

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 chances of obtaining the number they're requesting. This actually decreases my chances of obtaining the number for the customer, even if only slightly in this case since lawyers don't really help many customers get 855 numbers. But unlike some other companies, I put the customer's needs first, and am doing everything I can to help the customers.

You seem to imply that taking customer requests is wrong, but I think failing to take their requests is much worse! If you wait until they come out to start taking requests and checking them you're clearly doing your customers a huge disservice and you clearly have your priorities wrong. I realize it's a lawyer's job to stop people from saying or doing anything that would get the company into hot water, but when you turn that into a reason not to help your customers, it makes me wonder how long a company can exist with that kind of attitude.

We're not competing with you, we're merely trying to help the customer get the number they want and then transfer it back to whatever company they want to use for the ongoing service. We try to be a resource for other phone companies and help you and look how you react. On a personal note, I understand the need for lawyers, but most of them really don't understand anything about marketing and when they jump in without actually looking at or understanding the whole situation, they can wind up making their company look bad and hurt the situation more than help it.

Bill Quimby, TollFreeNumbers.com

Here's the original article that I wrote a couple weeks ago, well before receiving this email! We've stopped sending the requests to the customer's regular phone company because we had to have time to get the 855 request lists to them and for them to add them or contact them ahead of time if necessary.

Some Phone Companies just don't get it:

It's probably true with almost any industry, that some organizations put the customer needs first and some organizations, especially bigger companies, tend to lose track of the customer's needs and end up putting their policies ahead of their customers. And in any large organization there will always be at least some people that don't get it, so I don't mean to be overly critical of a whole organization just because of one person.

At 855numbers.com, we are allowing customers to request 855 numbers but instead of just trying to get them ourselves for the customer, we're also giving the request to the customer's phone company if they have one that would be helpful. This'll reduce the amount of numbers that we can get for customers and decrease the money we make to some degree, but it maximizes the chances of a customer getting the number they wanted which is our number one goal. We hope this makes it easier their regular phone company to help their customer but we obviously can't control them.

If a phone company doesn't want to take the requests from their customers, they're not hurting us, they're probably helping us, but they're hurting their own customers. I don't care if they don't want to request 855 numbers for their customers, but it kind of makes me wonder a little about companies that stand on a policy, that all requests have to go through customer service and twist that into a reason not to accept customer requests. Even if a company says that their requests have to go through customer service, why in the world would they ignore requests from their customers. If they need to confirm the information or get anything else, they should contact the customers.

Any phone company that uses a policy as an excuse to ignore their customer's requests has clearly lost their focus.

If they need some more authorization take the requests and contact the customer, but simply saying that you won't allow anyone else to bring requests to you not only makes you look nasty but sure makes it sound like you don't care about the customer or their requests. I'm not identifying the company or the individual's name here because I'm not trying to be nasty back.