

ATL Newsletter

Tips for Managing Your Toll Free Numbers

Welcome

This newsletter for ATL clients is intended to make managing your toll free numbers easier and more profitable. We're working on getting it to the people who can use it, so let lois@atlc.com know if you have names and e-mail addresses to add or subtract.

ASCENT

There will be some great presentations at the upcoming ASCENT conference in November in Orlando. Aelea will be there if you would like to meet with her.

Register by **October 10** and save \$200. For information visit www.ascent.org.

MASK? NASK? NASQ?

NASC is the acronym for the Number Administration Service Center. It also refers to a function that gains control of a number within a few hours. Otherwise, the current Resp Org has two days to release or reject the change.

Caution: the cost and the liability are high. We charge \$40 for each number NASC'd. If a number is NASC'd and the end user didn't want it changed, or it's the wrong number, you can be sued. We'll try to avoid that by calling the number to confirm to whom it belongs. A bill copy confirming the identity is sometimes required.

e-mail to ATL

As soon as we introduced orders@atlc.com we found that some of you would rather deal with an individual. We listened to your concerns and now you have the choice. You may still send orders to orders@atlc.com, but if you prefer, you can send them to your rep. When he or she is out of the office the e-mail will be forwarded to another rep. If you don't know who your rep is, you can ask orders@atlc.com.

Lists

We now have the capability of downloading a list of all your numbers with carrier information from SMS. The data will be current within the last 24 hours. You may request one list during each billing period with no charge. This list does not include the area of service. A list with the AOS is available at a cost of \$592.97. Sorry, that's what the SMS charges.

Avoid Rejects

Rejects are a nuisance – for you and your customer. The most common reason for Resp Orgs to reject your requests is data mismatch. The current Resp Org compares the data on your form to the customer name, address, contact person and signature on their records. A mismatch of any of these is grounds for rejecting the request.

We'll address other porting pitfalls in future issues.

Service Hours

We're open from 6:00 am to 5:00 pm M-F, Pacific time. We're on call 24-7. (Just call the main number and select "emergency" and someone will be paged.)

Any orders with less than 100 numbers received by 3:00pm are



completed the same day. We also do orders received after 3:00 if you tell us it's an emergency or as time permits.

We're Growing!

When 800 number portability was instituted in 1993 we had two clients. Now there are 121 companies for whom ATL is the Resp Org.

Practically all were referrals from you, our clients.

Thank you.



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