hold and the payment causes a release from the hold, eTIMS sends a release transaction to MVD. The caller will hear the following message]

(547) You have satisfied all your financial and court ordered obligations. You may now register your vehicle at the Arizona Motor Vehicle Division.

[If eTIMS determines that the person on the case is on TTEAP hold but the payment does not cause a release from the hold, the caller will hear the following message]

(549) You have not satisfied all your court ordered obligations. You may not register your vehicle until you satisfy all your court ordered obligations.

[At the end of each message above, the caller will hear the following final message]

[\(555\) To repeat this information, \(260\) press 1. \(556\) To return to the Main Menu, \(268\) press 9. \(557\) Thank you for using the Arizona Pay by Phone Services.](#)

[If no response, the caller will hear the following]

[\(811\) I am waiting for your response. \(555\) To repeat this information, \(260\) press 1. \(556\) To return to the Main Menu, \(268\) press 9. \(557\) Thank you for using the Arizona Pay by Phone Services.](#)

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

[\(810\) You have exceeded the response time allowed. \(510\) Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

[\(808\) You have made an invalid choice. \(555\) To repeat this information, \(260\) press 1. \(556\) To return to the Main Menu, \(268\) press 9. \(557\) Thank you for using the Arizona Pay by Phone Services.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

[\(809\) You have exceeded the number of attempts allowed. \(510\) Thank you for calling, goodbye.](#)

[If 1 is pressed, the information along with the confirmation number will be repeated]

[\(581\) Please be advised that although you may resolve your financial requirements due at this time, you may still have outstanding obligations with the Arizona courts. In addition, if your notice indicates that you "Must Appear", then you must go to the court as directed.](#)

[\(582\) If you have other court ordered obligations on this case \(such as screening, counseling, or community service\), your case will not be considered closed until you submit proof of compliance to the court.](#)

[\(583\) If this case resulted in the suspension of your driving privilege and the obligation is paid in full, you must now go to the court to obtain the proper documentation for release of the hold related to this case.](#)

(578) Please make a note of the following confirmation number for your records: <confirmation number>, (575) that is <repeat confirmation number>.

[If eTIMS determines that the person on the case is on TTEAP hold and the payment causes a release from the hold, eTIMS sends a release transaction to MVD. The caller will hear the following message]

(547) You have satisfied all your financial and court ordered obligations. You may now register your vehicle at the Arizona Motor Vehicle Division.

[If eTIMS determines that the person on the case is on TTEAP hold but the payment does not cause a release from the hold, the caller will hear the following message]

(549) You have not satisfied all your court ordered obligations. You may not register your vehicle until you satisfy all your court ordered obligations.

[At the end of each message above, the caller will hear the following final message]

(555) To repeat this information, (260) press 1. (556) To return to the Main Menu, (268) press 9. (557) Thank you for using the Arizona Pay by Phone Services.

[If 9 is pressed, proceed to the Main Menu script]

[If eTIMS receives a reject acknowledgement from the bank, the caller will hear the following messages.]

(576) We are sorry, your credit card payment has been denied. (577) To use a different credit card, press 1. To end this call, press 2. If you wish to speak to a Customer Service Representative, press 6.

[If no response, the caller will hear the following message]

(811) I am waiting for your response. (577) To use a different credit card, press 1. To end this call, press 2. If you wish to speak to a Customer Service Representative, press 6.

[The caller will have a total of three opportunities to respond, then the caller will hear the following message, and the IVR will terminate the call]

[\(810\) You have exceeded the response time allowed.](#) [\(510\) Thank you for calling, goodbye.](#)

[If an invalid choice is entered, the caller will hear the following message]

[\(808\) You have made an invalid choice.](#) [\(577\) To use a different credit card, press 1. To end this call, press 2. If you wish to speak to a Customer Service Representative, press 6.](#)

[The caller will have a total of three opportunities to key a valid choice, then the caller will hear the following message, and the IVR will terminate the call]

[\(809\) You have exceeded the number of attempts allowed.](#) [\(510\) Thank you for calling, goodbye.](#)

[If 1 is pressed, the caller will hear the following message and proceed to the beginning of the Post-Disposition Script]

[\(505\) Please hold while we access your information.](#)

[If 2 is pressed, the caller will hear the following message and the IVR will terminate the call]

[\(510\) Thank you for calling. Goodbye.](#)

[If 6 is pressed, the caller is transferred to a Customer Service Representative]

[\(561\) Please stay on the line and you will be transferred to the next available Customer Service Representative.](#) [\(5801\) This call may be monitored for training purposes.](#)

[If all Customer Service Representatives are busy, the caller will hear the following message]

[\(5802\) All of our representatives are currently assisting other customers. Please hold for the next available representative.](#)

[If all Customer Service Representatives continue to be busy, the caller will hear the following message]

[\(5803\) Your call is important, please continue to hold. A representative will be with you shortly.](#)

[If 6 is pressed and the office is closed, the caller will be prompted to call back during

office hours.]

(511) We're sorry. Our office is closed. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If 6 is pressed and the office is closed for a holiday, the caller will be prompted to call back during office hours.]

(805) We're sorry. Our office is closed due to a holiday. If you wish to speak to a Customer Service Representative, please call back Monday through Friday, between the hours of 8:30 a.m. to 5:00 p.m. Arizona Time except holidays. Thank you.

[If system is down for payments, the caller will hear the following message and the IVR will terminate the call.]

(580) We're sorry. Due to technical difficulties we are unable to process credit card payments at this time. If your payment is due today, please contact the court. (510) Thank you for calling, goodbye.