TOLL FREE ORDER EMAIL REQUIREMENTS

NEW AND PORTING TOLL FREE ORDER EMAIL REQUIREMENTS

PORTING/RESPORG

When submitting Toll Free orders to Veracity, we will need the Veracity RespOrg form filled out for ports and if available, a bill copy showing the toll free numbers on the account. If submitting with a bill copy it does need to be dated within the past 30 days. When submitting the RespOrg orders to us, the form can only be one page with one RespOrg. If you have several lines you can place SEE ATTACHED in the Tollfree Number(s) field and provide an Excel spreadsheet of all the toll free numbers that will be porting over. If there are multiple RespOrg's, we will need a form for each. If you are unsure if multiple RespOrg's are involved, we will be more than happy to query the numbers and advise if multiple forms are needed. Once you are ready to submit the order, you can send the completed RespOrg form(s) and bill copy to CustomerServiceGroup@veracitynetworks.com along with the Route Label or IP to point the numbers to. The documents will be reviewed and an Order will be created.

Whether you are submitting a RespOrg of an existing Toll Free number or, are ordering a new Toll Free number, your order requires specific information. Please use the keys below to identify what information you will need to send to us, based on your type of order.

We will then submit the order to the losing RespOrg(s), within 72 hours we will either get back a release or a rejection. Should the order reject for any reason, our RespOrg team will reach out to you to get the rejection rectified and will re-submit the order once it has been cleared. If the lines are released, we will notify you that they are released and that we are starting the provisioning process on our end and will request an activation date and/or time to move the lines over.

Once the lines have been moved over, we will test the activation to ensure there are no issues with them and will notify you once the order has completed.

TOLL FREE ORDER
EMAIL REQUIREMENTS

NEW TOLL FREE

When submitting an order for new Toll Free numbers, please be sure to provide the required information below. Once we receive a complete request, we will create an order and provide you the order details. Once the new numbers are procured and configured, they will be provided to you.

PLEASE SEE BELOW THE TEMPLATE OF REQUIRED INFORMATION WHEN REQUESTING TOLL FREE ORDERS:

* PORT-IN REQUESTS

- Fully Completed Resp Org Form (attached)
- If available current (within 60 days) bill copy showing the Toll Free lines
- Requested Due Date if applicable
- IP Address or Route Label (NOTE: does not apply for Teams customers)

* NEW NUMBER REQUESTS

- Number of lines desired
- Specific vanity and/or alternative
- Requested Due Date if applicable
- IP Address or Route Label (NOTE: does not apply for Teams customers)