

SMS-10-00: RESP ORG CHANGE REQUEST FOR NUMBERS CODED 00

Please use this form to request the SMS/800 Help Desk to perform a Resp Org Change for numbers coded XXX00. (Note: It is strongly recommended that changes first be attempted by directly contacting the current Resp Org). The **NEW** Resp Org is to complete and sign this form. Letter(s) of Authorization for each dial number should accompany all SMS-10-00 forms. The SMS/800 Help Desk only processes Resp Org Changes for numbers that have an identifiable Service Subscriber. Please check each number's status before submitting a change request.

Numbers listed on this form must all have the same **OLD** Resp Org ID and must be changing to the same **NEW** Resp Org ID. If you need to change numbers from different Resp Org IDs, a separate form will have to be filled out for each Resp Org ID.

Numbers to be changed

OLD Resp Org ID _____ NEW Resp Org ID _____

Dial Number	Reject Code	Dial Number	Reject Code	Dial Number	Reject

The SMS/800 Help Desk will provide advance notification (including contact name/number listed below) to the **OLD** Resp Org for requests received by 1PM CT on business days (Day 0). The SMS/800 Help Desk will allow two full business days for the **OLD** Resp Org to confirm the request with the Service Subscriber and to work out any discrepancies with the **NEW** Resp Org. The SMS/800 Help Desk will then process the order on the fourth full business day (Day 3), unless the **NEW** Resp Org has rescinded the request. The SMS/800 Help Desk will only make a Resp Org Change on a number(s) coded XXX00 during the business hours of 8:00 AM to 1:00 PM, CT on business days.

- I am aware that _____00 is a unique Resp Org ID; that Numbers coded XXX00 indicate conditions exist that require extra verification before the toll-free number may be ported and that the Service Subscriber has elected the OLD Resp Org to receive notification prior to the SMS/800 Help Desk making the change. Numbers coded XXX00 are also subject to a unique time-frame for changes made in SMS/800. See the Industry Guidelines for the Toll Free Number Administration (Section 3.2.7) for additional information.

Please use this section for Emergency/Out of Service situations only

___ Emergency RO Change (customer is out of service and evidence provided) _____ Date/Time Out of Service Began

The **NEW** Resp Org must call the SMS/800 Help Desk prior to submitting the Emergency Change request for XXX00. The request will then be completed within eight hours following receipt of this form. The **NEW** Resp Org will provide the date/time the service outage commenced, and attach to this form written evidence substantiating that (a) the Service Subscriber is in fact out of service and (b) the traffic was being carried on the **OLD** Resp Org's carrier network immediately prior to the service outage and the point at which the Resp Org code was changed to XXX00 (e.g. by producing call detail records showing calls on their network). The SMS/800 Help Desk will provide notification to the Resp Org Change Contact of the **OLD** Resp Org via email and a phone call prior to making the change. Utilizing a history report from the SMS/800, the SMS/800 Help Desk will also confirm that the **NEW** Resp Org was in fact Resp Org on the number immediately preceding the service outage.

Please complete this section if you are requesting a cancellation of your original request

- ___ Worked out an agreement with the OLD Resp Org
- ___ Original request included a wrong dial number
- ___ Other _____

I am hereby approving the cancellation of my original request via SMS-10-00 Resp Org Change Authorization

New Resp Org Company Name _____
 Approver Name _____ Telephone Number _____

FOR OFFICE USE ONLY — SMS/800 HELP DESK WILL FILL IN THIS SECTION

Date Received _____ Received by _____ Ticket Number _____
 Date To Be Processed _____ Date Processed / By _____