

ATL Newsletter

Tips for Managing Your Toll-Free Numbers



WHAT DID YOU SAY??

We know we included this information in an earlier edition, but not everybody got it. These are the standard terms, that is the ones we are least likely to misunderstand.

CIC – Activate a number (put the CIC or Carrier ID Code on it.)

Reserve – Find and save a number for you from the SMS pool. You need to let us know if we should hold it for you or CIC it (see above). If we don't CIC it, it will revert to the pool in 45 days.

Disconnect – Deactivate number but save it for four months during which time it can be reactivated.

Spare – Used with disconnect. Means return to the pool where it can be picked up by another Resp Org.

One ambiguous word we often see is “cancel” – do you mean disconnect or spare or something else?



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TRY GUAM

Speaking of disconnects, some of our clients choose to suspend service by having the area of service changed to Guam only. That practically stops all traffic but still keeps the number active. The area of service can be changed back at any time.

Do you have a contact who can try calling from Guam? We'd love to try it. Call and we'll give you an 800 number to try.



Did you notice you saved a few pennies on recent bills? The SMS charge per number was reduced from 22.19¢ to 18.33¢. SMS audits and recalculates the charge periodically. We pass on to you whatever they charge us.



AELEA AT ASCENT

Don't forget to go hear Aelea Christofferson speak at 9:45 AM Wednesday, November 19 at ASCENT in Dallas. Everything you ever wanted to know about “Least Cost Routing and Disaster Recovery for Toll Free Services.” For information go to www.ascent.org.



SMS Preventive Maintenance

Every night at midnight Central Time, the SMS shuts down, usually for about 15 minutes. If you request that your order be set for midnight, we will tell you that's not possible and you should choose 11:45 p.m. or 12:15 a.m. About once a month there is a longer shutdown, usually between eight and ten hours from Saturday midnight. We may have to tell you we can't place an order for you until Sunday morning, even if you're out of service.



56825 Venture Lane, Suite 110

Sunriver, Oregon 97707

Phone:541-593-2900-Fax:541-593-2090

www.atlts.com

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