

ATL Newsletter

Tips for Managing Your Toll-Free Numbers

SEPTEMBER 2004

SMS REDESIGN

There is currently a process going on to completely redesign SMS, the national system that processes all toll-free calls.

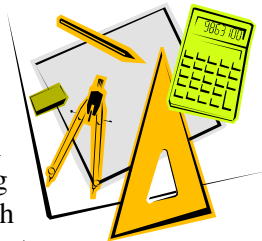
Alea Christofferson is participating in monthly meetings in Chicago and weekly conference calls to ensure the new design reflects the needs of our clients. The outcome has the potential of lowering both the per-number per-month cost and the transaction costs you are charged by ATL.

One example

is a cut and paste option for updating routing, which would eliminate both tape update costs and project costs. Another improvement contemplated is the ability to reserve more than ten consecutive numbers.

Implementation is planned for April 2006.

We have provided the observations from our staff based on their working with the current system. If you have any suggestions on how the system could serve you better, please let us know.



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PORTING & CIC'ING

These two terms are the most confusing jargon for new clients. And we throw them at you often. Please bear with us if you've heard this before.

Porting refers to obtaining existing numbers from the current Resp Org. It involves your submitting a Resp Org Change Request or LOA (letter of authorization) from the end user. The current Resp Org then has two days to release or reject the requested numbers.

CIC'ing refers to activating the number when we enter the routing information including the CIC – carrier identification code.

We might ask you when we reserve or port a number how you want it CIC'd.



LEAST COST ROUTING

The August 2004 issue of *Phone+* magazine has an article by ATL president, Alea Christofferson, on LCR.

If you haven't seen it, call us, and we'll be glad to send you a copy of the article.



PRICE CHANGE

There is a new feature of the SMS that allows us to reduce the charge for disconnecting and sparing numbers.

Until now the charge has been 50¢ per number. Effective immediately there is a \$25 cap, no matter how many numbers there are.

Enjoy the savings!



ON THE OTHER HAND...

We've held the prices on our fee schedule for 10 years. But we are now experiencing a problem for which we have added a fee. A few of our clients port numbers from other Resp Orgs but delay activating them for extended periods. We will be charging \$5 for each number that remains in HOLD for over 30 days.



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