

ATL Newsletter
Tips for Managing Your Toll-Free Numbers

SHUTTING DOWN

Telecommunications is a tough business. We hate to see it, but now and then one of our clients goes out of business or drops the toll-free part of the business.

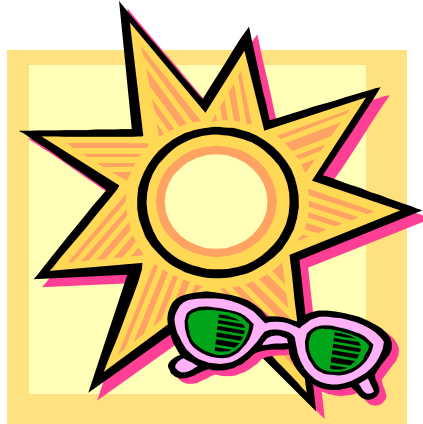
When that happens, we need to be notified to cancel the contract. And we need to know what to do with the numbers. Our client may elect to give its customer base and toll-free numbers to another company. Then all we need is a fax or an e-mail with a list of the numbers and the new Resp Org ID. Or we might be told to disconnect and spare the numbers. We do ask that the bill be paid before we release the numbers.

Sometimes a company closes down without making any arrangements or without providing any way to contact it. We telephone and send letters, e-mails and faxes to try to reach someone. If all efforts fail, we release numbers to whatever Resp Orgs send port requests with proper LOA's, on the assumption that the transfers are being initiated by the end users. (We have no way to confirm who that is.) Then if any numbers are still unaccounted for, they are disconnected and spared.

On the bright side – we often hear from people we remember when they resurface with new companies. And we owe them thanks for introducing their new employers to us!



AUGUST 2004



TRIENNIAL REVIEW UPDATE

There is news from around the country of horror stories about what it will cost consumers to lose competitive options. We'll report as we hear more.



MEET JEREMY

Jeremy Schreiner is our new techie. Actually, we have been calling him for network and communications work for the last several years.

Now he'll be in our office full-time. And that's very reassuring.



NORTHWEST COALITION

Alea Christofferson, President of ATL is the chair of the NW Competitive Coalition. For any of our clients who provide any local services in Washington, Idaho or Oregon, please contact her at 541-593-2900.



WHAT COSTS EXTRA?

We get questions about charges for "complex routing." There are three levels of charges for routing new or changed numbers. They're listed on the Fee Schedule, the last page of your contract.

"Single-carrier record" is a record with only one carrier. It can be done on the basic record screen in the SMS. The charge is \$5.

"Multi-carrier record" uses more than one carrier, including an offnet carrier when the primary carrier does not cover the entire area. It can include geographic, percentage or time-of-day selection. It costs \$6.

Lists of 100 or more of either of these are one-half price (\$2.50 or \$3.00) during regular hours..

"Complex record" refers to records that take many entries, usually multiple DID's. We also call it "map-building." The charged is \$65 per hour. But, if the same array is used on other records, it is only \$6 to apply the "map" on each additional record.



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