

ATL Newsletter

Tips for Managing Your Toll-Free Numbers

CLEC's - SUCCESSES ...AND PERILS

No resolution yet on the Triennial Review, but you might be interested that there were over 19 million UNE's at the end of 2003, up over 30% for the year, according to a report from Comptel/ASCENT.



HAPPY BIRTHDAY TO US!

ATL was founded in April, 1991, so we're celebrating our 13th birthday. There's no triskaidekaphobia here.



WE GOOFED

We overcharged six clients for reserving numbers through a misunderstanding of how to count reserves. No one noticed, but it has been corrected and six clients have received credit on their April 15 bills.



APRIL 2004



QUESTIONNAIRES

We've gotten really tough on questionnaires. We need them for your default options for every order for which you don't specify carrier and area of service. And, of course, we need the contact information updated from time to time.

Your rep will be contacting you if there is no questionnaire on file or an outdated one. Please respond promptly and call us if you have any questions about it. The next step is for the rep to refuse to work your orders until we have the questionnaire.



LISTS

It wasn't too long ago that getting a list of all your numbers meant having us order it from the SMS, waiting a week or more and paying \$100. Now one of the enhancements to the SMS allows us to do it online and e-mail it to you the same day. We can do it as often as once a month. And it's free!



NEW CLIENTS

We recognize that Resp Org work is unfamiliar to many of our new clients. If it were easy to understand, everyone would be willing to do it in-house.

Therefore, we have designated Lois as our contact with new clients. She will spend as much time as it takes to explain Resp Org functions to a new client. She is available for conference calls.



TROUBLE CALLS

Occasionally someone will report being unable to reach a number and will call us back every few hours. This weekend we had one person who called eight times including late Saturday night and early Sunday morning.

These calls cost you \$7.50 each during business hours and \$15 after hours. So, we encourage you to contact the caller to avoid our receiving more calls and running up your bill.



Let us know if you have questions you would like us to tackle in a newsletter.



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