

# ATL Newsletter

## Tips for Managing Your Toll-Free Numbers

### BECOMING YOUR OWN RESP ORG

Every few years one of our clients decides to be its own Resp Org.

#### HOW TO DECIDE

When you have enough toll-free activity to occupy two full-time staff positions, you should consider doing your own work. That provides for one employee being absent. This normally comes when you have 2000 transactions per month (not numbers).



**HOW WE CAN HELP** – There are two ways we can work with you.

1. Provide training for your staff in qualifying for the SMS test to become a Resp Org. We will also train your staff to handle the Resp Org functions, either in our office or in yours.

2. You can outsource some functions to us. We can handle your especially complex routing or unusually heavy work load. That includes lists, tape updates and mass changes. If you wish, we can do the work under your own Resp Org ID, and ATL involvement will be transparent.



#### TIMING

For most orders we set them to go active as soon as possible, usually within 15 minutes - unless you specify another time. Effective times must be in 15-minute intervals – you can't specify 2:20 pm; it must be 2:15 or 2:30, but it can be hours or days hence. We do the work right away, but the number's status will be "pending," and the change won't be activated until the time specified.

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We'll ask you what time zone you're talking about. The SMS computer is in St. Louis, so the time on the order will be converted to Central time.



That's if everything goes as planned. Lately, you've heard too often that your order is "stuck in sending." There are a couple of new switches in Florida that aren't up to speed. So, usually, stuck in sending means that those switches are queued. There have also been some problems with Canadian switches from time to time. Gradually, the switches clear out and the status of your order will click from "sending" to "active." Meanwhile, all the other 36 switches around the country and Canada will already be working. So you can ignore it – if you're not in Florida. We can tell you which areas are affected.

Less often "stuck in sending" means the whole system is clogged up. That is most common in late afternoon when a Resp Org which uses batch processing dumps a large volume into the system. Like queued switches the system

gradually digests the mass of data and resumes normal processing.



#### E-MAIL

Most of our orders come in by e-mail. It seems the most logical scheme is based on your location/time zone.

ATL staff's starting times are staggered from 6:00am to 8:30am Pacific time. We do that for the convenience of our clients in different time zones, so we assign staff based on your time zone. We're also setting up our e-mail boxes to reflect where you're calling from.

[ordersE@atlc.com](mailto:ordersE@atlc.com) - from Eastern time  
[ordersC@atlc.com](mailto:ordersC@atlc.com) - from Central time  
[ordersM@atlc.com](mailto:ordersM@atlc.com) - from Mountain  
[ordersP@atlc.com](mailto:ordersP@atlc.com) - from Pacific time



All three of those mailboxes are checked regularly – even if a staff member is out of the office. Your order will be worked the same day if received by 3:00 Pacific time. If you have an urgent order after 3:00, please call and alert us.

Please don't send duplicate copies.

We hope this will enable us to continue to serve you well.



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