

ATL Newsletter

Tips for Managing Your Toll-Free Numbers

E-MAIL COPIES

It is important that your e-mail orders are handled promptly and properly. To do that we request that you only send one e-mail and that it be addressed to either:

ordersp@atlc.com,

ordersc@atlc.com

or orderse@atlc.com

The letter following "orders" indicates what time zone you are in. E-mails to a specific person are not checked if that person is not in the office and multiple copies and result in everyone thinking everyone else has handled the order. "Orders" boxes are checked regularly regardless of which staff are in the office. E-mails are no longer checked when it becomes 5:00 PM in your time zone, so if you need something done after that time, please call and alert someone that you have an order that must be done that day.

Also remember that ATL's commitment time to complete orders is the same day if the e-mail is received before 3:00 PM Pacific time. Although almost all orders are done more promptly there are times that ATL receives many orders in a short time. If you have customers out of service, feel free to call and ask that you order be done right away and we will make every effort to ensure that the order is handled right away.



OCTOBER 2007



DAILY ACTIVITY REPORTS

We send a Daily Activity Report (DAR) for every day on which we make changes on any of your numbers. The reports are usually printed at the close of business and faxed to you then or the next morning. If the correct people are not receiving them, please call your rep and confirm the fax number where they should be sent.

At the end of the billing period the DARs are rolled up and used to compute your bill, and a copy is sent with your bill.



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0110 ROUTING

Periodically the SMS runs a sweep of all the numbers with 0110 routing and matches the result against the database of the authorized ring-to's. For any numbers that are not authorized it replaces the affected LATA's, 0110 carrier and ring-to with OBA. OBA means "out of band announcement" - the recording received when calling a toll-free number from an area which is blocked or not covered by the area of service.

On October 6 and 7 the SMS ran the sweep. Only two of our clients were affected and only for a total of four numbers.

To use 0110 intra-LATA routing you must have a form signed by the CLEC who owns the OCN for the ring-to number(s) and submitted to the SMS. For multiple LATA's, authorization is required for all ring-to's from the appropriate OCN's. The advantage is that this routing does not use a long distance carrier and can be more economical than using a carrier.

If you have questions about 0110 routing, please call your rep.



*Let us walk softly on the earth with
all living beings great and small.*

Native American Proverb