

**ATTACHMENT C2  
APPENDIX A**

**ENGLISH IVR MESSAGE LISTING  
(NEW 03/16/04)**

Complete listing of English IVR messages and voice prompts in message ID sequence to cross-reference with the English IVR script.

## AZ FARE IVR Message Listing

- 251- You entered <number entered>.
- 252- If this is correct, press 1. If this is wrong, press 2.
- 260- Press 1.
- 268- Press 9.
- 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.
- 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.
- 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.
- 505- Please hold while we access your information.
- 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.
- 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.
- 508- This case is not eligible for payment at this time. Please contact the court for further information.
- 509- We're sorry. The system is currently unavailable. Please call back later.
- 510- Thank you for calling, goodbye.
- 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.

- 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.
- 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.
- 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.
- 529- You 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.
- 536- We are unable to retrieve your installment plan information. Please contact the court.
- 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.
- 547- You have satisfied all your financial and court ordered obligations. You may now register your vehicle at the Arizona Motor Vehicle Division.
- 548- You have satisfied all your financial and court ordered obligations. You will be able to register your vehicle after 48 hours.
- 549- You have not satisfied all your court ordered obligations. You may not register your vehicle until you satisfy all your court ordered obligations.
- 551- We're sorry. You have entered an amount that exceeds the balance due on this notice. 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.
- 552- You have entered an invalid credit card number.
- 553- Please re-enter your Visa or MasterCard number, followed by the pound sign.
- 555- To repeat this information
- 556- To return to the main menu

- 557- Thank you for using the Arizona pay by phone services.
- 560- Please enter your Visa or MasterCard number, followed by the pound sign.
- 561- Please stay on the line and you will be transferred to the next available Customer Service Representative.
- 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.
- 563- To pay by notice number, please press 1 now. To pay by installment plan Number please press 2 now.
- 564- If you are calling from a touch tone phone please press 1 for English. Para Para Espanol, Oprima el numero dos.
- 573- Please hold while we process and obtain payment verification.
- 574- Your payment has been processed. Please hold for your confirmation number.
- 575- that is -----
- 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.
- 578- Please make a note of the following confirmation number for your records:
- 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.
- 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.
- 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.
- 635- Please re enter the four-digit expiration date on your credit card now.
- 636- You have entered an invalid credit card expiration date.
- 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.
- 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.
- 711- You did not enter a five-digit zipcode please try again.
- 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, Master Cards have 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.
- 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
- 719- You did not enter a 3 or 4 digit code. Visa has a 3 digit code, master card has a 3 or 4 digit code.
- 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.

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.

808- You have made an invalid choice.

809- You have exceeded the number of attempts allowed.

810- You have exceeded the response time allowed.

811- I am waiting for your response.

### **Avaya Messages**

5801- This call may be monitored for training purposes.

5802- All of our representatives are currently assisting other customers. Please hold for the next available representative.

5803- Your call is important, please continue to hold. A representative will be with you shortly.