



# How to reserve a toll-free number

## Introduction

This document will take you through the steps you will need to reserve a North American toll-free number.

# Reserve number

To reserve a new North American toll-free number, or to define a toll-free number into the Verizon IT systems to prepare the number for a future port, the **Reserve** function is used.

## Navigate to the Reserve function

First, you will want to navigate to the **Number Inventory**.

### Number Inventory

From anywhere, to navigate to the Numbers Inventory, click **Inventory** on the top-level menu. Once the menu fully expands, under the **Routing** heading, click **Numbers**.

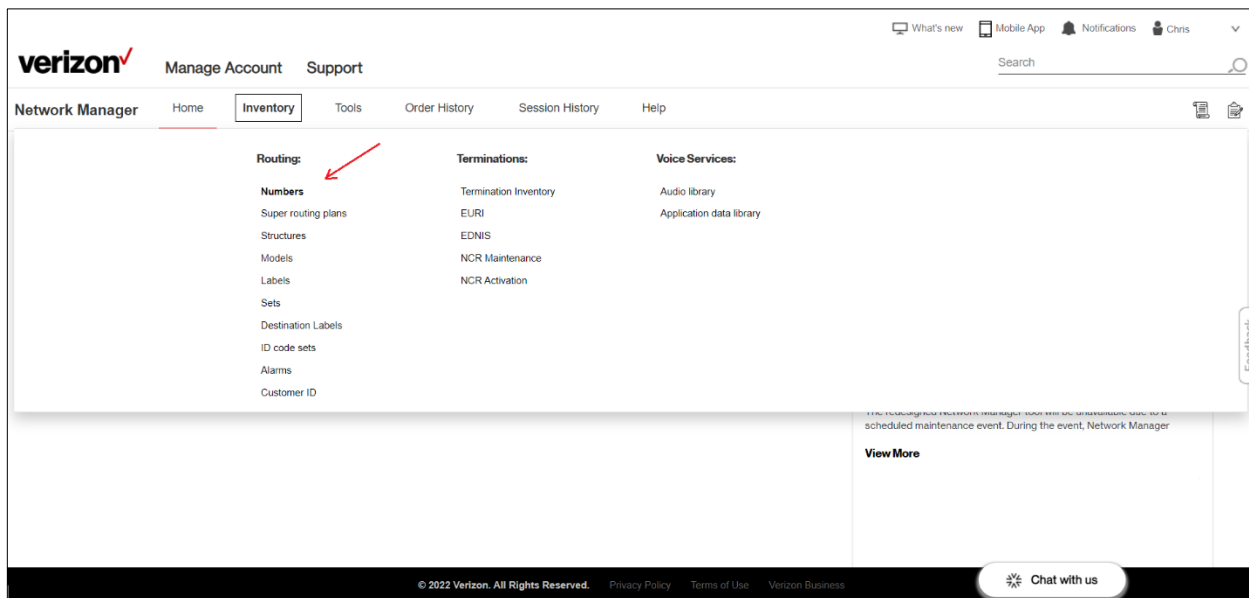


Figure 1 - Top-level menu for Network Manager

If this is the first time you are navigating to the Number Inventory in your web browser session, you may need to select your **Customer ID** from the dropdown control.

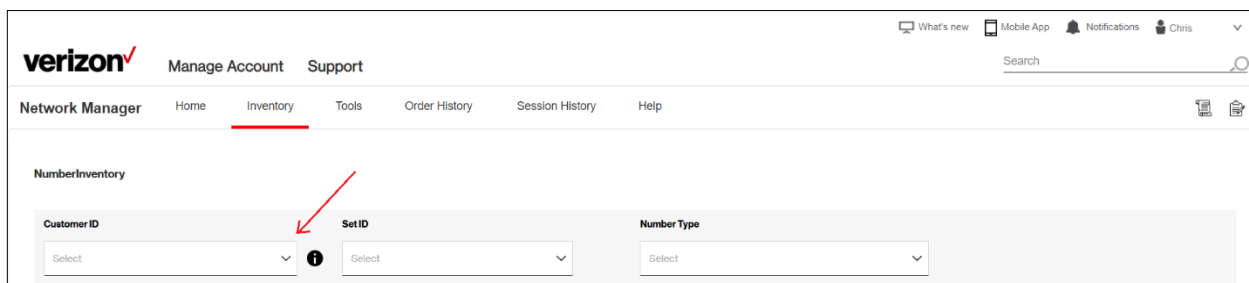


Figure 2 - Number Inventory Customer ID selection

**Number Inventory** will display with the default selection list of numbers. Click on the **Reserve** button to navigate to the **Reserve** function.

NumberInventory

Customer ID: 58583212-INTERNAL IPCC VRD TEST | Set ID: 888 TOF, TOF 888 SET | Number Type: Toll Free

**Reserve**

<input type="checkbox"/>	Number	Number Description	Status	Plan In Use	Plan In Use Level	Plan In Use Description	Plan In Use Last Modified
<input type="checkbox"/>	8443363180	CREDIT CARD DIVISIONS	Working	001	Super Routing	SRP 1	5/18/22
<input type="checkbox"/>	8443363181	HUMAN RESOURCES HOTLINE	Working	001	Number	MAIN	5/20/22
<input type="checkbox"/>	8443363182	IT SUPPORT	Working	001	Number	MAIN	5/20/22
<input type="checkbox"/>	8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22

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Figure 3 - Number Inventory with Reserve button

## Reserve a new toll-free number

To reserve a new North American toll-free number, the **Reserve** function is used.

### Customer ID banner

The screen is organized such that the top banner allows you to select or change the **Customer ID** for which you want to reserve the new number. To change the Customer ID, click the dropdown control and select a Customer ID from the list to which you are entitled.

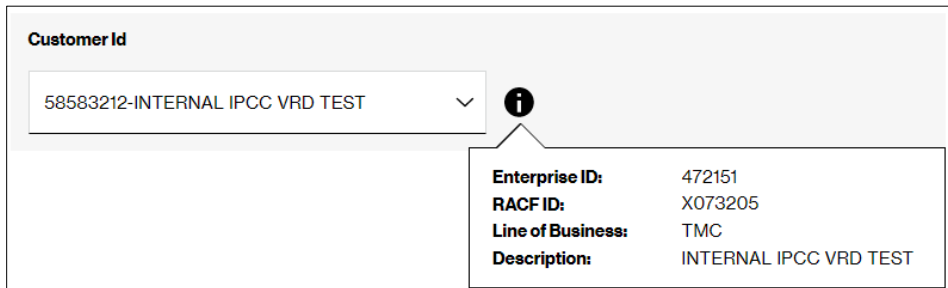


Figure 4 - Customer ID banner with information icon window displayed

To view further information about the **Customer ID**, click the information icon (i) to the right of the Customer ID control. The pop-up window will display the Customer ID's associated Enterprise ID / Customer Legal Entity (CLE), your RACF-ID/CM-ID, the Line of Business indication, as well as the Description (Company Name) associated with the Customer ID.

### Reserve vs Reserve Non-Resp Org toggle tab

The **Reserve** screen will, by default, select the **Reserve** tab. To initiate a non-Resp Org reservation, click the **Reserve Non-Responsible Organization** tab. The line above each tab will display in a red color if it is the active tab selected.

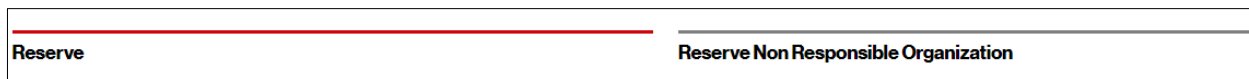


Figure 5 - Reserve versus Reserve Non-Responsible Organization tab control

### When to choose which?

Choose the **Reserve** option when you want to reserve a new toll-free number from the national SOMOS toll-free number database.

Choose the **Reserve Non-Responsible Organization** option when you already have the toll-free number with another carrier or you are your own Resp Org, and your intention is to port the number to Verizon. The **Reserve Non-Responsible Organization** option allows you to define the number and its routing in Verizon's database ahead of the porting date, so that the transition will not incur downtime of the toll-free number.

## Data Input Mode

There are three methods for reserving a new North American toll-free number using Network Manager. Select the data input mode that corresponds to the option you wish to use. The **Reserve Non-Responsible Organization** method only supports Data Input Modes **Import** and **Data Entry**.



The screenshot shows a horizontal selection area with the label "Data Input Mode:" followed by three radio button options: "Pattern" (which is selected), "Import", and "Data Entry".

Figure 6 - Data Input mode

## Pattern

Reserve from 1 to 250 new toll-free numbers by specifying a numbering pattern. The **Reserve Non-Responsible Organization** method does not support **Pattern**.



The screenshot shows a form with three main sections: "Number Pattern", "Quantity", and "Number Description". Under "Number Pattern", there are three input boxes containing "8\*\*", "\*\*\*", and "\*\*\*\*". Under "Quantity", there is a text input box containing the number "2". To the right of the "Quantity" box is a checkbox labeled "Consecutive", which is currently unchecked. Under "Number Description", there is an empty text input box.

Figure 7 - Number pattern controls

Type in the **Number Pattern**. Use an asterisk (\*) to indicate that any digit is acceptable in that number's position. Use two or more ampersand (&) characters to indicate you want the two digits to be the same, even if you do not care what the actual digit is. Type in a digit if you only want that specific digit in that position of the number.

**Examples:** type in 8\*\* \*\*\* \*\*\*\* if you simply want a new random toll-free number (i.e., you do not care what the number is). Type in 8\*\* \*\*\* \*\*&& if you want a number that will end with the same two numbers (e.g., 833-710-9800, where the last two digits are the same). Type in 8\*\* \*\*\* 3663 if you want any number just as long as it ends with 3663. Also note that you may optionally type in alphabetic characters in the **Number Pattern**, if you are searching for a vanity number. For example, instead of typing in a number pattern of 8\*\* \*\*\* 3663, you could type in 8\*\* \*\*\* FOOD; the system will translate the alphabetic characters into the equivalent numbers from the standard telephone dial pad.

Type in the **Quantity**. Acceptable values are 1 through 250. Values greater than 10 will take much longer to process.

Indicate whether you want **Consecutive** numbers. If the **Quantity** you selected is greater than 1, the **Consecutive** checkbox will become enabled. Click to check the box if you only want numbers that are consecutive/sequential (e.g., 833-710-0123 and 833-710-0124).

Type in the **Number Description** you want to be associated to each number that you reserve. If reserving multiple numbers, each number will be assigned the same description. You can always change a number's description later using other Network Manager functionality.

## Import


Import a list of toll-free numbers to reserve.

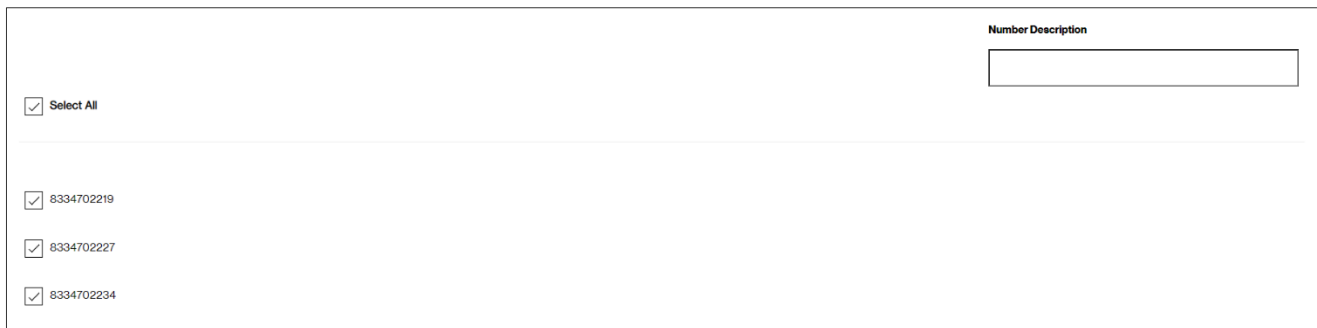
Click on the radio button for **Import**.



The image shows a control panel for 'Data Input Mode'. It contains three radio buttons: 'Pattern', 'Import', and 'Data Entry'. The 'Import' radio button is selected, indicated by a solid black dot in the center of the circle.

Figure 8 - Data Input Mode control, with Import selected

Click the **Import** icon . This will cause your operating system's file selection control to be displayed. Locate and select the file you wish to upload. Only **CSV** file formats may be imported. The imported file results will populate the **Imported Numbers** results box with the toll-free numbers from the file, each preceded with a corresponding checkbox.



The image shows a table titled 'Imported Numbers' with a search box labeled 'Number Description' in the top right corner. The table has a 'Select All' checkbox at the top left and a list of three toll-free numbers, each with its own checkbox. All checkboxes are checked.

	Number Description
<input checked="" type="checkbox"/> Select All	
<input checked="" type="checkbox"/> 8334702219	
<input checked="" type="checkbox"/> 8334702227	
<input checked="" type="checkbox"/> 8334702234	

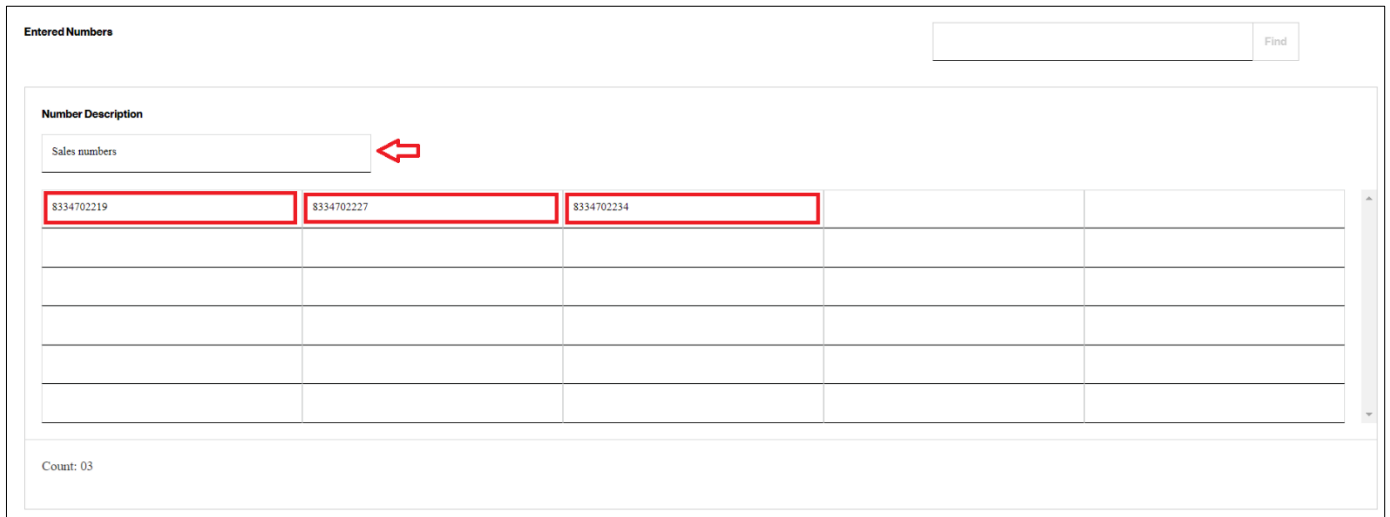
Figure 9 – Imported Numbers grid

By default, each number will be checked. Click the corresponding checkbox to deselect a number you do not wish to include. Click to deselect the **Select All** checkbox to deselect all the numbers that are displayed on the page. Click the **Select All** checkbox to select all the numbers that are displayed on the page. There is a **Count** field that will indicate how many toll-free numbers were successfully imported from your file into Network Manager. If you need to locate a number to either select or deselect before submitting the **Reserve** action, type in digits from the number in the search textbox, which may be found to the upper-right of the results box. As you type in each number, the results grid will dynamically change to filter the results to only those numbers that meet that search criteria.

Type a **Number Description** that will be associated with each successfully processed toll-free number.

## Data Entry

Reserve one or more specific toll-free numbers by selecting Data Entry. Type in the **Number Description** you wish to be associated to each toll-free number. Type in each number into its own cell in the **Entered Numbers** table. Click into each cell to move your cursor's focus to that cell, or press the **tab** key to navigate to the next available cell in the table. Below the grid, the quantity of numbers will also be displayed.



Entered Numbers

Find

Number Description

Sales numbers

8334702219	8334702227	8334702234		

Count: 03

Figure 10 – Entered Numbers control (Note: red notations are for illustrative purposes only)

Type in each number. The **Data Entry** mode does *not* accept any non-numeric characters, including alphabetic characters or wild cards.

To locate a number that you may have already typed into the **Entered Numbers** table, type in the complete number in the **Find** text box, then click the **Find** button. If the number is found in the table, it will be highlighted by a yellow outline (figure 11).



Entered Numbers

Find

Number Description

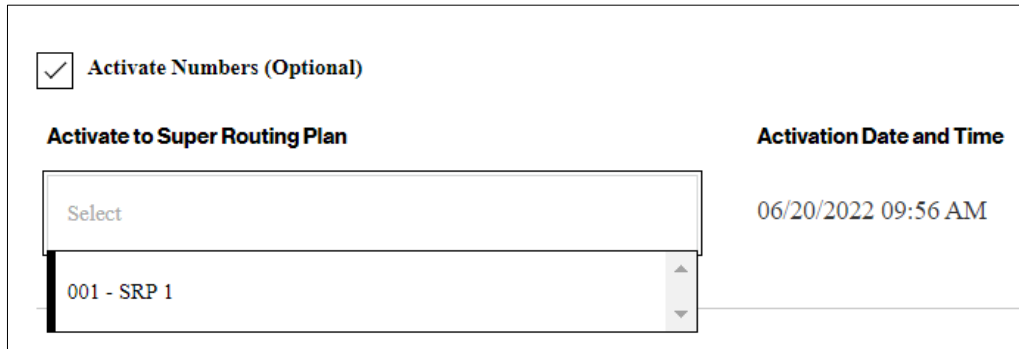
Sales numbers

8334702219	8334702227	8334702234		

Figure 11 – Entered Numbers control with a yellow highlighted entry

## Activate Numbers

Optionally, you may want to immediately activate the successfully reserve numbers.



<input checked="" type="checkbox"/> <b>Activate Numbers (Optional)</b>	
<b>Activate to Super Routing Plan</b>	<b>Activation Date and Time</b>
Select	06/20/2022 09:56 AM
001 - SRP 1	

Figure 12 – Activate Numbers to a Super Routing Plan

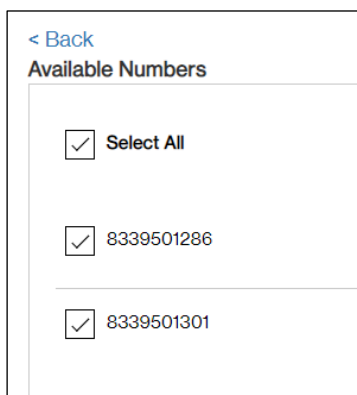
Click to check the **Activate Numbers (Optional)** checkbox.

Click to expand the dropdown control for the list of Super Routing Plans that are already defined for the Customer ID. Locate and click to select the Super Routing Plan you wish the number/s to be automatically activated.

The **Activation Date and Time** is noted by the system. The order number/s that will be created to activate the number/s are not able to be scheduled; they are immediate orders. The current date and time are displayed for informational purposes.

## Preview

Click the **Preview** button to initiate the request to retrieve number/s without yet actually reserving the number/s. The system will display the quantity of numbers you requested to preview, each with a checkbox to the left of the number. You are limited to search a maximum of 10 numbers using **Preview**. The **Reserve Non-Responsible Organization** method does not support **Preview**.



<a href="#">&lt; Back</a>
<b>Available Numbers</b>
<input checked="" type="checkbox"/> Select All
<input checked="" type="checkbox"/> 8339501286
<input checked="" type="checkbox"/> 8339501301

Figure 13 – Available Numbers - Preview

Each checkbox, by default, will be checked. If one or more numbers are not what you wish to reserve, click each number's checkbox to deselect it. Click the **Reserve** button to continue with the reservation request for the available numbers that are selected, or click the **Back** link to return to the previous screen.



## Reserve

Click the **Submit** button to initiate the request to reserve the number/s. The system will generate an order number by which you may track its progress. Click the **OK** button or the **X** in the right corner of the **Order Confirmation** window to close the message.

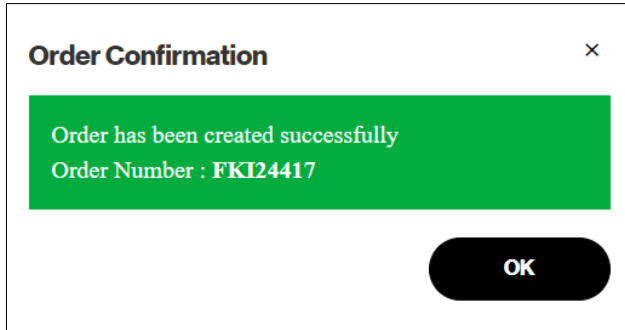


Figure 14 – Order Confirmation window

If you used the Preview method to request numbers to be reserved, you will be prompted to also define each number's description. Click **Yes** to advance to the number description screen, or click **No** to complete the reservation submission.

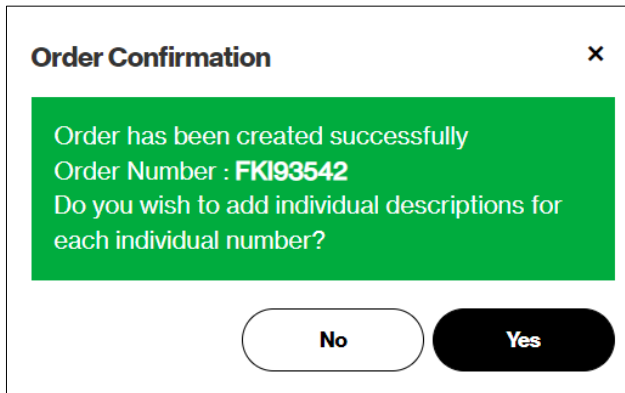


Figure 15 – Order Confirmation window when using Preview method

If you click **Yes**, the system will begin securing the toll-free numbers, notifying you that “the Reservation Order is Processing. Please wait.” Once it completes processing, the **Add Description to Numbers** screen will display. Next to each reserved number, a textbox is presented where you will type in each number's description.

Add Description to Numbers	
Number	Description
8338140231	<input type="text" value="Sales hotline"/>
8338140247	<input type="text" value="IT Support helpline"/>

Figure 16 – Add Description to Numbers screen

Once you are finished with typing in each number’s description, click the **Submit** button at the bottom of the page. A confirmation pop-up message will confirm the action.

**Descriptions Added** ✕

All Descriptions have been added.

**OK**

Figure 17 – Descriptions Added Confirmation pop-up message

Click the **OK** button or the window’s **X** control to close the pop-up message.

### Validating the action was successful

From the top-level menu, click the entry for **Order History**.

Select your **Customer ID** from the dropdown control (if not already populated). In the **Order Number** field, type in the order number that was provided in the order confirmation window as a result of your reserve request.

Customer ID:  ⓘ Last Mod RACF ID:

▼ Search By

Order Number:  Status:  Routing Number:  Type:

Effective Date - Time: From  To

↓

**Search**

Clear

Figure 18 – Order History Search

Click the **Search** button.

Scroll down to view the results table. Locate your order number, and click to check the checkbox for its corresponding row.

	Order Number	Type	Subtype	Status	Routing Number	Plan ID	Plan Level	Effective Date & Time	Last Mod Date
<input checked="" type="checkbox"/>	FKI24417	Implement super plan to a number or set	CTRL	Complete	8339131042	001	Super Routing Plan	06/20/2022, 10:52:26 AM	06/20/2022, 10:53:19 AM

Approve Order   Unapprove Order   Delete Order   **More**

- View Order
- Change Effective Date and Time
- View/Change Remarks
- View Order Errors
- Show Differences

Figure 19 – Order History results

Once checked, the context menu will display. Click **More**, and then click **View Order**. The **Mass Number Order Information** screen will display.

< Back

### Mass Number Order Information -FKI24417

Function:  Resp Org:

Number Pattern:

Number Description:

Activate To SRP:

Activation Date Time:

Figure 20 – Mass Number Order Information detail screen

Scroll down to the **Quantity Requested** and **Quantity Processed** controls. These inform you how many of your number reservations were requested versus successfully processed. If the numbers do not match or are not what you expected, scroll down further to the controls that list the **Numbers Processed** as well as the **Numbers not Processed**. In these controls, the system will inform you which specific numbers were successfully reserved (and optionally activated) and which numbers were not successfully processed. If no numbers from your reservation request were successfully processed, the system will either display the specific numbers that were not processed or it will display a message indicating **No spare numbers**.

You are finished with reserving your new toll-free number/s.