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Brady

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(54) **SERVICE BUREAU CALLER ID COLLECTION WITH ISDN BRI**

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This patent is subject to a terminal disclaimer.

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Related U.S. Application Data

(63) Continuation of application No. 08/912,859, filed on Aug. 18, 1997, now Pat. No. 5,937,049, which is a continuation of application No. 08/581,101, filed on Dec. 29, 1995, now abandoned.

(51) **Int. Cl.**[7] **H04M 3/42**
(52) **U.S. Cl.** **379/211.02**; 379/142.06
(58) **Field of Search** 379/201, 210, 379/211, 212, 142, 127, 164, 111, 112.01, 142.06, 201.01, 207.15, 210.01, 211.01, 211.02, 212.01

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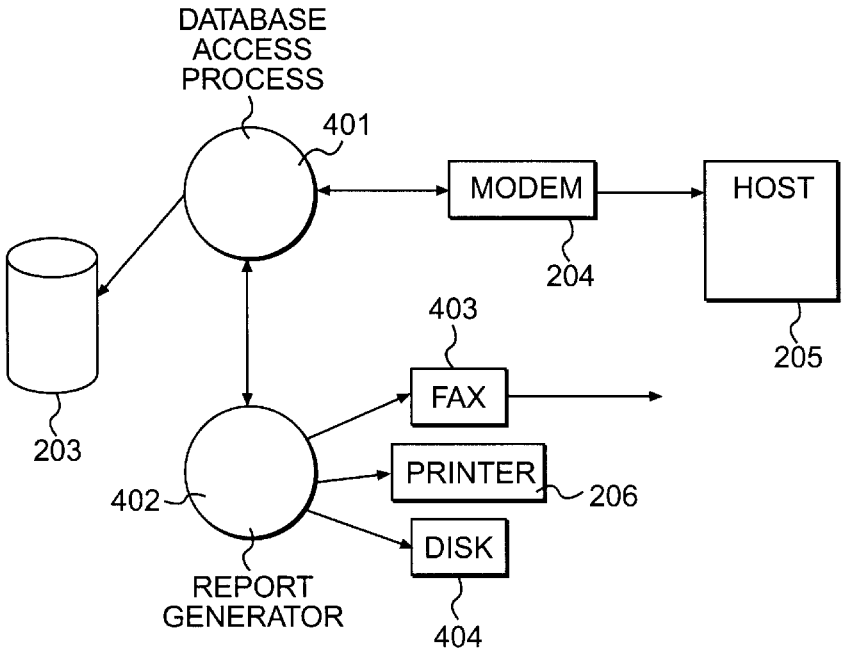
(57) **ABSTRACT**

A system for processing telephone calls incorporates a service bureau. The service bureau provides efficient access to caller identification data. The service bureau extracts the caller identification data from the ISDN Basic Rate Interface. Using the caller identification data, the service bureau tracks customer information and other marketing information. To perform its tracking function, the service bureau maintains and updates a database containing the customer information and other marketing information. The system is particularly useful for providing access to caller identification data to businesses that use telephone switching devices for telephone call routing.

6 Claims, 6 Drawing Sheets