

ATL Newsletter

Tips for Managing Your Toll-Free Numbers

30 DAY HOLD

Some clients have us notify them when a number is released. We hold it until we get instructions to CIC it. If it stays in Hold over 30 days before being CIC'd, we e-mail you to remind you. If we do not have an order to CIC it within several days, you are charged an Incoming fee of \$5. If you tell us to CIC it days or weeks later, we will charge you again!



OUR NEW ADDRESS

We moved several months ago to 56825 Venture Lane, Suite 110, Sunriver, OR 97707. That's about 100 yards from our old address at 58635 Venture Lane. Please change your records.



COURTESY CALLS

Sometimes we get a call from another Resp Org or from an individual requesting a number of yours. We explain that we will pass on the request but that neither you nor your customer have any obligation to even respond. If your customer wants to trade for a vanity number, let us know and we'll try to find one he/she likes.



JANUARY 2004



WEATHER REPORT

It's been below freezing with at least a foot of snow on the ground for weeks now. As many of you know we are over 4000 feet up in the Oregon Cascades. Sunriver is a ski resort. Those of you in warmer climates have rubbed it in mercilessly.



QWEST CONVERSION

After years of being prohibited from carrying traffic in the 14 Northwestern states, Qwest is now permitted to do so. They are requiring customers to convert their numbers to the new map. If you use Qwest as a carrier, we asked for your approval to make the changes. If you have not responded or refused to authorize the change, you will receive a memo from us outlining the action that needs to be taken. Please respond promptly – Qwest is getting testy about it.



TIME ZONES

We've given you our reps' schedules based on your time zone, hoping that makes us easy to reach at your convenience



We stressed that Catherine is here at 6:00 am Pacific time for Eastern time zone clients, Judy at 7:00 am for Central time zone clients and Karen at 8:30 for Mountain and Pacific time zone clients. We didn't mention that means they leave at staggered hours also: Catherine at 2:30, Judy at 3:30, and Cyd and Karen at 5:00. If you need an order worked after your rep has left, please call and have someone check her e-mail for you.



DID YOU HEAR A BABY?

ATL is family-friendly. Catherine just came back to work with Elinor, age 2½ months. She's a good baby and doesn't really need all of us to pick her up as much as we do. We're spoiling her rotten.



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