

2014 Call Disposition Guide

May 8, 2014



Definitions of terms

Respondent	
	A person who is contacted by an interviewer and who may be eligible for interview.
Calling attempt	An attempt is an effort to reach a potential respondent by dialing a phone number, even if the dialing does not reach or connect with a working phone line.
Landline telephone	A telephone that is used within a specific location. Includes traditional household telephones, VOIP and internet phones connected to computers in a household.
Cellular telephone	A mobile device that is not tied to specific location for use.
Selected respondent	A person who is eligible for interview. For the cellular telephone sample a selected respondent is an adult associated with the phone number who lives in a private residence or college housing within the US or territories covered by the BRFSS. For the landline telephone sample a selected respondent is the person selected for interview during the household enumeration section of the screening questions.
Calling occasions	There are three calling occasions: weekday (before 5:00 pm on a weekday); weeknight (after 5:00 pm on a weekday), and; weekend (any time on Saturday or Sunday).
Personal Cellular Telephone	A cellular telephone that is used for personal calls. Cellular telephones that are used for both personal and business calls may be categorized as personal telephones and are eligible for interview. Telephones that are used exclusively

	as business phones are not personal telephones and, therefore, are not eligible for interview.
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Disposition Code	Description	Definition	Range of number of attempts	Call back rules
1100	Complete	Assign if selected respondent completes questionnaire.	1-15 attempts (landline) 1-8 attempts (cell phone)	
1200	Partial complete	Assign if selected respondent completes gender and three other demographic questions with responses other than “don’t know/not sure” or “refused”	1-15 attempts (landline) 1-8 attempts (cell phone)	Selected respondent may be called back to fully complete the interview. Give final disposition on 15 th or subsequent call attempt even if there is only one occurrence of a refusal or termination.
2111	Household level refusal (landline telephone only)	Assign for landline telephone only if refusal after confirmation of reaching household telephone line used by adults in correct state but before household selection and core BRFSS Q1 in landline telephone. <u>Refusal can be from any member of the household (note: if refusal by selected respondent use code 2112).</u> Automated messages should not count as refusals.	1-15 attempts (landline) 1-8 attempts (cell phone)	May be assigned after one attempt if hard refusal or special circumstance. Assign after maximum number of attempts and at least one interim disposition of 5111 (household level refusal).

2112	Selected respondent refusal	Assign if <u>refusal by selected respondent</u> before Core BRFSS Q1 is answered by landline telephone. Automated messages should not count as refusals. Assign if cellular telephone respondent refuses after number determined to be personal phone and respondent confirms living in private residence or college housing.	1-15 attempts (landline) 1-8 attempts (cell phone)	May be assigned after one attempt if hard refusal or special circumstance. Assign after maximum number of attempts and at least one interim disposition of 5112 (respondent refusal).
2120	Break off/ termination within questionnaire	Assign if selected respondent has completed Core BRFSS Q1 with response other than "Don't know" or "refused" and terminates/breaks off prior to demographics section. (NOTE: If respondent completes gender and three other demographics questions prior to break off, code 1200.)	1-15 attempts (landline) 1-8 attempts (cell phone)	May be assigned after one attempt if hard refusal or special circumstance. Assign after maximum number of attempts with at least one interim disposition of 5120 (break off/termination).
2210	Selected respondent never available	Assign if selected respondent is never available. Selected respondent may not have been contacted or contacted and asked to be called later. Includes repeated unsafe location for interview, respondent away during period of interview, respondent not available for appointment. Includes selected respondents who die during interview period.	1-15 attempts (landline) 1-8 attempts (cell phone)	Give final disposition when notified or after at least 5 calling occasions of no more than 3 attempts with at least 3 weekday, 3 weeknight and 3 weekend calls for landline telephone. Cellular telephone respondents may be called up to 8 times, with at least 2 weekday, 2 weeknight and 2 weekend attempts. Assign after maximum number of calling attempts

				with at least one interim disposition of 5100 (appointment), or 5560 (unsafe location).
2220	Household answering device (landline telephone only)	Assign if repeated contact with answering device that confirms residential/non business number (landline telephone only). The answering device gives a message confirming private residence by using the words “home,” “family,” “residence,” or “house” or by using family name in the message (landline telephone only). Due to potential for cellular telephone answering devices to be out-of-sample and/or not be connected to eligible respondents, <u>do not assign this code to cellular telephone sample numbers.</u> For cellular telephone s use code 3140 (Answering device, unknown if eligible residence/respondent).	6-15 attempts	Give final disposition after at least 5 calling occasions of no more than 3 attempts with at least 3 weekday, 3 weeknight and 3 weekend calls for landline telephones. Assign after maximum number of calling attempts with at least one interim disposition of 5220 (answering device, confirms residence).
2320	Selected respondent physically or mentally unable to complete interview	Assign if selected respondent is unable to complete interview due to physical or mental impairment. This includes temporary conditions such as bereavement, which will last beyond the interview period.	1-6 attempts	Assign the first time a <u>selected respondent</u> is contacted or is described by someone else as physically or mentally incapable of completing survey or the second time a respondent who is physically or mentally

				impaired is contacted.
2330	Language barrier, selected respondent	Selected respondent does not speak English or other language for which interviewers are available. (NOTE: If language barriers prevent completion of respondent selection, assign code 3330 (language barrier, physical or mental impairment).	1-6 attempts	Assign the first time a <u>selected respondent</u> is contacted or is described by someone else as not speaking English or other language (i.e. Spanish) for which interviewers are available.
3100	Unknown if housing unit	Assign if hang up or call back request without confirming private residence/college housing (landline telephone and cellular telephone). Assign for landline telephone sample if contact without completion of private household/college housing screener questions.	1-15 attempts (landline) 1-8 attempts (cell phone)	Give final disposition after second hang-up / call back request / termination or when a first time hang up will not be called back because of hard refusal or special circumstances and when household eligibility is NOT established . If the first occurrence is on 15 th attempt, give final disposition. Assign after maximum number of attempts with at least one interim disposition of 5050 (hang up, unknown if housing unit).
3130	No answer	Assign if telephone rings normally but no one answers. Assign if number reaches mailbox which has not yet been set up.	6-15 attempts	Give final disposition after at least 5 calling occasions of no more than 3 attempts with at least 3 weekday, 3 weeknight and 3 weekend calls for landline telephones.

				Cellular telephone respondents may be called up to 8 times, with at least 2 weekday, 2 weeknight and 2 weekend attempts. Assign after maximum number of attempts with plurality of interim dispositions of 5130 (no answer).
3140	Answering device, unknown whether eligible	ONLY assign if it is possible to leave a message or if a mailbox is full. Assign if answering device leaves open the possibility that the telephone number is not a residence or that the respondent is not eligible due to age. Assign for cellular telephone answering devices that may not be eligible.	10-15 attempts for landline telephones; up to 8 attempts for cellular telephones	Give final disposition after at least 5 calling occasions of no more than 3 attempts with at least 3 weekday, 3 weeknight and 3 weekend calls for landline telephones. Cellular telephone respondents may be called up to 8 times, with at least 2 weekday, 2 weeknight, and 2 weekend attempts. Assign after maximum number of attempts with plurality of interim dispositions of 5140 (answering device, unknown if eligible residence or respondent).
3150	Telecommunication barrier	Assign if call blocking, call ID requirements or other respondent initiated block device leaves open the possibility of the number reaching an eligible household and/or respondent. Assign if call	1-6 attempts	Give final disposition after up to 3 calling occasions of no more than 2 attempts with at least 2 weekday, 2 weeknight, and 2 weekend calls for landline telephones.

		forwarded to other number and there is some potential for reaching household or actual respondent at later time.		Cellular telephone respondents may be called up to 6 times, with at least 2 weekday, 2 weeknight and 2 weekend attempts. Assign after maximum number of attempts with at least one interim disposition of 5150 (telecommunication barrier) and all others noncontact.
3200	Household, not known if respondent eligible	Assign for landline telephone sample if private residence confirmed without selecting respondent. (NOTE: If contact is made and <u>household eligibility is unknown</u> , use code 3100). Assign for cellular telephone if contact is made with household resident without determining whether cellular telephone number and respondent are eligible. Contact with group home may apply. Contact with vacation home may apply. Contact with household where residents are away for interview period may apply.	1-15 attempts (landline) 1-8 attempts (cell phone)	Give final disposition after second hang-up/ termination or when a first time hang up will not be called back because of hard refusal or special circumstances and when respondent eligibility is NOT established . If the first occurrence is on 15 th attempt, give final disposition. Assign after maximum number of attempts with at least one interim disposition of 5050 (hang up, unknown if respondent eligible).
3322	Physical or mental impairment (household level)	Assign if physical or mental impairment prevents determination of private residence or prevents determination of eligibility of household or resident. This is a household level assignment. If	1-6 attempts	Assign after maximum number of attempts with at least one interim disposition of 5320 (physical or mental impairment).

		selected respondent is physically or mentally impaired, assign 2320 after first attempt.		
3330	Language barrier, (household level)	Assign if language barrier prevents determination of private residence or prevents determination of eligibility of household or resident. This is a household level assignment. If selected respondent has language barrier assign 2330 when informed.	1-6 attempts	Assign after maximum number of attempts with at least one interim disposition of 5330 (household language barrier). Do not assign if there are interviewers within the calling center who could complete the interview in language spoken by household (i.e. Spanish).
3700	On never call list	Assign only if supervisor can determine that respondent/ household is on never call list. Interviewer should not assign based on respondent information. (NOTE: If respondent insists that he/she is on never call list code assign household level refusal (2111) or respondent refusal (2112).	No attempt	Assign with confirmation by supervisor. Interviewer should not assign based on respondent information.
4100	Out of sample	Assign if out of state for landline telephone or out of country for cellular telephone. Assign if indication that number reaches vacation home or household members are not living in home during interview period. (NOTE: If contact is made with respondent who indicates that they have been reached at their vacation home	1-15 attempts (landline) 1-8 attempts (cell phone)	Assigned as soon as sample ineligibility determined. This should take priority over other final dispositions.

		where they live for at least 30 days per year, interview can continue).		
4200	Fax/data/modem	Assign if call reaches fax or data line without human contact.	1-6 attempts	<u>May be assigned after one attempt.</u> If states choose to use six attempts, give final disposition after recommendation for 3 calling occasions with 2 weekday, 2 weeknight and 2 weekend calls for landline telephones. If states choose to use six attempts, cellular telephone respondents may be called up to 6 times, with recommendations for 2 weekday, 2 weeknight, and 2 weekend attempts. If six attempts are used, assign after maximum number of attempts with at least one interim disposition of 5200 (fax/data/modem) and all others noncontact with any person.
4300	Nonworking number/ disconnected	Assign if tritone. Assign if operator message of nonworking number. States may choose to assign for temporary nonworking number message on first attempt or after repeated temporary nonworking number messages. Assign if "number changed" message. Assign	1-6 attempts. Do not call more than 6 attempts.	May be assigned after one attempt. If states use six attempts, give final disposition after recommendation for 3 calling occasions with 2 weekday, 2 weeknight, and 2 weekend calls for landline telephones.

		<p>if correctly dialed number rings to incorrect number. Assign if respondent reports that connection has been made to wrong number. A number that does not accept incoming calls (such as a hospital line only used for outgoing calls)</p>		<p>Cellular telephone respondents may be called up to 6 times, with recommendations for 2 weekday, 2 weeknight, and 2 weekend attempts. Assign after maximum number of attempts with at least one interim disposition of 5400 (technological barrier), 5300 (possible nonworking) or 5550 (busy) and all others noncontact.</p>
4400	Technological Barrier	<p>Assign if repeated busy, fast busy or circuit busy messages. Assign if repeated ambiguous operator messages. Assign if repeated poor audio quality. Assign if number repeatedly does not connect. Assign if cellular telephone respondent is outside calling area. Assign if respondent is unable to receive calls. DO NOT assign if answering device (which permits leaving messages) is reached.</p>	<p>1-6 attempts. Do not call more than 6 attempts.</p>	<p>May be assigned after one attempt or pre assigned using precall status. Assign as soon as interviewer reaches number resulting in tritone. If states use six attempts, give final disposition after recommendation for 3 calling occasions with 2 weekday, 2 weeknight, and 2 weekend calls for landline telephones. Cellular telephone respondents may be called up to 6 times, with recommendations for 2 weekday, 2 weeknight, and 2 weekend attempts. Assign after maximum number of</p>

				attempts with interim dispositions of 5200 (fax/data/modem), 5400 (technological barrier), 5300 (possible nonworking) and/or 5550 (busy) and all others noncontact.
4430	Call forwarding / pager	Assign if message indicates number has been forwarded. Assign if number reaches a pager. Assign if connection produces series of beeps. Assign if informed that number forwarded to other number. (NOTE: Do not select respondents from household or location that is different from the original number. Do not enumerate the number of adults at location which is different from original number.)	1-6 attempts. Do not call more than 6 attempts.	May be assigned after one attempt. May give final disposition after respondent or automated message informs that the number has been forwarded after multiple attempts. May give final disposition after series of beeps indicates a pager has been reached. If states use six attempts, give final disposition after recommendation for 3 calling occasions with 2 weekday, 2 weeknight, and 2 weekend calls for landline telephone. Cellular telephone respondents may be called up to 6 times, with recommendations for 2 weekday, 2 weeknight, and 2 weekend attempts.
4450	Cellular telephone (landline telephone only)	Assign if landline telephone sample number connects to cellular telephone or if sample indicates that a	1-15 attempts (landline)	Given final disposition when informed. This disposition should take priority over

		number in the landline telephone sample has been ported to a cellular telephone.	1-8 attempts (cell phone).	other possible final dispositions for the landline telephone sample. This disposition code should be pre-assigned to precall status code which indicates cellular telephone in the landline telephone sample.
4460	Landline telephone (cellular telephone only)	Assign if cellular telephone sample number connects to a landline telephone.	1-15 attempts (landline) 1-8 attempts (cell phone).	Given final disposition when informed. This disposition should take priority over other possible final dispositions for the cellular telephone sample.
4470	Cellular telephone respondent with landline telephone	Assign if cellular telephone respondent also has landline telephone and reports receiving less than 90% of all calls on cellular telephone.	1-15 attempts (landline) 1-8 attempts (cell phone).	Given final disposition when informed. This disposition should take priority over other possible final dispositions for the cell phone sample.
4500	Non-residence	Assign if business, government, or other organization. For cellular telephone, assign if telephone is used exclusively for business purposes.	1-15 attempts (landline) 1-8 attempts (cell phone)	Given final disposition when informed. This disposition should take priority over other possible final dispositions. This disposition should be assigned to numbers with a precall status of 5.
4510	Group home	Assign if respondent identifies number as reaching a group home, prison, halfway house, nursing home or hospital. College dormitories,	1-15 attempts (landline) 1-8 attempts	Given final disposition when informed. This disposition should take priority over other possible final

		graduate student housing, sorority/fraternity housing, or other college provided housing is not defined as group home. Persons living in college housing are eligible for interview.	(cell phone)	dispositions.
4700	Household, no eligible respondent	Assign if child telephone (landline telephone or cellular telephone). Assign if landline telephone household without eligible respondent.	1-15 attempts (landline) 1-8 attempts (cell phone)	Given final disposition when informed. This disposition should take priority over other possible final dispositions.
4900	Miscellaneous, non-eligible	Assign for null numbers, special data circumstances only. May be assigned if data are believed by state coordinator or data collection supervisor to be falsified or in error. Notify CDC when this code is used.	1-15 attempts (landline) 1-8 attempts (cell phone)	May be assigned after one attempt. Assign only with supervisor approval.
5050	Unknown whether eligible	Respondent hangs up or refuses before establishing eligibility. The state location question is not needed to establish eligibility for cellular telephone respondents.		Give interim disposition when this occurs. Call back after an interval of at least one day until maximum call attempts are reached.
5100	Appointment	Respondent asks for an appointment or asked to be called at some other time. Assign if child answers the phone and does not get an adult to come to the phone. Appointments may be formal or informal statements that the respondent is temporarily not able to complete the interview from household members or selected respondent.		Schedule a callback for appropriate time.

5111	Household level refusal (landline telephone only)	Assign for landline telephone only if refusal after confirmation of reaching household phone line used by adults in correct state but before core BRFSS Q1 in landline telephone. Refusal can be from any member of the household (note: if refusal by selected respondent, use code 2112). Automated messages should not count as refusals.		Give interim disposition when this situation occurs. Call back after an interval of at least one day. May assign final disposition of 2111 if hard refusal.
5112	Selected Respondent refusal: hang up or termination	Assign if refusal by selected respondent before Core BRFSS Q1 in landline telephone. Automated messages should not count as refusals. Assign if cellular telephone respondent refuses after number determined to be personal (nonbusiness) phone and respondent confirms living in private residence or college housing.		Give interim disposition. Schedule callback for as long as practical for up to two weeks after initial refusal.
5120	Break off / termination in questionnaire	Assign after respondent completes through Core BRFSS Q1 with an answer other than "don't know/not sure" or "refused" but breaks off prior to end of demographic section.		Give interim disposition when this situation occurs. Call back after an interval of at least one day.
5121	Call dropped	Assign for cellular telephone respondent if call is dropped.		Give interim disposition when this situation occurs. Call back may occur immediately or rescheduled after an interval of one hour.
5130	No answer	Assign if number rings normally without answer. Assign if number		Give interim disposition when this occurs. Call back after

		reaches mailbox that has not yet been set up.		an interval of at least one hour until maximum call attempts are reached.
5140	Answering device, unknown whether eligible	Assign ONLY if it is possible to leave a message or if a mailbox is full or not yet established. Assign if answering device leaves open the possibility that the telephone number is not a residence or that the respondent is not eligible due to age. Assign for cellular telephone answering devices that may not be eligible.		Give interim disposition when this occurs. Call back after an interval of at least one hour until maximum call attempts are reached.
5150	Telecommunication barrier	Assign if call blocking, call ID requirements or other respondent initiated block device leaves open the possibility of the number reaching an eligible household and/or respondent. Assign if call forwarded to other number and there is some potential for reaching household or actual respondent at later time.		Give interim disposition when this occurs. Call back after an interval of at least one hour until maximum call attempts are reached.
5200	Fax/data/modem	Assign if number connects to data or fax line without human contact.		States may assign final disposition of 4200 at any attempt, including the first attempt. If states choose to call up to six attempts, give interim disposition and schedule callback after an interval of at least one day.
5220	Answering device,	The answering device gives a		Give interim disposition when

	confirms residence (landline telephone only)	message confirming private residence by using the words “home,” “family,” “residence,” or “house” (landline telephone only). Due to potential for cellular telephone answering devices to be out-of-sample and/or not be connected to eligible respondents, do not assign this code to cell phone sample numbers.		this occurs. Call back after an interval of at least one hour until maximum call attempts are reached.
5300	Possible nonworking	Assign if message indicates number might be nonworking. Assign if recorded message indicates number is temporarily out of service. Assign if message indicates telephone number cannot be reached at this time. Assign if recording indicates that the number is for outgoing calls only (such as a hospital line for outgoing calls only).		States may assign final disposition of 4300 at any attempt including the first attempt. If states choose to call up to six attempts, give interim disposition and schedule callback after an interval of at least one hour.
5320	Physical or mental impairment	A household respondent or selected respondent is temporarily unable to be interviewed due to physical or mental impairment. NOTE: If <u>selected respondent</u> has permanent physical or mental impairment that renders him/her unable to complete the interview, assign final disposition of 2320 (physical or mental impairment) as soon as informed.		Give interim disposition when this occurs. Call back after an interval of at least one day until maximum call attempts are reached.
5330	Language barrier	Assign if a respondent who is not the selected respondent does not speak		Give interim disposition when this occurs. Call back after

		English or other language for which an interviewer is available. (NOTE: If <u>selected respondent</u> does not speak English or language for which there is an interviewer available, give final disposition of 2330 as soon as informed.)		an interval of at least one day until maximum call attempts are reached.
5400	Technological barrier	Assign if fast busy or circuit busy messages. Assign if ambiguous operator messages. Assign if poor audio quality. Assign if number does not connect. Assign if cell phone respondent is outside calling area. Assign if respondent is unable to receive calls. DO NOT assign if answering device (which permits leaving messages) is reached.		States may assign final disposition of 4400 at any attempt. If states choose to call up to six attempts, give interim disposition and schedule callback after an interval of at least one day.
5550	Busy	Assign if number produces normal busy (not fast busy) signal.		States may assign final disposition of 4400 at any attempt. If states choose to call up to six attempts, give interim disposition and schedule callback after an interval of at least one hour.
5560	Unsafe location/ activity for interview	Assign if respondent indicates he/she unable to continue due to safety concerns. May be assigned to numbers in cellular telephone or landline telephone sample.		Give interim disposition when this occurs. Schedule a callback time or call back after an interval of at least one hour until maximum call attempts are reached.
5700	Supervisor attention	Assign if special circumstances require supervisor attention		Assign only for special circumstances.

5900	Null attempt	Assign only with supervisor approval for special data circumstances.		Assign only with supervisor approval for special data circumstances.
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Understanding Coding for Technological / Telecommunication Barriers

Introduction

The Ci3 2013 BRFSS survey programming includes new four-digit disposition codes. Disposition code changes resulted from the move toward the standards of the American Association of Public Opinion Research (AAPOR), the increased diversity of types of telephones in the sample, and the rapid changes in telephone usage.

This document provides a quick overview of the differences between Technological Barriers and Telecommunication Barriers, and Phone Circuit Messages and Answering Device Messages. It also provides examples of Phone Circuit messages and Answering Device messages with comments on their proper coding. The number and variety of messages that phone companies use are changing rapidly. The lists provided here are not comprehensive, but they are intended to give an overview of coding for commonly heard messages. This list was developed following discussions with data collectors at the 2013 BRFSS conference.

Definitions of Technological Barriers, Telecommunication Barriers, Phone Circuit Messages and Answering Devices

One challenge with BRFSS disposition codes is the differentiation between a Telecommunication Barrier [5150] and a Technological Barrier. [5400]. The differences between these codes are based on whether the respondent initiates the barrier (Telecommunication Barrier) or the barrier is due to something outside of the control of the respondent (Technological Barrier). Technological Barriers may be due to the carrier or problems in the circuits or with the type of telephone.

Keep in mind that a Technological Barrier will be coded as ineligible while a Telecommunication Barrier is coded as unknown eligibility. Also remember that clear messages for non-working numbers should be coded as final disposition nonworking number (4300) or possible nonworking number (interim code 5300). Personal answering devices should not be coded as a Technological Barrier.

Telecommunication Barriers vs. Technological Barriers

Technological Barrier (5400 or 4400): A Technological Barrier is either:

- a) a telephone # that does not behave like a telephone line but instead acts like some other device (pager, alarm system, etc.); or
- b) a NON-connecting telephone line that a telephone owner cannot answer (fast busy, circuit busy, etc.); or
- c) a line with an ambiguous phone circuit message.

Telecommunication Barrier (5150 or 3150): A Telecommunication Barrier is a device or service on the end of a telephone line put by the telephone line owner to block incoming calls. This type of barrier includes call blocking devices or requirements for codes prior to connection but does not include personal answering devices (such as voice mail). Telecommunication Barriers result from screening by potential respondents.

Code a result as a telecommunication barrier only when there is assurance that the respondent put the block on the phone line. Otherwise, code the call as a technological barrier.

Interviewers often encounter messages from a phone company, or a phone circuit message. Phone circuit messages are not specific to a potential respondent and DO NOT ALLOW INTERVIEWERS TO LEAVE MESSAGES. Answering devices, on the other hand, do allow for interviewers to leave messages, unless the mailbox is full. Answering devices are set up by respondents or are specific to their telephone numbers. Even if a recorded message is heard on the answering device, it is still specific to that number and should be coded appropriately.

Phone Circuit Messages vs. Answering Devices

Phone Circuit Messages: A phone circuit message is produced by a telephone company. It is not specific to a potential respondent. Phone circuit messages do not permit interviewers to leave messages for potential respondents. Phone circuit messages may result in technological barrier dispositions (5400 or 4400), nonworking number dispositions (5300 or 4300) or other ineligible dispositions.

Answering Devices: Answering devices must allow interviewers to leave messages or indicate that a specific mailbox is full. An answering device is specific to a potential respondent, even if it is a recorded message. For example, a recording which indicates that the interviewer has reached a specific number and allows the interviewer to leave a message is an answering device, not a phone circuit message. Answering devices may indicate that the number dialed is a household in the landline telephone sample. Codes for answering devices are 5220/2220 for landline answering devices which are known to be households and 5140 and 3140 when the answering device is in the cell phone sample or when it is not known that the answering device is connected to an eligible household.

Code a result as an answering device only if the interviewer has the potential to leave a message (or if the mailbox is full). Do not code a household answering device for a number in the cellular telephone

Examples of Messages and Coding Suggestions

Sometimes it is difficult to tell if a number is non-working or if there is a technological barrier. If the number is identified as purely non-working (you get an operator message that says it's non-working) then use a non-working disposition code (either final non-working [4300] or possible non-working [5300]). CATI centers should define how strong the message needs to be to decide between final [4300] and possible [5300] non-working. The table below illustrates some common phone circuit messages that have been reported by states in the recent months. We have provided suggested coding for each message. This list is not exhaustive and it is likely that data collectors will continue to hear ambiguous messages in the future. Keep in mind the general rule that technological barriers are outside the control of the respondents, while telecommunication barriers are specifically placed by the respondents to block calls.

Phone Circuit Message	Comment	Suggested Coding
You have reached the (XXX) Telecom voice messaging service. If you have a mailbox on this system and would like to access it now, enter your 10-digit phone number, then press pound.	This is a number to a voicemail service, not a household.	4500--Non-residence
Tritone with and/or without a message	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
The number you have reached is not in service at this time.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
At the subscriber's request, this phone does not accept incoming calls.	Although this may appear to be a block, our experience with this message is that it is a hospital or group home where the phone places outgoing calls only.	5300--Possible Non-working 4300--Nonworking
Welcome to cell phone carrier. The number you have dialed is unassigned.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
We're sorry; your call cannot be completed as dialed. If you feel you have reached this recording in error, please check the area code and the number and try your call again.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
We're sorry. Your call cannot be completed as dialed. Please check	This message indicates that the number may not be a working	5300--Possible Non-working 4300--Nonworking

the number and dial again or call your operator to help you.	number.	
The number you are trying to call is not reachable.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
Your call has been connected to a vacant number series. Please check the number and dial again or call an operator to assist you.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
The number you dialed is not a working number. Please check the number and dial again.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
The number or code you have dialed is incorrect. Please check the number or code and try again.	This message indicates that the number may not be a working number.	5300--Possible Non-working 4300--Nonworking
The mobile customer you have dialed has turned the unit off or is outside its service area.	Note that this message indicates that the call may not be blocked by the respondent but by the lack of phone coverage; therefore, this message still may be coded as a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
The subscriber you have dialed is not available or has traveled outside the coverage area. Please try you call again later.	Note that this message indicates that the call may not be blocked by the respondent but by the lack of phone coverage. Therefore this message still may be coded as a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
The person you are calling cannot accept calls at this time. We're sorry for any inconvenience this may cause.	The potential respondent could not answer this call, even if he/she wanted to; therefore, it is a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
The mobile number you dialed is unavailable. Please try your call again later.	The potential respondent could not answer this call, even if he/she wanted to therefore it is a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
Welcome to (cellular telephone carrier). The wireless customer you called is not available at this time. Please try your call again later.	The potential respondent could not answer this call, even if he/she wanted to; therefore, it is a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
The person you are trying to reach is not accepting calls at this time. Please try your call again later.	The potential respondent could not answer this call, even if he/she wanted to therefore it is a technological barrier.	5400--Technological Barrier 4400--Technological Barrier

The subscriber is off line. Please call again later.	The potential respondent could not answer this call, even if he/she wanted to; therefore, it is a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
The person you have called is not available right now. Please try again later.	The potential respondent could not answer this call, even if he/she wanted to therefore it is a technological barrier.	5400--Technological Barrier 4400- Technological Barrier
The party you are calling is currently unavailable.	The potential respondent could not answer this call, even if he/she wanted to; therefore, it is a technological barrier.	5400--Technological Barrier 4400--Technological Barrier
The person you have dialed is not able to receive calls at this time.	The potential respondent could not answer this call, even if he/she wanted to; therefore, it is a technological barrier.	5400--Technological Barrier 4400- Technological Barrier
The (cellular telephone carrier) number you dialed does not subscribe to voicemail services.	This appears to be a working number without voicemail set up.	5130--No Answer 3130--No Answer
The number you have reached has not yet set up voicemail services.	This appears to be a working number without voicemail set up.	5130--No Answer
The mobile customer you have dialed has turned the unit off.	Because this is a clear message that the call has been blocked by an action of the respondent, it is a telecommunication barrier.	5150--Telecommunication Barrier 3150--Telecommunciation Barrier
Please enter your PIN to be connected.	Because this is a clear message that the call has been blocked by an action of the respondent, it is a telecommunication barrier	5150--Telecommunication Barrier 3150--Telecommunciation Barrier

An answering device is differentiated from a phone circuit message in that it offers the interviewers the possibility to leave a message. In some cases, the answering device indicates that the number dialed has reached a residence. In other cases, messages from answering devices are less specific or seem to indicate that the answering device is attached to a business. Care should be taken to ensure that coding from answering device messages is accurate. Moreover, answering devices on cellular telephone sample numbers are coded differently in some cases than are answering devices from landline telephone sample numbers. As in the past, when assigning a disposition code for an answering device before the household selection is complete will cause a prompt to be displayed. This prompt asks if the message includes “home,” “house,” “family,” “residence” or a family name. It is important to answer this question correctly.

The table below explains the coding for the four answering device codes.

Table 2
Assigning Codes for Answering Devices

Message	Comment	Code
<p>The message indicates that the interviewer has reached a household number in the landline telephone sample. The message may include the word “residence” “home” “family” “household” or list the parents’ and children’s names.</p>	<p>Use this code only for the landline telephone sample. Due to potential for cellular telephone answering devices to be out-of-sample, do not use this disposition code for cellular telephone sample numbers.</p>	<p>2220--HH Answering device 5220--HH Answering device</p>
<p>The message does not indicate that the number is a household in the landline telephone sample. For cell phone sample numbers use this code on all answering devices where you can leave a message.</p>	<p>Assign if answering device permits the interviewer to leave a message, without indication of whether the number is connected to a household or business. Assign if answering device is reached on the cellular telephone sample.</p>	<p>3140--Answering device, unknown whether eligible 5140--Answering device, unknown whether eligible</p>
<p>The answering device indicates that the mailbox is full without indication of household status in the landline telephone sample number. Use this code for all cell phone answering devices where the mailbox is full.</p>	<p>Even though the interviewer cannot leave a message on this call, there is still potential for leaving a message on this device. Follow rules for household status on landline telephone devices.</p>	<p>2220--HH Answering device (LL only) 5220--HH Answering device (LL only) 3140-Answering device, unknown whether eligible 5140- Answering device, unknown whether eligible</p>