

We've had a range of 855 Responses

855

I was going to write to every customer about the response from their carrier and I did in a couple situations, but we have been sending out so many spreadsheets to so many carriers it became impossible to relay the response (or lack thereof in many cases) from every carrier individually. So I figured the best way to explain it was to write up a

summary of all the different carrier responses. The responses ranged from appreciative for the help, to defensive, to indifferent with a little clueless mixed in along the way. But overall most of the companies just took the list and will add it to their own master list.

There is a lot of discussion on the [855 Allocation](#), whether there should be [rationing or a daily cap on 855 numbers](#), and even whether the SMS/800 database will hold up under the flood of requests. A lot of customers even wrote in and I posted an article with all of the comments, but I really think the latest idea of [slowing down the 855 request speed](#) is the best solution. If we

Some phone companies didn't understand what were doing

Some companies started out a little defensive, which I guess is understandable because this is a little different than they were used to. But most of the time when I explained that we were only trying to help their customers, we weren't charging the phone companies anything for giving the information, and it wasn't like we were really targeting their customers.

We just put the customer's interests ahead of our own, because giving their requests to the local phone company decreases at least slightly our chances of getting it for you, but it increases your odds which is what counts. And if we took their name off the list and didn't give them the information, we'd still be trying to get them numbers. They just wouldn't have a chance to help their customer too.

Some phone companies didn't know or do much about 855 numbers

Even some really large companies really didn't know much or do anything special about 855 numbers. And we weren't even calling up and asking customer service representatives but were usually dealing with the resporg administrator or at least a toll free manager. Some people acted like charging \$8 to bring requests to customer's phone companies was silly, but based on the lack of response and amount of effort it took to get these thru I have to tell you it was a huge bargain. Many people who also tried contacting their phone companies got a lot of very strange answers.

We've been emailing spreadsheets and making phone calls since the beginning of August.

(Companies with 5 or less requests were left off of this list to save space.)

Accessline – Accessline has always seemed to be a well run company, so it was a little surprising that they turned out to be one of the most negative, non-customer focused companies. In the end they said they said that they would contact the customers to confirm the requests but I'm not sure if they ultimately will or not.

Airespring – Airespring has the list, and will definitely be going after those numbers for their customers.