

# ATL Newsletter

## Tips for Managing Your Toll Free Numbers

### ASCENT

ATL President Aelea Christofferson will attend ASCENT in Anaheim May 20-22. If you'll be there, she would like to meet with you. She will also be available to meet with other clients in Southern California while she's there.

Call her at 888-217-5784 to set up an appointment.



### DISASTER RECOVERY

Caution. The SMS system does not register traffic and cannot sense an outage. Therefore, if you are using a "spare" carrier for backup in case of disaster, it is necessary to tell us to move the traffic from the carrier that is down to the other carrier. We can do this 24-7. If you have more than a few numbers to move, you may want to prioritize them so we can get the critical numbers moved fastest.

We will charge you the usual rate for moving the numbers. But you will probably move them back when your primary carrier is back up. Then we'll charge you to move them back. In addition there will be the regular night trouble call rate if it's after hours.



## APRIL 2003



### TELL US WHAT YOU WANT TO HEAR ABOUT

We try to give you the information we think you want to know. Especially, based on questions you've asked. But we'd love to hear from you with suggestions. If we don't know the answers, we'll try to get it.



### MOVING



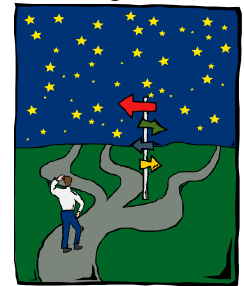
We've outgrown our office and will be moving as soon as the new office is ready.

Ground-breaking is this month with projected occupancy in July. You probably couldn't care less, but it sure is exciting for us.



### DID ROUTING

Some of our clients use routing that involves long lists of DID's and complex routing to avoid long-distance charges,



The routing terminates calls from designated area codes on local ring-to numbers.

Unfortunately, the SMS does not support copying the DID lists from one record to another, so it's necessary for our staff to enter the routing line by line on every record. Because of the time involved, this kind of routing can cost you a little more. It averages about \$2 more per number, or \$8 versus \$6 for other complex routing. That's probably a small price for the savings on traffic.



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