



## USER GUIDES

# **Caller/Caller Agent User Registration Guide for the Reassigned Numbers**

Dated: October 11, 2021

Version 1.4

Prepared For: Caller and Caller Agent Registrants for the RND

Prepared By: Reassigned Numbers Database Administrator

## Revision History

Revision History		
Date	Version	Description
March 22, 2021	1.0	Initial User Guide
April 5, 2021	1.1	Section 3 and 5 regarding Authorizer
June 23, 2021	1.2	Section 2.2 regarding multiple Primary Contacts Section 2.6 include LOA for Caller Agent Section 2.10 – add MFA to computer browser or to mobile device
June 30, 2021	1.3	Section 4 addition of Client Companies by Caller Agents Section 5 listing of Caller Query Notifications for Callers and Caller Agents
October 11, 2021	1.4	Section 1.2 re Beta test period Section 2 included a section on password expiration notices New Section 3 added on Subscribing (Pages 22-25) Section 4 text added on editing Client Company information

## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>4</b>
<b>1.1</b>	<b>Purpose.....</b>	<b>4</b>
<b>1.2</b>	<b>Overview .....</b>	<b>4</b>
<b>1.3</b>	<b>System Settings .....</b>	<b>5</b>
<b>1.4</b>	<b>Assistance .....</b>	<b>5</b>
<b>2</b>	<b>Initial Registration.....</b>	<b>5</b>
<b>2.1</b>	<b>Step 1: Identify Type of User.....</b>	<b>5</b>
<b>2.2</b>	<b>Step 2: Identify Primary Contact.....</b>	<b>6</b>
<b>2.3</b>	<b>Step 3: Gather Required Information .....</b>	<b>6</b>
<b>2.4</b>	<b>Step 4: Contact RND Customer Support.....</b>	<b>6</b>
<b>2.5</b>	<b>Step 5: Complete Online Registration Form.....</b>	<b>7</b>
<b>2.6</b>	<b>Step 6: RND Customer Support Review.....</b>	<b>13</b>
<b>2.7</b>	<b>Step 7: Login.....</b>	<b>14</b>
<b>2.8</b>	<b>Step 7: Set up MFA.....</b>	<b>17</b>
<b>2.9</b>	<b>Step 7: Set up MFA – browser extension.....</b>	<b>17</b>
<b>2.10</b>	<b>Step 7: Set up MFA – Mobile device .....</b>	<b>19</b>
<b>3</b>	<b>Setting up Subscription .....</b>	<b>21</b>
<b>3.1</b>	<b>Beta Test Period – Callers and Caller Agents .....</b>	<b>21</b>
<b>3.2</b>	<b>General Availability – Subscribing on November 1, 2021 .....</b>	<b>21</b>
<b>3.3</b>	<b>Subscription Tiers &amp; Pricing.....</b>	<b>22</b>
<b>3.4</b>	<b>Payment via Credit Card or ACH/Electronic Check .....</b>	<b>23</b>
<b>3.5</b>	<b>Subscription Dashboard.....</b>	<b>24</b>
<b>3.6</b>	<b>Upgrade, “Top Off”, or new Subscription.....</b>	<b>24</b>
<b>4</b>	<b>Inviting Additional Users to a Company .....</b>	<b>25</b>
<b>4.1</b>	<b>Elevating Invited User.....</b>	<b>28</b>
<b>5</b>	<b>Client Companies .....</b>	<b>28</b>
<b>5.1</b>	<b>Adding Client Companies.....</b>	<b>28</b>
<b>5.2</b>	<b>Editing Client Company Information .....</b>	<b>33</b>
<b>6</b>	<b>Notifications.....</b>	<b>35</b>
<b>7</b>	<b>Exception Messages .....</b>	<b>39</b>
<b>8</b>	<b>Acronym List.....</b>	<b>40</b>

# 1 Introduction

## 1.1 Purpose

This document provides instructions for registering as a Reassigned Numbers Database (RND) user, specifically a Caller user type or Caller Agent user type, for the purpose of querying the RND.

## 1.2 Overview

The RND system securely houses all permanently disconnected United States (US) geographic and toll-free numbers and the most recent permanent disconnection of each of those numbers. RND supports submitting permanently disconnected telephone numbers and querying the RND. To gain access to the RND system, the user must be registered.

The RND website can be reached at [www.reassigned.us](http://www.reassigned.us) for more information. Figure 1.0 below shows the homepage. RND Customer Support can be reached at 1-833-763-2366 or via email to [support@reassigned.us](mailto:support@reassigned.us)

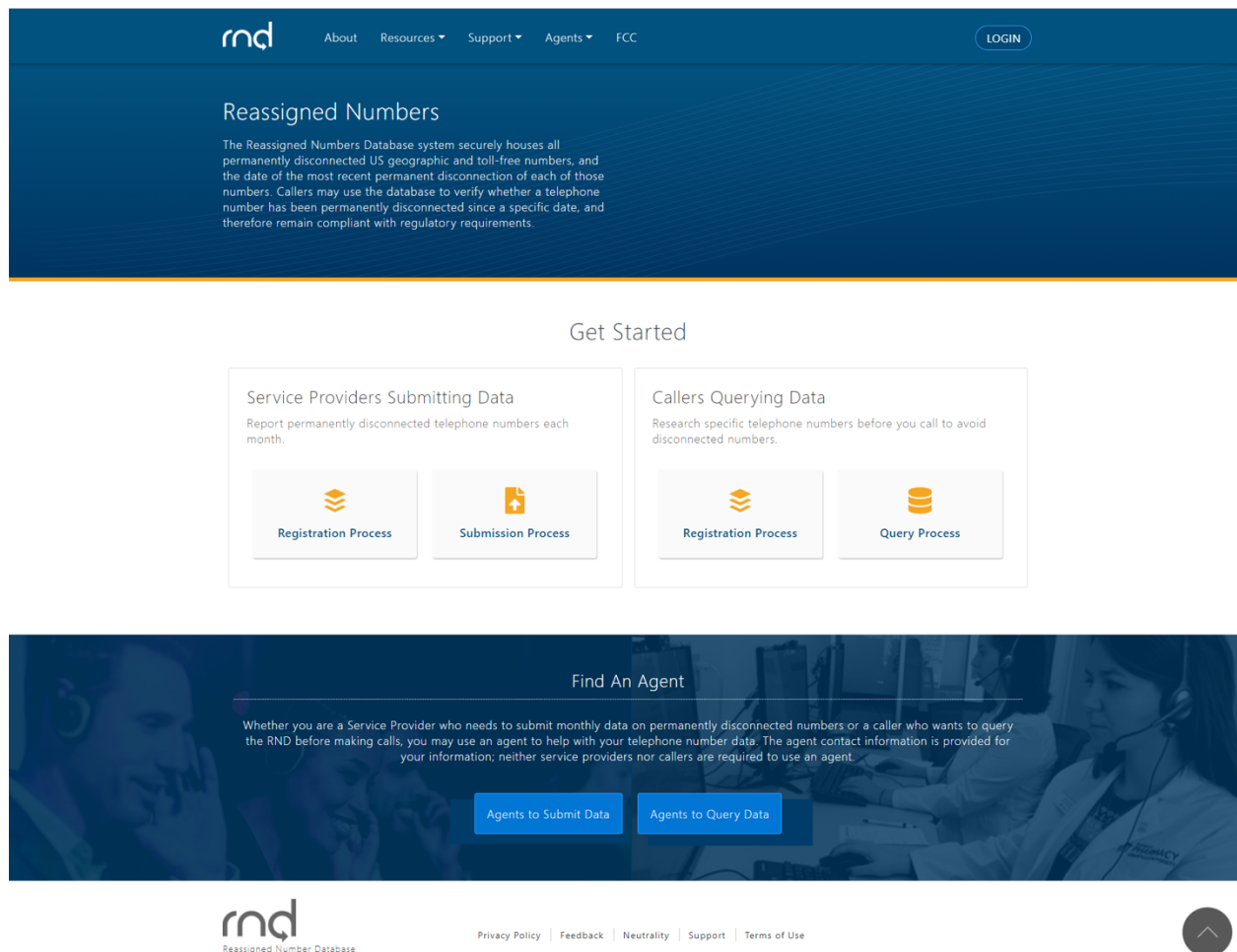


Figure 1.0

These are the steps for user registration:

1. Identify the type of user – Caller or Caller Agent.
2. Identify the Primary Contact for the user's company.
3. Gather the required information for registration.
4. Contact RND Customer Support to receive the online registration link.
5. Complete the online registration form.
6. RND Administrator will review the registration request.
7. Login.

### 1.3 System Settings

The RND uses the following standard date and time format for displaying and downloading data: MM/DD/YYYY HH:MM:SS in Eastern Time. Example: 02/08/2021 14:35:22.

When entering or editing data in the RND, a red asterisk (\*) will appear next to required fields.

### 1.4 Assistance

Questions or issues on the RND may be directed to RND Customer Support at 833-763-2366 or [support@reassigned.us](mailto:support@reassigned.us)

## 2 Initial Registration

### 2.1 Step 1: Identify Type of User

Register to query The RND as a Caller or as a Caller Agent:

- Caller – A user who is authorized to query RND data to determine whether a telephone number has been permanently disconnected, and therefore is eligible to have been reassigned before calling the consumer (e.g., Pharmacies, Doctor's offices, Banks, Collection Agencies, etc.)
- Caller Agent – A user who has been authorized on behalf of another Caller that queries the RND to determine whether a telephone number has been permanently disconnected, and therefore, is eligible to have been reassigned before calling the consumer. A Caller Agent will need to first add client companies, which will require [Letters of Authorization](#) from each client company, prior to attempting to query the RND.

## **2.2 Step 2: Identify Primary Contact**

For each company, only one Primary Contact email address can initiate the registration process. Once the Primary Contact is registered, the Primary Contact may invite additional users to their company. After registration, invited users can be transferred and/or elevated to primary contact status and it is possible to have multiple primary contacts for a company. If the company is either a Service Provider Agent or Caller Agent, the fully registered Primary Contact will also be able to add clients.

## **2.3 Step 3: Gather Required Information**

In order to register, the applicant will need following information. The following information will be required for the Primary Contact registration for the RND to assign a CompanyID:

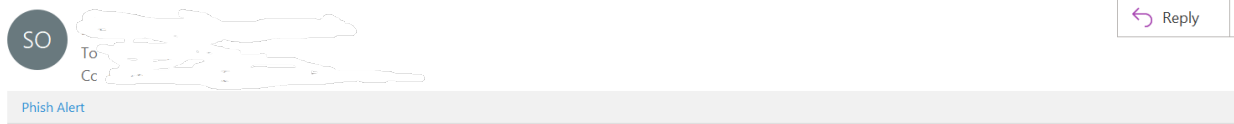
1. Name
2. Title
3. Email Address
4. Work Telephone Number
5. Authorizer Information – the person authorizing you to register in the RND.  
The authorizer must be someone in your company, other than yourself.
6. Name
7. Title
8. Work Telephone Number
9. Company Name

## **2.4 Step 4: Contact RND Customer Support**

To request login credentials to the RND, the Primary Contact shall send an email to [support@reassigned.us](mailto:support@reassigned.us) requesting a registration be initiated as either a Caller or a Caller Agent.

RND Customer Support will send an email back to the Primary Contact. The email will contain a link to an online registration form which is only valid for the Primary Contact and must be used within 7 calendar days (Figure 2.1).

RND System - New User Registration



To become a registered user of the RND system, please complete the online registration form using this [link](#). This registration link will expire within the next 7 days.

If you have any questions, please contact the RND Customer Support.



This email may contain material that is confidential and/or privileged. It is intended for the sole use of the intended recipient. Any review, reliance or distribution by others without express permission is strictly prohibited. If you are not the intended recipient, please contact the sender and delete all copies.

Figure 2.1

## 2.5 Step 5: Complete Online Registration Form

After the applicant selects the link within the New User Registration email, the applicant will be directed to the RND website and information will be collected in the online registration form.

1. User Information (Figure 2.2)
  - a. **Username** – This will be used by the Primary Contact to login to the system:
    - i. Minimum of 6 characters, maximum of 25 characters.
    - ii. Letters and numbers are accepted.
    - iii. Special characters including exclamation point “!”, dollar “\$”, caret “^”, asterisk “\*”, underscore “\_”, hyphen “-”, period “.” and “`” grave accent (backtick) is accepted.
    - iv. Must be unique in the system.
  - b. **Name** – including First Name, Middle Initial, Last Name.
  - c. **Email** – This will be set by the system based on the email sent to the RND Help Desk at the beginning of the registration process.
  - d. **Work Phone** including optional Extension and Text-Enabled setting.
  - e. **Secondary Phone** and optional Text-Enabled setting.

**rnd**

**Registration Screen**  
This is the Registration Screen

**RND Updated:**

User Information	Authorizer	Company Information	Company Address	Review & Submit
<p><b>User Information</b></p> <p>* Required</p> <p>Username *</p> <input type="text"/> <p>First Name *      Middle Initial      Last Name *</p> <input type="text"/> <input type="text"/> <input type="text"/> <p>Title *</p> <input type="text"/> <p>Email *</p> <input type="text"/> <p>Work Phone *      Extension</p> <input type="text"/> <input type="text"/> <p><input type="checkbox"/> Text-Enabled</p> <p>Secondary Phone</p> <input type="text"/> <p><input type="checkbox"/> Text-Enabled</p> <p><b>Next</b></p>				

Figure 2.2

Please note that if the applicant fails to enter any of the required fields or enters them in an incorrect format, the **Next** button will not be highlighted and the applicant will not be allowed to proceed to the next step in the registration process.

- 1) Authorizer - this information will be collected as additional information on use of the RND for the company (Figure 2.3). The authorizer must be someone in your company, other than yourself.
  - a) Name
  - b) Title
  - c) Telephone Number and optional Extension
  - d) Company Name
  - e) Email



**rnd**

User Information ☒ Authorizer ☐ Company Information ☐ Company Address ☐ Review & Submit ☐

### Authorizer

\* Required

Name \*

Title \*

Telephone Number \* Extension

Company Name \*

Email \*

Next

Figure 2.3

## 2. Company Information (Figure 2.4)

- Company Name
- Company Type – Will be set by system based on information provided to RND Customer Support at the beginning of the registration process.

**Registration Screen** RND Updated

This is the Registration Screen

User Information ☒ Authorizer ☒ Company Information ☐ Company Address ☐ Review & Submit ☐

### Company Information

\* Required

Company Name \*

Company Type \*

Caller

Next

Figure 2.4

### 3. Company Address (Figure 2.5)

- a. Street Address
- b. City
- c. State / Territory
- d. Zip Code
- e. Country

User Information	✓	Authorizer	✓	Company Information	✓	Company Address	Review & Submit
------------------	---	------------	---	---------------------	---	-----------------	-----------------

## Company Address

\* Required

Street Address \*

City \*

State or Territory \*

Zip Code \*


Country \*

Next

Figure 2.5

### 4. Review & Submit

- a. Review information (Figure 2.6).
- b. Click **Edit** for any updates to the information.



# Registration Screen

This is the Registration Screen

RND Updated:

User Information	✓	Authorizer	✓	Company Information	✓	Company Address	✓	Review & Submit
------------------	---	------------	---	---------------------	---	-----------------	---	-----------------

Review & Submit

User Information

Username: Caller101021

Name: Compliance Test

Title: Compiancer

Email: bsprague@somos.com

Work Phone: 999-999-9999

Secondary Phone: (none)

[Edit User Information](#)

Authorizer

Name: authorizer

Title: authorizer

Telephone Number: 888-888-8888

Company Name: 101021 Compliance

Email: success98u7yt@simulator.amazonses.com

[Edit Authorizer](#)

Company Information

Company Name: 101021 Compliance

Company Type: Caller

[Edit Company Information](#)

Company Address

1 lane

Alexandria, VA 20001

United States

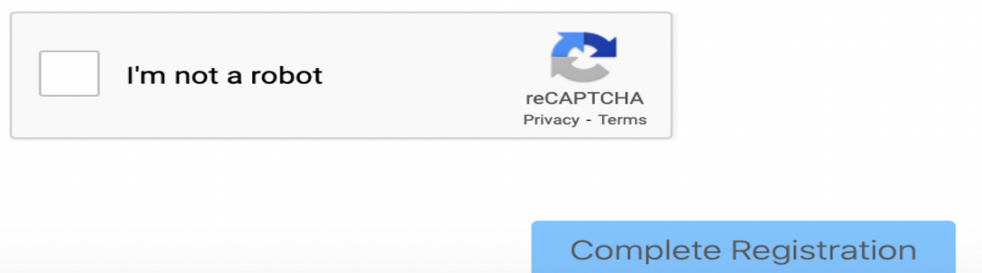
[Edit Company Address](#)

Figure 2.6

The user will be required to check two boxes, certifying agreement with the Terms of Use and agreement on use of the RND, and then check the box showing the user is not a robot (reCAPTCHA), as shown below in Figure 2.6. After selecting **Complete Registration**, the applicant will be notified of the successful submission (Figure 2.7).

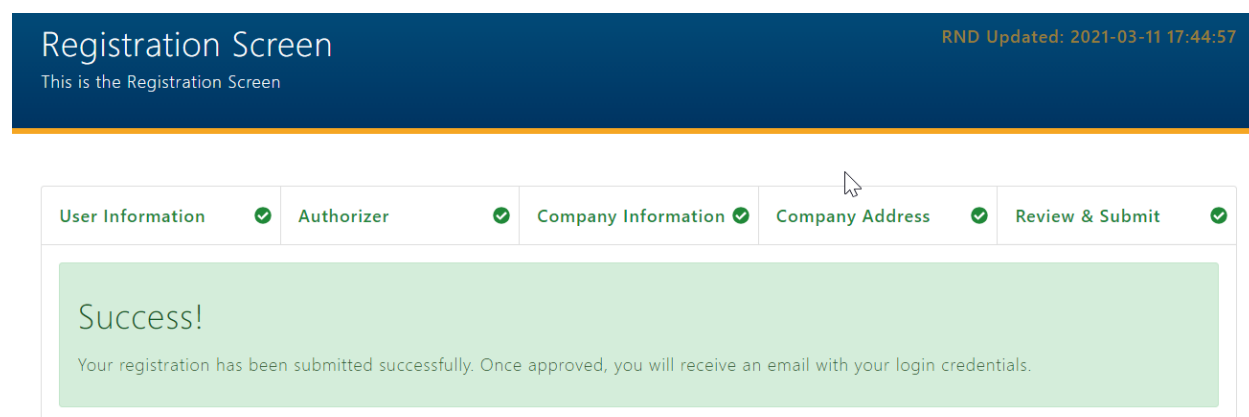
☒ I certify that the information I am providing is true and correct, that I have read the [Terms of Use](#), and I agree to use the system as stated in the Terms of Use.

☒ The user agrees and warrants that it, and any agent acting on its behalf, will access and use the reassigned numbers database solely to determine whether a number has been permanently disconnected since a date selected by the user, or its agent, for the purpose of making lawful calls or sending lawful texts. The date selected will be a date that the user, or its agent, reasonably and in good faith believes the person it intends to call or text could be reached at that number. By using this database, you are accessing a U.S. Government system. As such, system usage may be monitored, recorded, and subject to audit. Use of the system indicates consent to monitoring and recording. Unauthorized use of the system is prohibited and subject to criminal and civil penalties.



The figure shows a registration form section. On the left, there is a checkbox labeled "I'm not a robot". To its right is the reCAPTCHA logo and text "reCAPTCHA Privacy - Terms". Below this, there is a large blue button labeled "Complete Registration".

Figure 2.6



The figure shows the "Registration Screen" with a dark blue header. The header contains the text "Registration Screen" and "This is the Registration Screen" on the left, and "RND Updated: 2021-03-11 17:44:57" on the right. Below the header is a progress bar with five steps: "User Information", "Authorizer", "Company Information", "Company Address", and "Review & Submit". Each step has a green checkmark. Below the progress bar is a green box with the text "Success!" and "Your registration has been submitted successfully. Once approved, you will receive an email with your login credentials."

Figure 2.7

The applicant will also be sent an email notification (Figure 2.8).

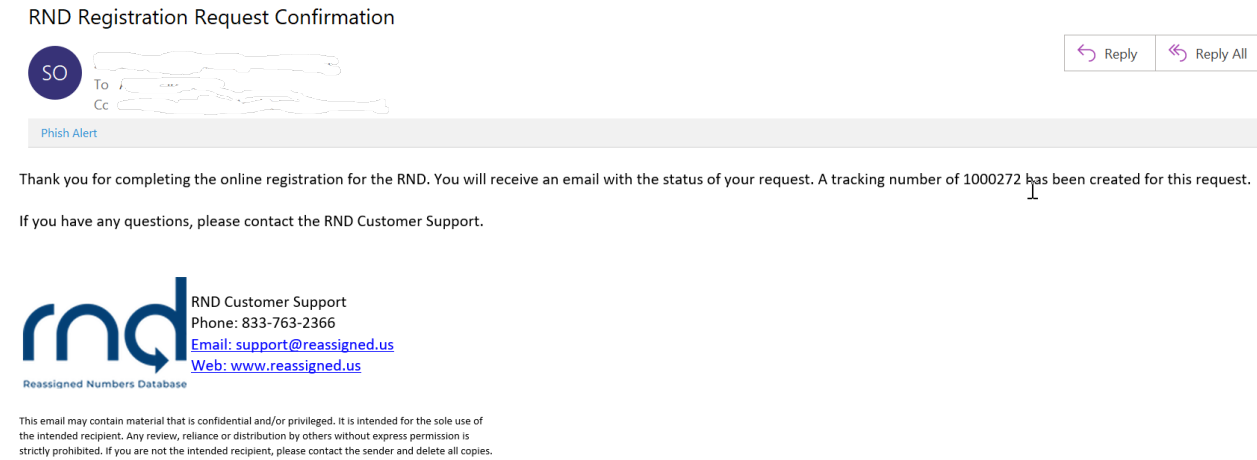


Figure 2.8

## 2.6 Step 6: RND Customer Support Review

RND Customer Support will review the submitted registration request by the Primary Contact within five business days. If approved, the Primary Contact will receive an email confirmation with information to login to the RND and a temporary password which is valid for 7 calendar days (Figure 2.9).

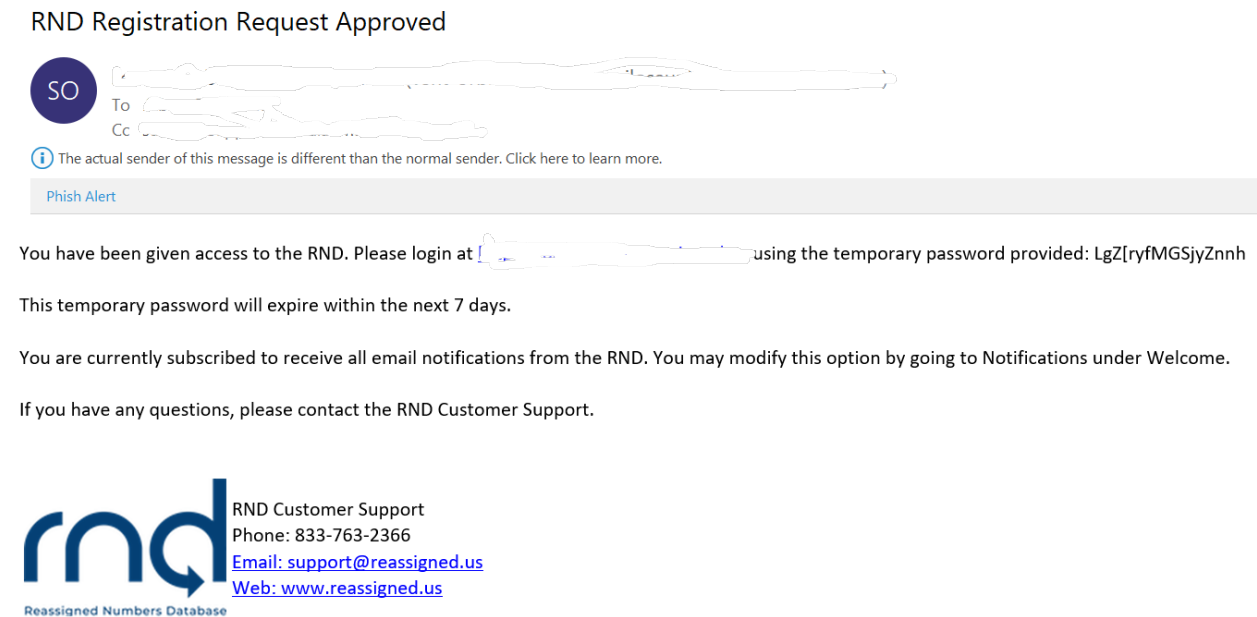
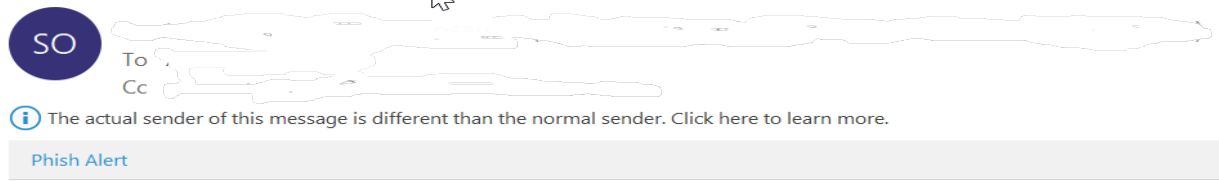


Figure 2.9

If denied, the Primary Contact will be sent an email with the reason for denial and may reach out to RND Customer Support with questions (Figure 2.10).

## RND Registration Request Denied



Your user registration request has been denied.

Denied Reason: TEST

If you have any questions, please contact the RND Customer Support.



Figure 2.10

## 2.7 Step 7: Login

After selecting the link in the approval email, the user will be directed to the Login to RND screen (Figure 2.11).

Figure 2.11

After entering the **Username** and temporary password sent in the Approval email, the **Login** button will be highlighted (Figure 2.12).

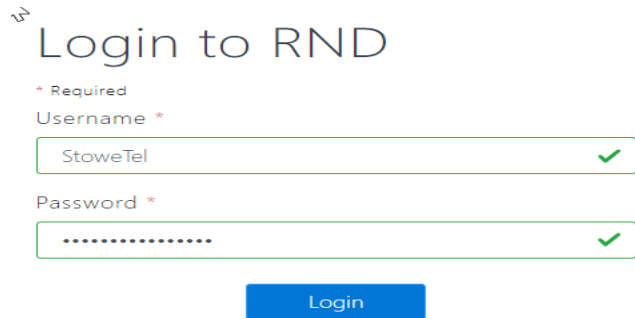


Figure 2.12

After selecting the [Login](#) button, the user will then be prompted to change the temporary password sent in the Approval email to a new password which contains at least 16 characters with at least 1 upper case letter and 1 lower case letter (Figure 2.13).

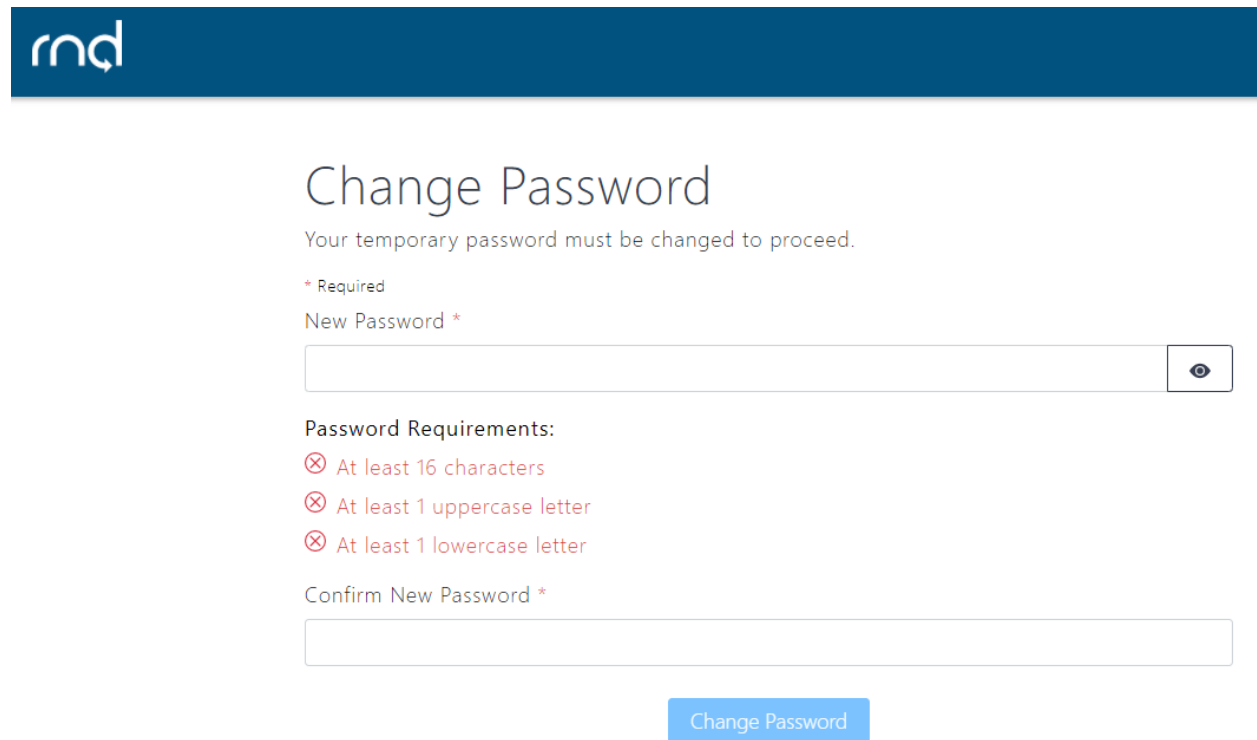


Figure 2.13

The RND A recommends using a robust password such as a passphrase with combination of uppercase and lowercase letters, symbols and numbers. Passwords will expire every 180 days and the user will be required to set a new password prior to 180 days.

When a user's RND password is about to expire, email notifications will be sent to the user to reset the password (Figure 2.14). The notifications will be sent to 30 days, 14 days, 7 days, 3 days, and 24 hours before expiration.

#### RNDA Password Expiring

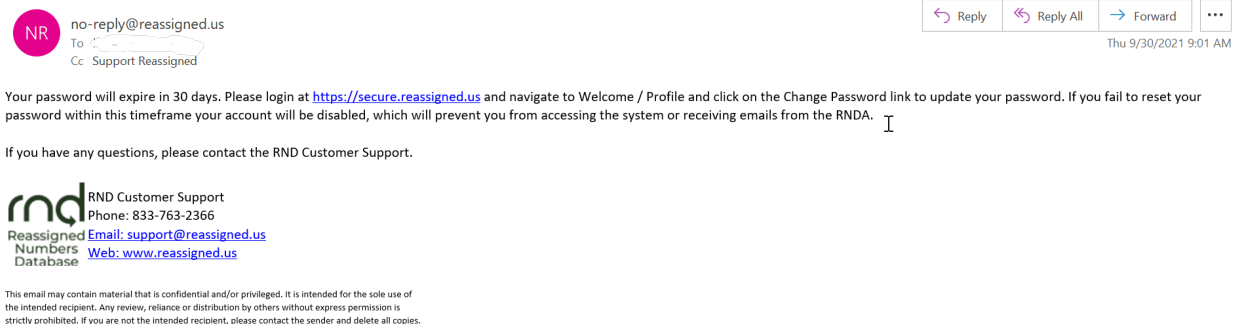


Figure 2.14

After changing the password, the user will be prompted to perform Multi-Factor Verification (MFA) Set-Up (Figure 2.15). Please note that it may be a good idea to take a screenshot of the barcode with the key in case the computer and/or device is misplaced, etc.





## Multi-Factor Verification Setup

Before you may access the RND application, you must set up MFA following the steps below:

1. Install an authenticator app, such as Google Authenticator, on your [computer](#) or mobile device from the [App Store](#) or [Google Play](#).
2. Use this authenticator app to scan the QR code below:



Or manually enter your key:

7XWSPNAHVGGJL6VSI73D3YMZCAVXKS6EFRPDFREPXRSQRGNUN76Q

3. Enter the code generated by the authenticator app in the field below and click "Submit"

Verification Code \*

Submit

Figure 2.15

### 2.8 Step 7: Set up MFA

To set up MFA:

There are two choices: Either install the authenticator app, such as Google Authenticator, on your [computer](#) or install an authenticator app, such as Google Authenticator on your mobile device from the [App Store](#) or [Google Play](#).

### 2.9 Step 7: Set up MFA – browser extension

When the user selects the [computer](#) link, the user's internet browser will redirect the user to add the authenticator to the user's browser (Figure 2.15).

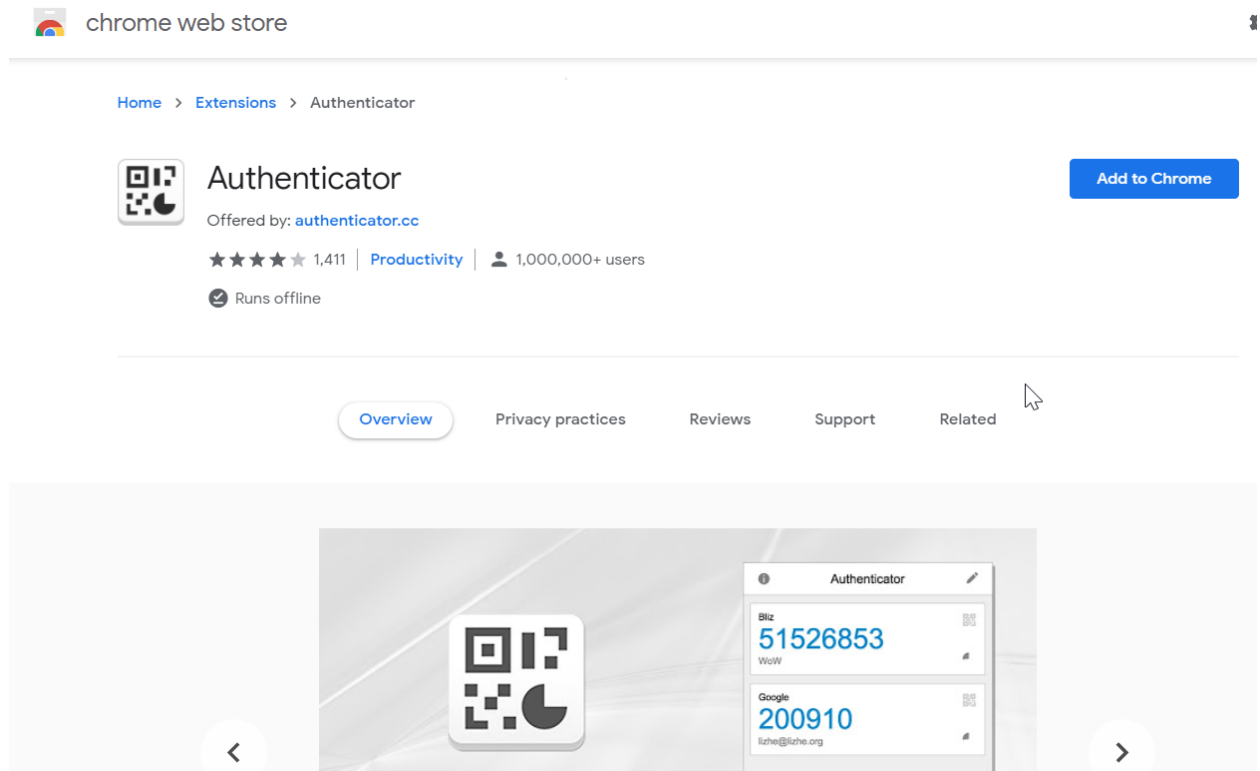


Figure 2.16

After adding the authenticator, an icon will be added to the user's browser (Figure 2.17).

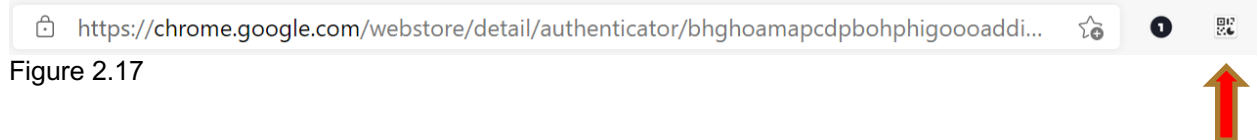


Figure 2.17

After selecting the authenticator icon, the user will select an icon within the authenticator to **Scan QR Code** (Figure 2.18).

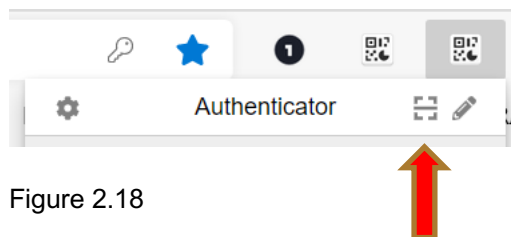


Figure 2.18

1. The user will then use the authenticator app to scan the QR code or manually enter the key. A message will be displayed upon successful addition of the Username to the authenticator in the user's browser (Figure 2.19).

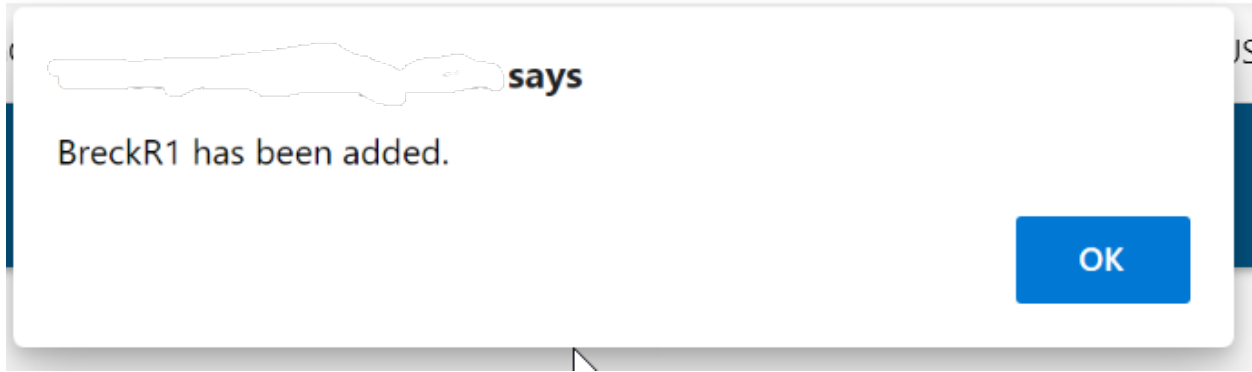


Figure 2.19

2. The user will then select the authenticator and enter the code generated by the authenticator in the **Verification Code** field on the MFA screen (Figure 2.20) and click **Submit**.

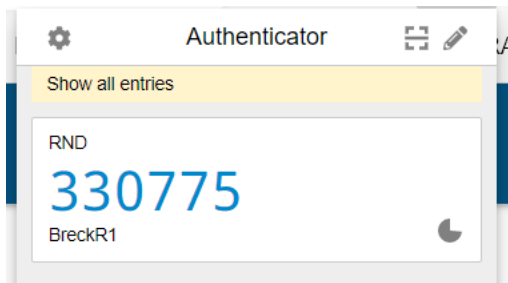


Figure 2.20

## 2.10 Step 7: Set up MFA – Mobile device

To install an authenticator app, such as Google Authenticator on your mobile device from the [App Store](#) or [Google Play](#), follow the steps below:

After installing an authenticator app on your mobile device, open the app (Figure 2.22), and either scan the QR code (Figure 2.23) or manually enter the key that is presented on the MFA screen (in pink lettering).



## Google Authenticator

Google LLC

#14 in Utilities

★★★★★ 2.4 • 1.2K Ratings

Free

Figure 2.22

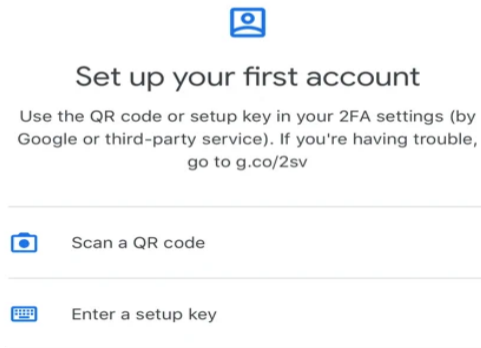


Figure 2.23

If the Google Authenticator App was previously downloaded to your mobile device, when you are opening the App, just click on the + sign which allows the option to add additional accounts. Clicking on the option to Scan a QR code will open up the mobile device camera in order to scan the bar code on the screen above (the MFA screen presented with under Figure 2.15) which will automatically add the additional account to your app. If the Enter a set up key is chosen, this will require manually entering a key, and it will be the key highlighted in pink on the MFA screen presented under Figure 2.15 above.

Regardless of which way the MFA is set up, the User will need to continue to use the same method and device for subsequent logins to the RND. It may be a good idea to save the original QR code, so it can be retrieved in case the original device is no longer available.

After successfully entering the Verification Code, the user will be logged into the system and the registration is complete (Figure 2.24).

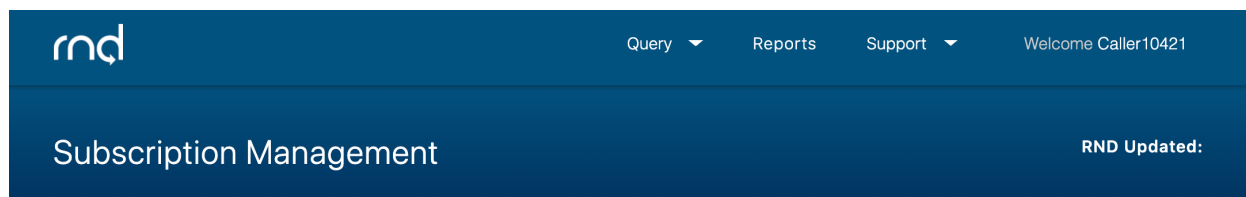


Figure 2.24

## 3 Setting up Subscription

### 3.1 Beta Test Period – Callers and Caller Agents

For Callers and Caller Agents who registered for the Beta test period (July 1-September 30, 2021), although there will be no querying during the month of October 2021, users can access their RND accounts. The Beta Testing Period has now ended although you will not be able to query during the month of October, you will be able to access your RND account.

Once querying has started on November 1, 2021, please note that the expectation is that there will be far less no\_data responses. If you query a TN that has not been reported to the RND as permanently disconnected with a consent date of 10/15/21 (the database completion date by which all providers are expected to report) or after that date, you should receive a response of no. Please see [Public Notice DA 20-423](#) for a full explanation of the RND query results.

### 3.2 General Availability – Subscribing on November 1, 2021

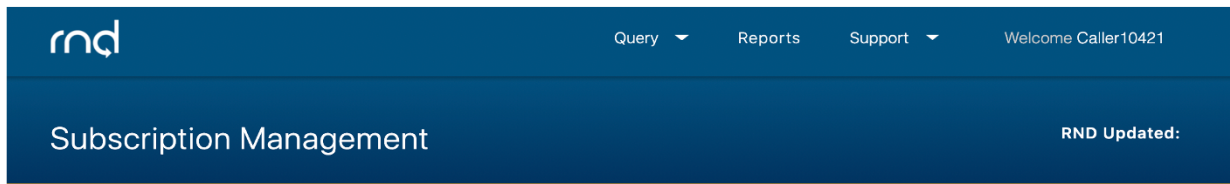
The service is a pre-paid tiered, subscription-based fee structure. The tiers are based on the number of queries the subscriber anticipates making in the RND and the subscription shall be based on the period of time during which the subscriber may make the queries.

Each tier is associated with a flat-rate amount, charged at the beginning of the time period, and which covers the volume of queries during that time period up to the upper query volume limit.

In the case of subscribing to a 3-month or 6-month term, the queries can be used at any point during that term, although if there are any left-over queries when the term ends, they will not carryover.

Starting November 1st, both new registrants as well as those previously registered as a Caller or Caller Agent during the Beta Test Period will see the following subscription options when logging into the RND (See Figure 3.0 below):

### 3.3 Subscription Tiers & Pricing



You haven't configured an RND subscription yet, so no one in your company will be able to run queries. Please select a plan from the table below and click the "Subscribe" button to set up payment.

Subscription Name	Subscription Period	Queries per Period	Per Unit Price	Price	
Extra-Small	One Month	Up to 1,000	\$0.01	\$10	Subscribe
	Three Months	Up to 3,000	\$0.01	\$30	Subscribe
	Six Months	Up to 6,000	\$0.01	\$60	Subscribe
Small	One Month	Up to 10,000	\$0.0075	\$75	Subscribe
	Three Months	Up to 30,000	\$0.0075	\$225	Subscribe
	Six Months	Up to 60,000	\$0.0075	\$450	Subscribe
Medium	One Month	Up to 500,000	\$0.005	\$2,500	Subscribe
	Three Months	Up to 1,500,000	\$0.005	\$7,500	Subscribe
	Six Months	Up to 3,000,000	\$0.005	\$15,000	Subscribe
Large	One Month	Up to 2,000,000	\$0.0025	\$5,000	Subscribe
	Three Months	Up to 6,000,000	\$0.0025	\$15,000	Subscribe
	Six Months	Up to 12,000,000	\$0.0025	\$30,000	Subscribe
Extra-Large	One Month	Up to 10,000,000	\$0.00200	\$20,000	Subscribe
	Three Months	Up to 30,000,000	\$0.00200	\$60,000	Subscribe
	Six Months	Up to 60,000,000	\$0.00200	\$120,000	Subscribe
Jumbo	One Month	Up to 30,000,000	\$0.00117	\$35,100	Subscribe

Subscription Name	Subscription Period	Queries per Period	Per Unit Price	Price	
	Three Months	Up to 90,000,000	Per unit cost \$0.00117	\$105,300	Subscribe
	Six Months	Up to 180,000,000	Per unit cost \$0.00117	\$210,600	Subscribe

Figure 3.0

### 3.4 Payment via Credit Card or ACH/Electronic Check

After the choosing a subscription, the user will be prompted to enter in billing contact and payment, which can be paid via Credit Card or by ACH/Electronic Check. The user will follow the screens to enter in the Billing address and payment. The screenshots below in Figures 3.1 and 3.2 are an example of payment via credit card. Please note that the information will show your specific plan, cost, and timeframe – the Figures below are just samples.

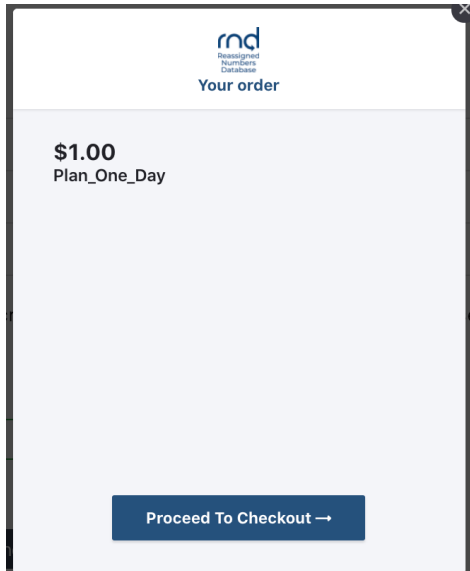


Figure 3.1

**Add your billing address**

● ●

First Name	Last Name
Address Line1	
Address Line2 (Optional)	
City	Zip
State Pick an option ▼	Country United States ▼

**Next**

Figure 3.2

Once processed, the screen will show a countdown before the user can start querying, and it may help to refresh the browser after the countdown. An email will be sent from RNDSupport with the Subject Line stating **Thanks for Subscribing**, and will contain an attached invoice showing the payment made. The user can now begin querying immediately. Please review the [Query User Guide](https://www.reassigned.us/resources/guides), located at <https://www.reassigned.us/resources/guides> for specifics on methods for querying.

### 3.5 Subscription Dashboard

After subscribing, the user can access their Subscription information under Welcome/Subscriptions, and will see the following dashboard, showing

Plan Name: One of the six types

Plan Description: Up to XXXX queries until (end of term date will be listed)

Start Date: YYYY-MM-DD

End Date: YYYY-MM-DD Renew The user can renew prior to the end of the term date

Auto Renewal: This will be marked as either No or Yes depending on what the user chose

Queries Allowed: This will show the total queries available to the User

Queries Remaining: This number will change as soon as queries are made

Please note that the User will be notified by email when they have used 75% of their available queries, and the User will be notified if they have run out of available queries.

### 3.6 Upgrade, “Top Off”, or new Subscription

There are three options that a user has in case of running out of queries. If the subscription is for a three month or six-month term, the user will be able to use the queries at any point during



that term, although if there are any over queries left when the term ends, those queries will not carryover. Here are the three options:

- Buy a new subscription. The caller may purchase a new subscription. The new subscription would begin a new term (one-month, three-month, or six-month, depending on the option the subscriber selects).
- Upgrade to a higher tier. The subscriber has the option to pay the difference between the original tier and a new, higher tier, to increase the number of queries available, while keeping the original subscription term (one-, three- or six-month time period) the same.
- 'Top Off' the subscription. The subscriber has the option to pay ten percent of the price of the subscription to receive ten percent more queries, while keeping the original subscription term (one-, three- or six-month time period) the same.

An email will be sent from RNDSupport with the Subject Line stating **Your subscription has been updated** and will contain an attached invoice showing the payment made.

## 4 Inviting Additional Users to a Company

The Primary Contact can invite additional user(s) of the RND for their company. By completing the registration, the Primary Contact is authorizing the additional user(s) to have access to the RND. To invite an additional user to the company after logging into the system:

1. Navigate to Welcome [Company ID].
2. Select **Users** and an option to **Invite User** will appear (Figure 4.1)

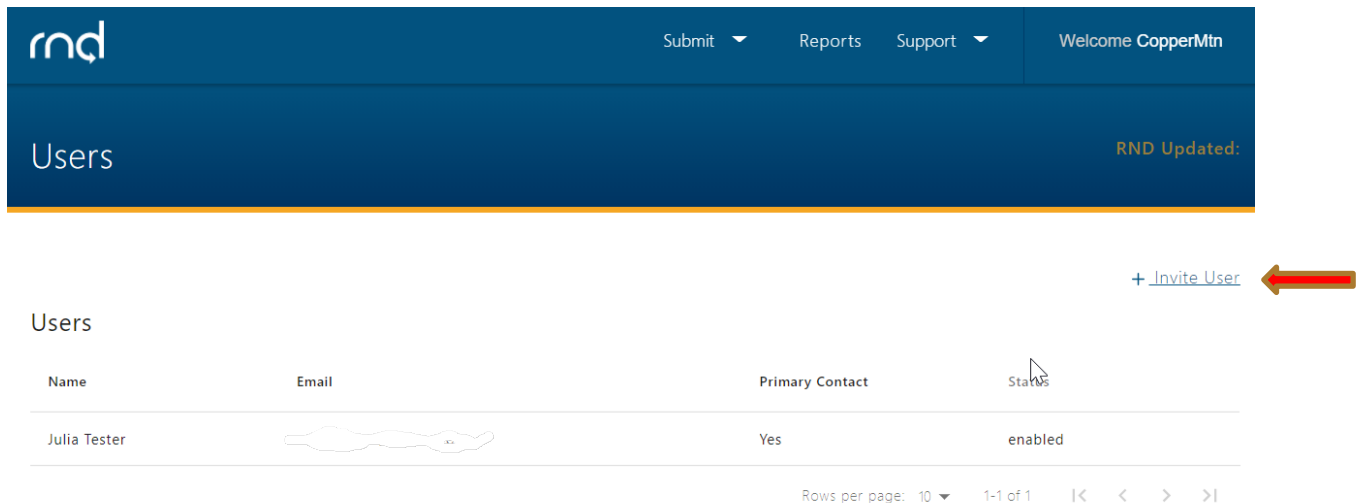


Figure 4.1

3. After selecting **Invite User**, enter the applicable User Information (Figure 4.2):

Invite User
RND Updated:

User Information
Review & Submit

### User Information

\* Required

Username \*

First Name \*      Middle Initial      Last Name \*

Title \*

Email \*

Work Phone \*      Extension

☐ Text-Enabled

Secondary Phone

☐ Text-Enabled

Next

Figure 4.2

8. Username
9. Minimum of 6 characters, maximum of 25 characters.
10. Letters and numbers are accepted.
11. Special characters including exclamation point “!”, dollar “\$”, caret “^”, asterisk “\*”, underscore “\_”, hyphen “-”, period “.” and “`” grave accent (backtick) is accepted.
12. Must be unique in the system.
13. First Name, Middle Initial, Last Name.
14. Title.
15. **Email** – must be unique in the system.
16. **Work Phone** including optional Extension and Text-Enabled setting.

After selecting **Next**, the user will have the ability to **Send Invite** (Figure 4.3).

The screenshot shows the RND application interface. At the top is a dark blue header with the 'rnd' logo on the left, and 'Submit', 'Reports', 'Support', and 'Welcome CopperMtn' on the right. Below the header is a white navigation bar with two tabs: 'User Information' (active, marked with a green checkmark) and 'Review & Submit' (marked with a green checkmark). The main content area is titled 'Review & Submit' and 'User Information'. It displays a form with the following fields: Username: CopperMtn2, Name: Jim Tester, Title: Tester, Email: jimtester@coppertel21.org, Work Phone: 303-000-1212, and Secondary Phone: (none). An 'Edit' link is located at the bottom right of the form. A blue 'Send Invite' button is positioned at the bottom center of the page.

Figure 4.3

The Primary Contact will be notified of a successful invitation (Figure 4.4). The Primary Contact should notify the additional user of the Username that the Primary Contact selected for the additional user.

The screenshot shows the RND application interface after a successful invitation. The top header is the same as in Figure 4.3. Below it is a dark blue banner with the text 'Invite User' on the left and 'RND Updated:' on the right. The main content area has a white navigation bar with two tabs: 'User Information' (active, marked with a green checkmark) and 'Review & Submit' (marked with a green checkmark). The main content area is a large green box with the text 'Success!' and 'User has been invited successfully. They will receive an email with their login credentials.' An 'Ok' link is located at the bottom left of the green box.

Figure 4.4

The additional user will be sent an email notifying the additional user of the ability to log into RND (Figure 4.5).

Fw: Invitation to RND Application

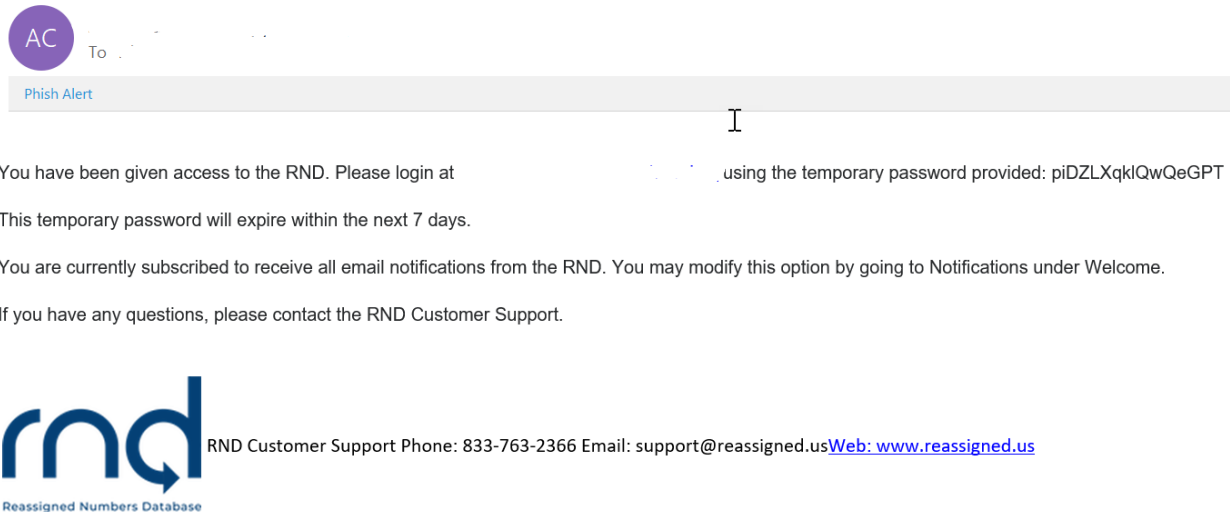


Figure 4.5

After entering the Username and temporary password, the additional user will be required to change their password and set up MFA for their new Username as described previously for a Primary Contact (see Section 2, step 7, Login).

#### 4.1 Elevating Invited User

Once the Primary Contact is registered, the Primary Contact has invited additional users to their company, and those users have established their logins to the RND, it is possible to transfer the primary contact status to an invited user. It is also possible for a company to have multiple primary contacts for a company. Please contact RND Customer Support to coordinate changing or elevating users to primary contact status.

## 5 Client Companies

### 5.1 Adding Client Companies

Caller Agents need to add Client companies to their profile after logging into the RND:

1. Select **Welcome** [Company ID], then **Company**.
2. Page down on the screen and select “**+ add new client company**” (Figure 5.1).

The screenshot shows a user profile page for 'SundayRvR1'. The header includes the 'rnd' logo, navigation links for 'Submit', 'Reports', and 'Support', and a 'Welcome SundayRvR' message. The main content area displays company information: Company ID: SundayRvR1, Company Name: Sunday River Fake Tel. Co., Company Type: Service Provider Agent, and Status: Active. Below this is the 'Company Address' section with the address: 222 Beulah Rd., Newry, ME 2888, United States. An 'Edit' button is located below the address. On the right side, a dropdown menu is open, showing options: Profile, Company, Users, Notifications, SFTP Credentials, and Logout. A mouse cursor is pointing at the 'Logout' option.

Company ID: SundayRvR1

Company Name: Sunday River Fake Tel. Co.

Company Type: Service Provider Agent

Status: Active

Company Address

222 Beulah Rd.  
Newry, ME 2888  
United States

Edit

Client Companies

[+ add new client company](#)

Figure 4.1

3. Client Company Information – enter the following information (Figure 5.2)
  - 3.1. Company Name

The screenshot shows the 'Add Client Company' form. The top section is a dark blue header with the text 'Add Client Company'. Below this is a tabbed interface with three tabs: 'Client Company Information', 'Client Primary Contact', and 'Review & Submit'. The 'Client Company Information' tab is active. The form content includes a title 'Client Company Information', a note '\* Required', and a text input field for 'Company Name \*'. A 'Next' button is located at the bottom of the form.

Add Client Company

Client Company Information   Client Primary Contact   Review & Submit

Client Company Information

\* Required

Company Name \*

Next

Figure 5.2

4. Client Primary Contact – enter the following information (Figure 5.3)
  - 4.1. **Name** – including First Name, Middle Initial, Last Name.
  - 4.2. Title.
  - 4.3. Email.

- 4.4. **Work Phone** including optional Extension and Text-Enabled setting.
- 4.5. **Secondary Phone** and optional Text-Enabled setting.

The screenshot shows the RND (Reassigned Number Database) web interface. At the top, there is a dark blue header with the RND logo on the left, navigation links (Submit, Reports, Support) in the center, and a user greeting (Welcome SundayRvR) on the right. Below the header is a dark blue banner with the text "Add Client Company" on the left and "RND Updated: 2021-03-11 17:44:57" on the right.

The main content area is a white box with a tabbed interface. The tabs are "Client Company Information", "Client Primary Contact" (which is active and marked with a green checkmark), and "Review & Submit". The "Client Primary Contact" tab contains the following form fields:

- A heading "Client Primary Contact".
- A note "\* Required".
- Three input fields for "First Name \*", "Middle Initial", and "Last Name \*".
- A single-line input field for "Title \*".
- A single-line input field for "Email \*".
- Two input fields for "Work Phone \*" and "Extension".
- A checkbox labeled "Text-Enabled" below the Work Phone field.
- A single-line input field for "Secondary Phone".
- A checkbox labeled "Text-Enabled" below the Secondary Phone field.
- A blue "Next" button at the bottom right of the form.

At the bottom of the page, there is a footer with the RND logo and "Reassigned Number Database" on the left, a row of links (Privacy Policy, Neutrality, Feedback, Terms of Use) in the center, and social media icons (Twitter, LinkedIn, Facebook, YouTube) on the right.

Figure 5.3

## 5. Review & Submit

- 5.1. Review information entered (Figure 5.4).
- 5.2. Click **Edit** to modify any information.
- 5.3. Click **Add Client Company** to complete your request.

Client Company Information	✓	Client Primary Contact	✓	Review & Submit
----------------------------	---	------------------------	---	-----------------

## Review & Submit

### Client Company Information

Company Name: **LenderRUs**

[Edit Client Company Information](#)

### Client Primary Contact

Name: **name name**

Title: **title**

Email: **success89iou@simulator.amazonses.com**

Work Phone: **999-999-9999**


Secondary Phone: (none)

[Edit Client Primary Contact](#)

[Add Client Company](#)

Figure 5.4

After selecting Add Client Company, the user will a notice of successful submission (Figure 5.5).



[Submit](#)
[Reports](#)
[Support](#)

Welcome SundayRvR

## Add Client Company

RND Updated: 2021-03-11 17:44:57

Client Company Information	Client Primary Contact	Review & Submit
----------------------------	------------------------	-----------------

### Success!

Client Company has been added successfully. RND Customer Support will review your request and you will receive an email with the status.

[Ok](#)

Figure 5.5

Addition of the Client company requires RNDa approval. Prior to approval, the Service Provider Agent or Caller Agent can review the addition in pending status by selecting **Welcome**, then **Company** (Figure 5.6).

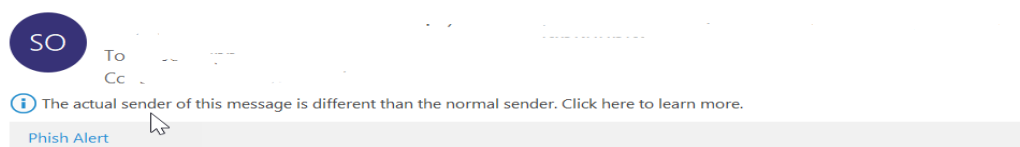
The screenshot shows the RNDa user interface. At the top, there is a navigation bar with the RNDa logo, 'Submit', 'Reports', 'Support', and a 'Welcome SundayRvR' dropdown menu. The 'Company Address' section displays the address '222 Beulah Rd., Newry, ME 2888, United States' with an 'Edit' button. The 'Client Companies' section shows a table with columns for 'Company Name', 'Company ID', and 'Status'. A single entry is listed: 'Sugar Loaf Fake Tel. Co.' with ID 'SugarLoaf1' and status 'pending'. A '+ add new client company' link is visible. A 'Phish Alert' banner is at the bottom.

Company Name	Company ID	Status
Sugar Loaf Fake Tel. Co.	SugarLoaf1	pending

Figure 5.6

Once approved, the Service Provider Agent or Caller Agent will receive confirmation of the addition by email (Figure 5.7).

#### RND Account Update Approved



Your request to update your account in the RND has been approved.

VailTel455 has been added to your account in the RND. You can now work on behalf of this client.

If you have any questions, please contact the RND Customer Support.

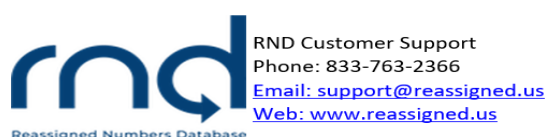


Figure 5.7

The Service Provider Agent or Caller Agent can then check that the addition is in active status by returning to the **Company** selection under **Welcome** (Figure 5.8).



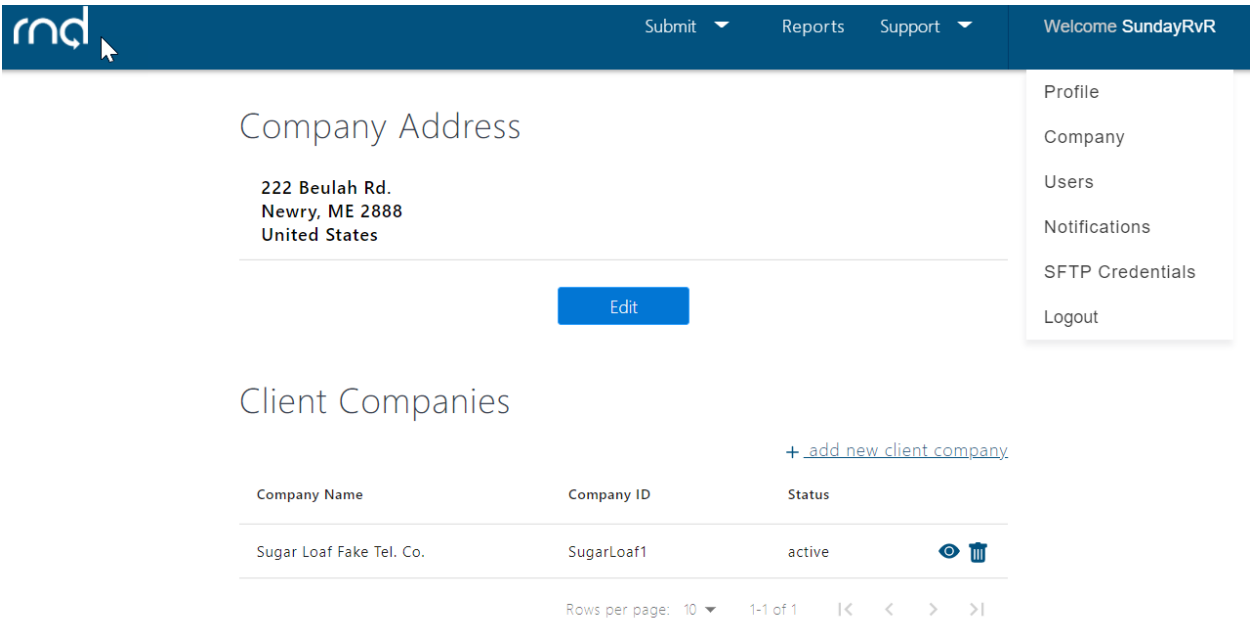
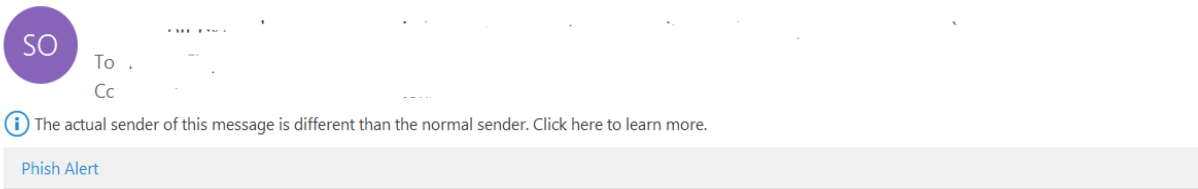


Figure 5.8

If the update is denied, an email will be sent to the Caller Agent (Figure 5.9).

RND Account Update Denied



Your request to update your account in the RND has been denied. Test Client has not been added to your account in the RND.

Denied Reason: Test

If you have any questions, please contact the RND Customer Support.

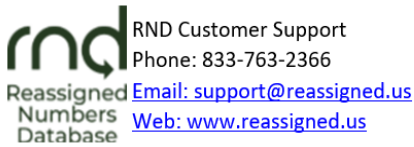


Figure 5.9

A possible reason for denial is the lack of an LOA submitted to the RNDA to add the Client.



5.2 Editing Client Company Information

After a client company is added to a Caller Agent profile, the Client company information can be edited.

1. Select **Welcome** [Company ID], then **Company**.
2. Page down on the screen and select the “**eye**” symbol to edit Client company information (Figure 5.10).

## Client Companies

[+ add new client company](#)

Company Name	Company ID	Status	Actions
TestClient	GoodClient	active	 

Rows per page: 10 ▾ 1-1 of 1 |< < > >|




Figure 4.10

3. Client Company and Primary Contact information can then be changed by selecting **Edit Company Information** (Figure 5.11).

## Client Company Information

Company ID: **C084578306**

---

Company Name: **Company #1**

---

Company Type: **Caller**

---

Status: **Active**

---

[Edit Company Information](#)

## Client Primary Contact

Name: **name test**

---

Title: **tester**

---

Email: **888call2@simulator.amazonses.com**

---

Work Phone: **999-999-9999**

---

Secondary Phone: (none)

---

[Edit Primary Contact](#)



Figure 5.11

Client company information can also be deleted.

4. Page down on the screen and select the “**trash can**” symbol to delete Client company information (Figure 5.12).

## Client Companies

[+ add new client company](#)

Company Name	Company ID	Status	Actions
TestClient	GoodClient	active	 

Rows per page: 10 ▾ 1-1 of 1 |< < > >




Figure 5.12

## 6 Notifications

Upon registration, Caller and Caller Agent users are automatically opted-in to receiving RND email notifications on these subjects:

- **System Availability:** Scheduled system maintenance and system availability issues.

- **User Education:** Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities.
- **Database Updates:** Notification of the availability of updated reassigned number database.
- **Data Submission:** INC guideline changes, data submission schedule/reminders, tips for data submission; other general information directed to data submitters.

To view and update email notification settings after logging into the RND system:  
Navigate to **Welcome, Notifications** (Figure 6.1)

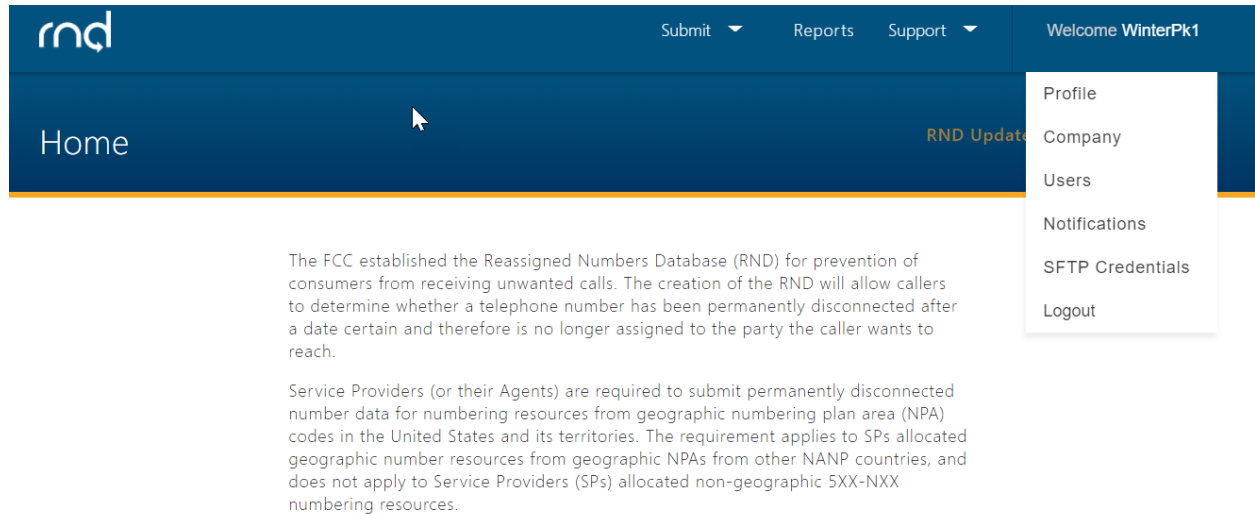


Figure 6.1

1. To update notification settings:
  - 1.1. Select **Edit** (Figure 6.2).

# Email Notification Settings

☒
**System Availability**

Scheduled system maintenance and system availability issues

☒
**User Education**

Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities

☒
**Database Updates**

Availability of updated reassigned number database

☒
**Data Submission Notifications**

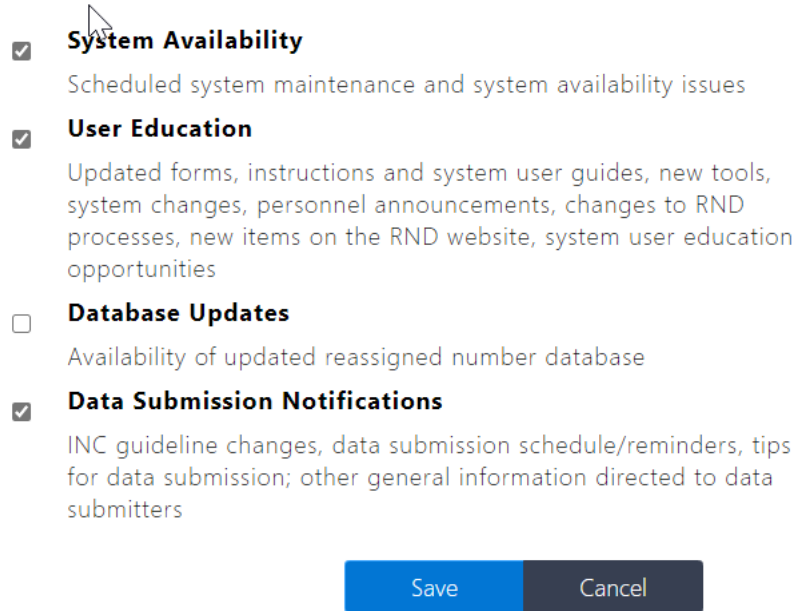
INC guideline changes, data submission schedule/reminders, tips for data submission; other general information directed to data submitters

Edit

Figure 6.2

- 1.2. After modifying notification subscriptions, select **Save** (Figure 6.3).

## Email Notification Settings



☒ **System Availability**  
Scheduled system maintenance and system availability issues

☒ **User Education**  
Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities

☐ **Database Updates**  
Availability of updated reassigned number database

☒ **Data Submission Notifications**  
INC guideline changes, data submission schedule/reminders, tips for data submission; other general information directed to data submitters

Save Cancel

Figure 6.3

Upon registration, Caller and Caller Agent users are automatically opted-in to receiving RND email notifications on these subjects:

- **System Availability:** Scheduled system maintenance and system availability issues.
- **User Education:** Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities.
- **Database Updates:** Notification of the availability of updated reassigned number database.
- **Caller Query Notifications:** Monthly database availability schedule, modifications to RND records, tips for querying data, other general information directed to callers.

To view and update email notification settings after logging into the RND system: Navigate to **Welcome, Notifications** (Figure 6.4)

## Email Notification Settings

- ☒ **System Availability**  
Scheduled system maintenance and system availability issues
- ☒ **User Education**  
Updated forms, instructions and system user guides, new tools, system changes, personnel announcements, changes to RND processes, new items on the RND website, system user education opportunities
- ☒ **Database Updates**  
Availability of updated reassigned number database
- ☒ **Caller Query Notifications**  
Monthly database availability schedule, modifications to RND records, tips for querying data, other general information directed to callers

Edit

Figure 6.4

Callers and Caller Agents can update email notifications as described. Please note that the System Availability notifications cannot be opted out of.

## 7 Exception Messages

The following section describes various exceptions or error messages the user may encounter when registering for the RND.

The following are common validation error messages the user might receive while completing Steps 1-5 of the registration process:

### **Username already exists.**

The user must select a unique Username and the system will alert the user that the user should select a different one:

### **The Company ID is unavailable.**

Please enter a different company ID to proceed or contact the RND Customer Support.

The following are common validation error messages that you might receive while completing Steps 6-7 of the registration process.

- I. After setting up MFA, if the user enters an incorrect validation code from the authenticator, the user may receive this error:

**The code you have entered is not valid.**

The user should enter the 6 digit code from the Google Authenticator browser extension or Google Authenticator App on a mobile device, depending on which method the user chose for the MFA.

- II. If after logging in, the user wishes to edit the user's Work Phone but does not list one, the user will receive this error:

**Work Phone is required.**

The user should list a work phone number in the required format (e.g., 555-303-4000).

## 8 Acronym List

Company ID – Company Identifier

ET – Eastern Time

INC – Industry Numbering Committee

NANPA – North American Number Plan Administrator

RND – Reassigned Numbers Database

RNDA – Reassigned Numbers Database Administrator

SP – Service Provider

SPA – Service Provider Agent

TN – Telephone Number

VoIP – Voice over Internet Protocol

YYYY-MM-DD – Year-Month-Day