I wrote this article because of the reaction of a couple companies but afterwards decided not to post it. But then I got the following email from a senior lawyer at a major nationwide phone company that seemed to illustrate the point better than anything I could say.

> **[Company Name] did not request and does not appreciate the "service" you purport to be providing for us and our customers in regard to requests for 855 numbers. We prefer to communicate directly with our own customers regarding their communications needs. As you are well aware, it is not possible for either TollFreeNumbers.com or [Company Name] to assure any customer that they will get the particular 855 number they desire, nor is it possible for a customer to place an advance order or reservation for any particular 855 number. We are concerned that by soliciting and accepting customers' requests for such numbers and charging them a fee for doing so, you are misleading them and creating unreasonable expectations that neither you nor we can fulfill. Please be advised that we will hold you responsible for any complaints or claims our customers may make as a result of your practices.**

This is the email I sent him back. I didn't hear anything back

Dear Mr. Lawyer,

You are correct, [your company] did NOT request any help or service from us. But I'm not giving you the 855 requests we've sent you at YOUR request. I'm giving them to you at our mutual CUSTOMER'S request. Whether you are willing to help your customers or not and how you chose to do so is your decision.

I have not guaranteed anything on my behalf or yours. Most of these customers checked a box in the request process stating that that realize these are requests, not reservations. They're clearly labeled REQUESTS not reservations. Nothing I have said or done is misleading them to believe that I represent [Company Name]. Actually if you had looked at my websites you would see that quite the opposite is true. I take great strides to maintain my independence and have always represented this quite clearly.

Further if you look closely at your statement, you clearly don't want anyone else to communicate with your customer as if you owned them, and you're also saying that it's wrong to solicit customer requests because that might cause a customer to think the Request is guaranteed. So not only are we not allowed to contact your customers but you're not going to solicit their requests for the new area code either. I'll be happy to not solicit your customers if you could either give me a list of them or send me a secret decoder ring or whatever I should be using to tell who we're not allowed to talk to.

I merely offer to send the requests of my customers to their phone company. I do this, not for you but for the customer, and to increase the customer's