



USER GUIDES

## **Caller/Caller Agent**

# **User Registration Guide for the Reassigned Numbers Database**

Dated: April 27, 2022

Version 1.7

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
February 14, 2022	1.5	Section 3.6 – added directions for buying new subscription before current subscription term ends
March 14, 2022	1.6	Added new Section 6 on the use of “Forgot Username” and “Forgot Password”
April 27, 2022	1.7	New Section 3.3 added for new subscription tiers and pricing

# Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>4</b>
1.1	Purpose .....	4
1.2	Overview.....	4
1.3	System Settings .....	5
1.4	Assistance.....	5
<b>2</b>	<b>Initial Registration .....</b>	<b>5</b>
2.1	Step 1: Identify Type of User .....	5
2.2	Step 2: Identify Primary Contact .....	5
2.3	Step 3: Gather Required Information .....	6
2.4	Step 4: Contact RND Customer Support.....	6
2.5	Step 5: Complete Online Registration Form.....	7
2.6	Step 6: RND Customer Support Review.....	12
2.7	Step 7: Login.....	13
2.8	Step 7: Set up MFA .....	16
2.9	Step 7: Set up MFA – browser extension.....	17
2.10	Step 7: Set up MFA – Mobile device .....	19
<b>3</b>	<b>Setting up Subscription .....</b>	<b>21</b>
3.1	Beta Test Period – Callers and Caller Agents .....	21
3.2	General Availability – Subscribing on November 1, 2021 .....	21
3.3	Subscription Tiers & Pricing – Changed April 27, 2022.....	22
3.4	Payment via Credit Card or ACH/Electronic Check.....	23
3.5	Subscription Dashboard .....	25
3.6	Upgrade, “Top Off”, or new Subscription.....	28
<b>4</b>	<b>Inviting Additional Users to a Company.....</b>	<b>30</b>
4.1	Elevating Invited User.....	34
<b>5</b>	<b>Client Companies .....</b>	<b>34</b>
5.1	Adding Client Companies .....	34
5.2	Editing Client Company Information .....	41
<b>6</b>	<b>Forgot Username/Password .....</b>	<b>43</b>
<b>7</b>	<b>Notifications .....</b>	<b>52</b>
<b>8</b>	<b>Exception Messages.....</b>	<b>54</b>
<b>9</b>	<b>Acronym List.....</b>	<b>55</b>

# 1 Introduction

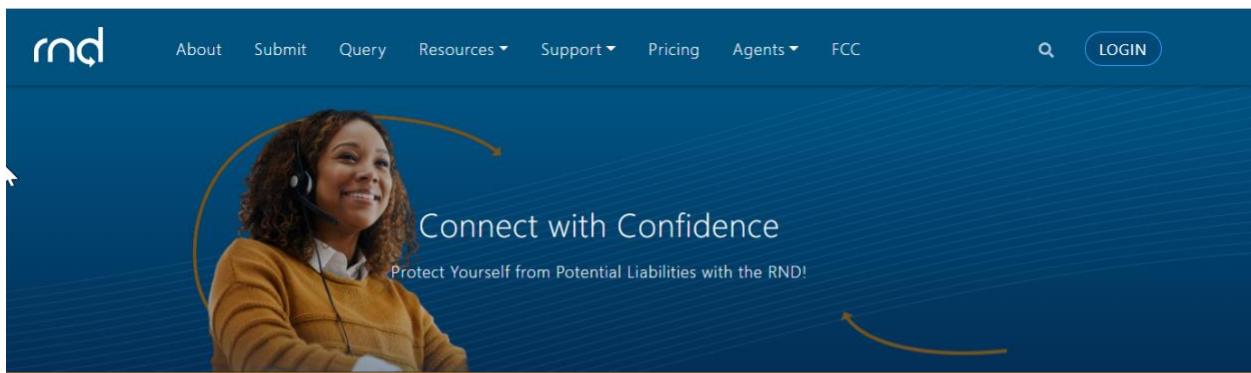
## 1.1 Purpose

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 1.1 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)



Ensure you're contacting the right customer with the Reassigned Numbers Database

At a time when Telephone Consumer Protection Act (TCPA) fines and penalties are costly – both from a financial AND reputation standpoint – the Reassigned Numbers Database, or RND for short, empowers users to corroborate compliance with regulatory requirements. By querying the RND, numbers that were reassigned from a previous consumer can be immediately identified – thus ensuring your organization is not contacting consumers who have not given permission for the call/text.

Learn more about how you can get started on the path to compliance with the RND!

Figure 1.1

These are the steps for user registration:

- Identify the type of user – Caller or Caller Agent.
- Identify the Primary Contact for the user's company.
- Gather the required information for registration.

- Contact RND Customer Support to receive the online registration link.
- Complete the online registration form.
- RND Administrator will review the registration request.
- 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: 02/08/2022 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 a 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:

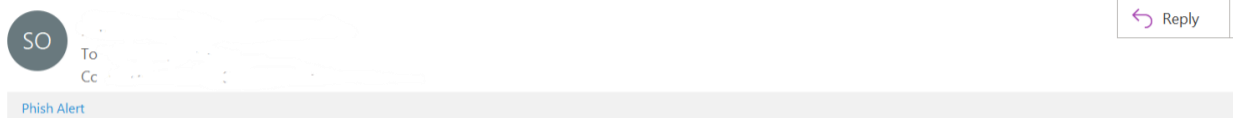
1. Name
2. Title
3. Email Address
4. Work Telephone Number
5. Authorizer Information – the person authorizing you to register in the RND.  
The Authorizer must be someone in your company, other than yourself.
6. Authorizer Name
7. Authorizer Title
8. Authorizer Work Telephone Number
9. Company Name

### 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.



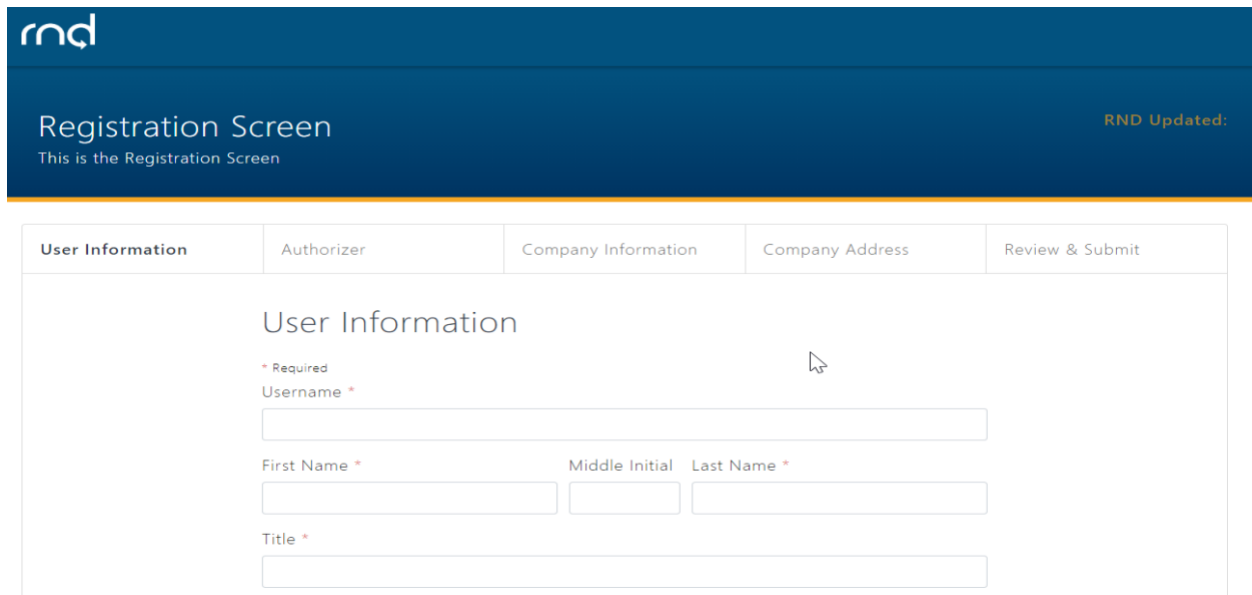
This email may contain material that is confidential and/or privileged. It is intended for the sole use of the intended recipient. Any review, reliance or distribution by others without express permission is strictly prohibited. If you are not the intended recipient, please contact the sender and delete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

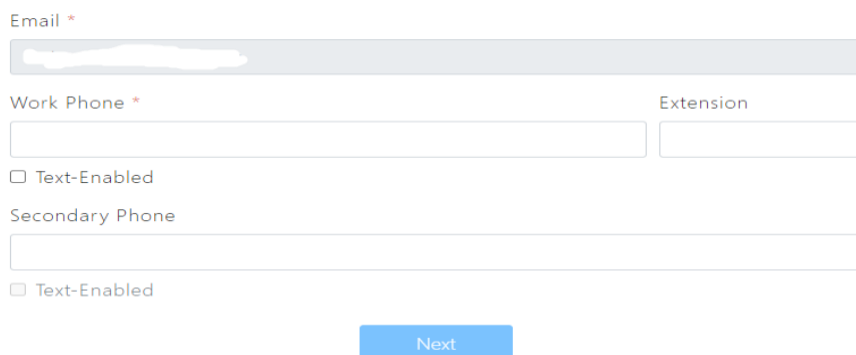
1. User Information (Figure 2.2)
  - a. **Username** – This will be used by the Primary Contact to login to the system:
    - i. Minimum of 6 characters, maximum of 25 characters.
    - ii. Letters and numbers are accepted.
    - iii. Special characters including exclamation point “!”, dollar “\$”, caret “^”, 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.



The screenshot shows the RND Registration Screen. At the top, there is a dark blue header with the RND logo on the left and "RND Updated:" on the right. Below the header, the text "Registration Screen" and "This is the Registration Screen" are displayed. The main content area is a form with five tabs: "User Information", "Authorizer", "Company Information", "Company Address", and "Review & Submit". The "User Information" tab is selected and active. It contains the following fields:

- Username \***: A single-line text input field.
- First Name \***: A single-line text input field.
- Middle Initial**: A single-line text input field.
- Last Name \***: A single-line text input field.
- Title \***: A single-line text input field.

A mouse cursor is visible over the Username field.



Email \*

Work Phone \* Extension

☐ Text-Enabled

Secondary Phone

☐ Text-Enabled

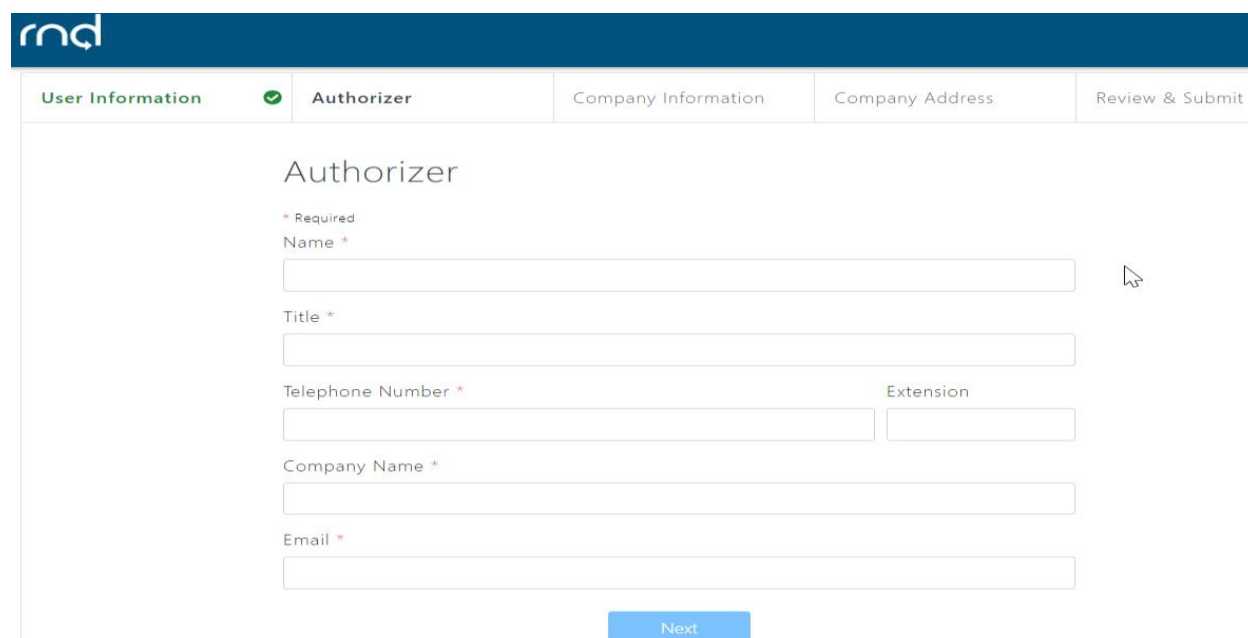
Next

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.

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. Fields to be completed include:

- Name**
- Title**
- Telephone Number and optional Extension**
- Company Name**
- 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)

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

Figure 2.4


## 3. Company Address (Figure 2.5)

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

Figure 2.5

#### 4. Review & Submit

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



RND Updated:

## Registration Screen

This is the Registration Screen

User Information	Authorizer	Company Information	Company Address	Review & Submit
<div style="text-align: right; margin-bottom: 10px;"> <a href="#">Edit User Information</a> </div> <div style="text-align: right; margin-bottom: 10px;"> <a href="#">Edit Authorizer</a> </div> <div style="text-align: right; margin-bottom: 10px;"> <a href="#">Edit Company Information</a> </div> <div style="text-align: right;"> <a href="#">Edit Company Address</a> </div>				

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 2.7. After selecting **Complete Registration**, the applicant will be notified of the successful submission (Figure 2.8).

☒ 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.

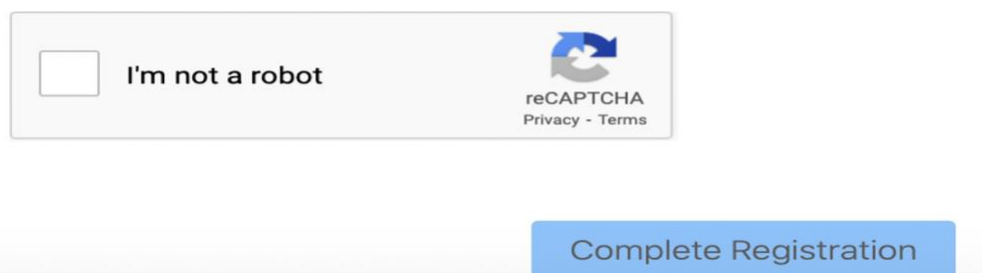


Figure 2.7 shows a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". Below the widget is a blue button labeled "Complete Registration".

Figure 2.7

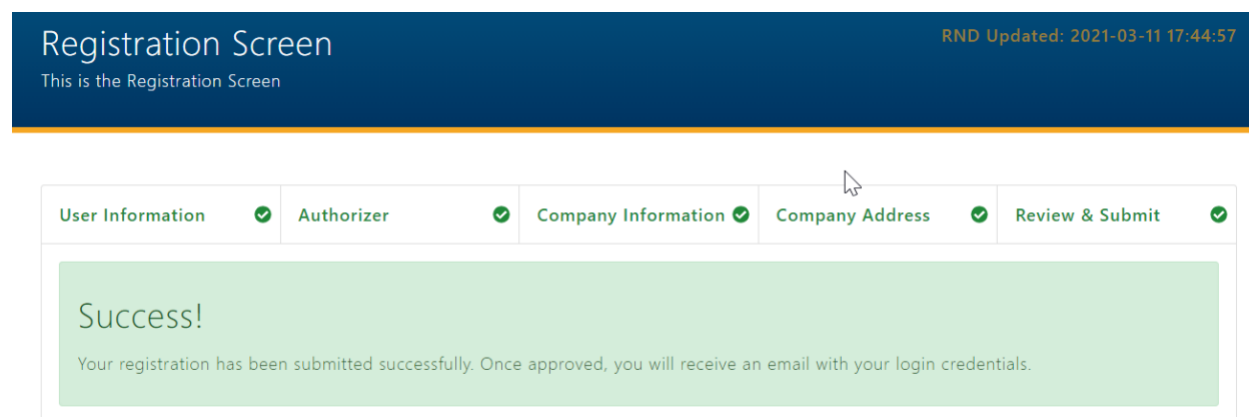


Figure 2.8 shows the "Registration Screen" with the title "This is the Registration Screen" and a timestamp "RND Updated: 2021-03-11 17:44:57". Below the header is a progress bar with five steps: "User Information", "Authorizer", "Company Information", "Company Address", and "Review & Submit". Each step 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 2.8

The applicant will also be sent an email notification (Figure 2.9).

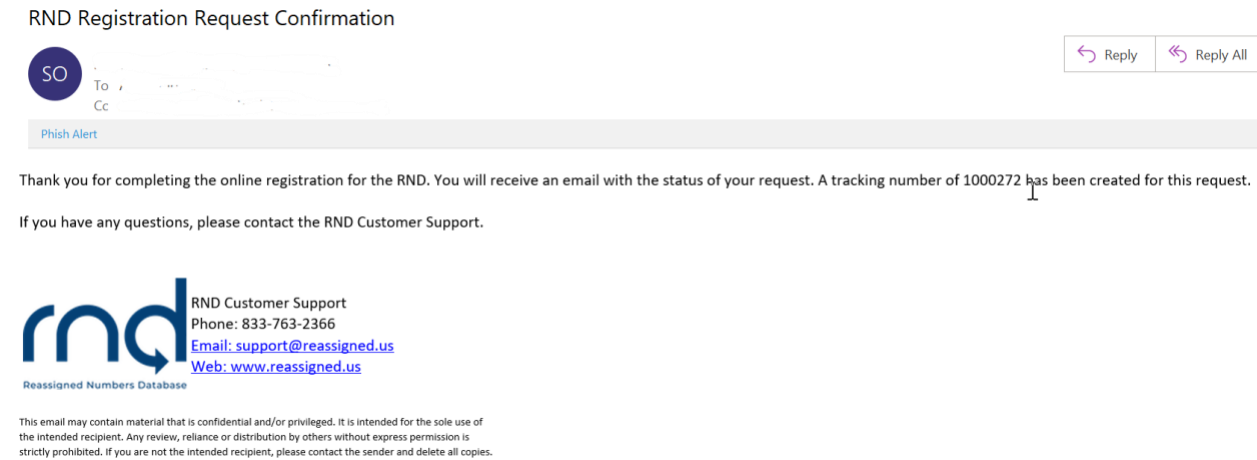


Figure 2.9

## 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 2.10).

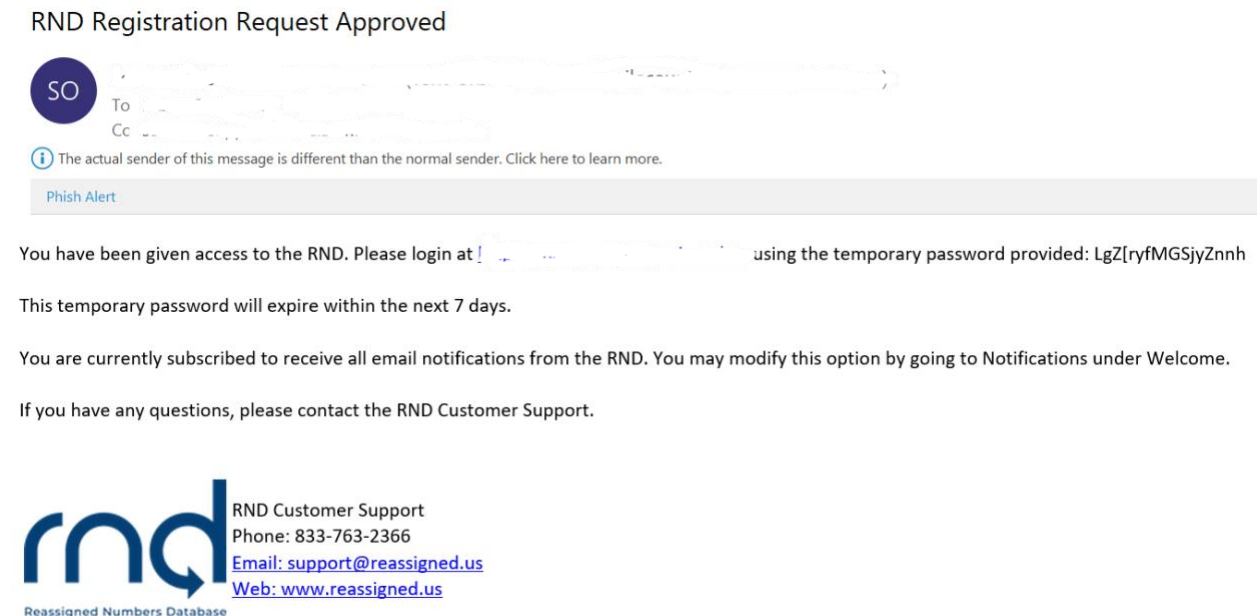
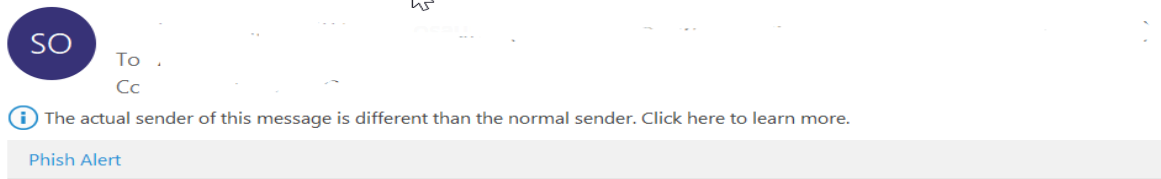


Figure 2.10

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 2.11).

## 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 2.11

## 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 2.12).

Figure 2.12

After entering the **Username** and temporary password sent in the Approval email, the **Login** button will be highlighted (Figure 2.13).

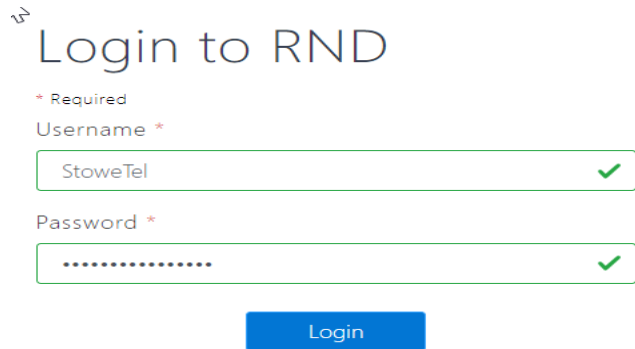


Figure 2.13

The user can also log into the RND by going directly to the website ([www.reassigned.us](http://www.reassigned.us)) and selecting the Login button (Figure 2.14).

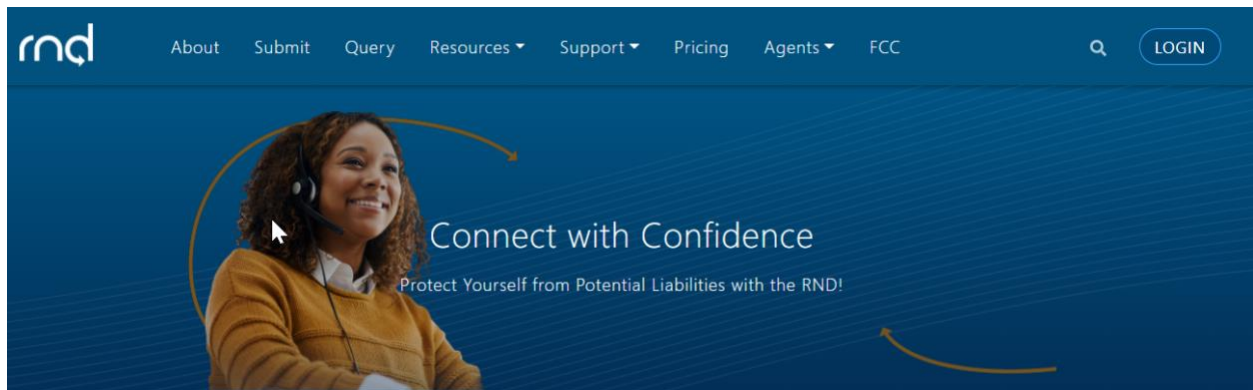


Figure 2.14

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 2.15).

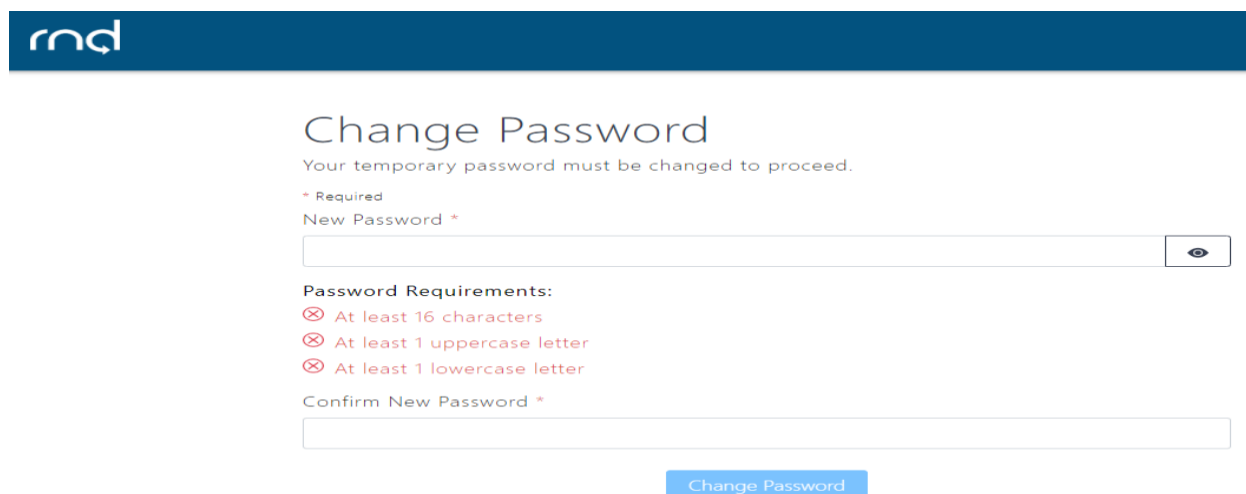


Figure 2.15

The RND recommends using a robust password such as a passphrase with combination of uppercase and lowercase letters. 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 2.16). The notifications will be sent 30 days, 14 days, 7 days, 3 days, and 24 hours before expiration.

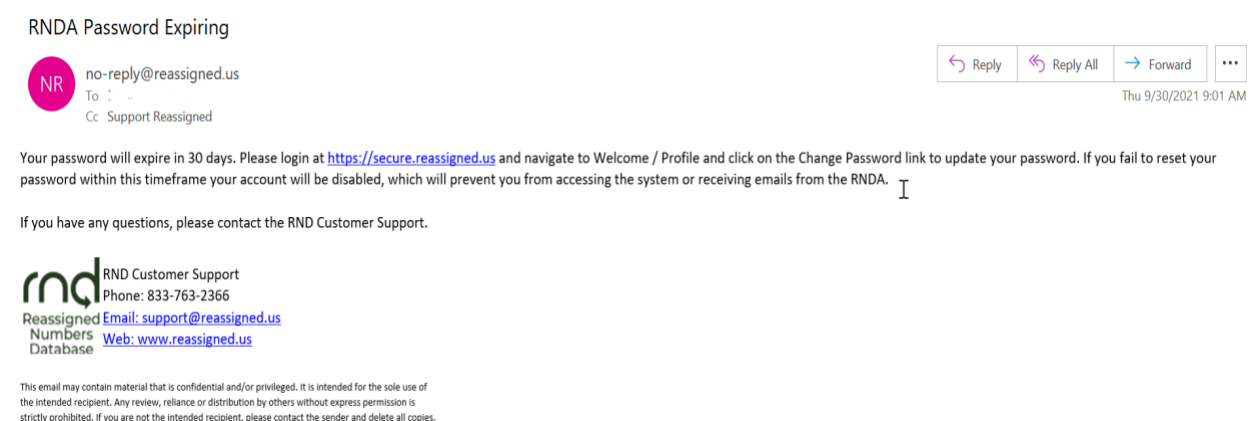
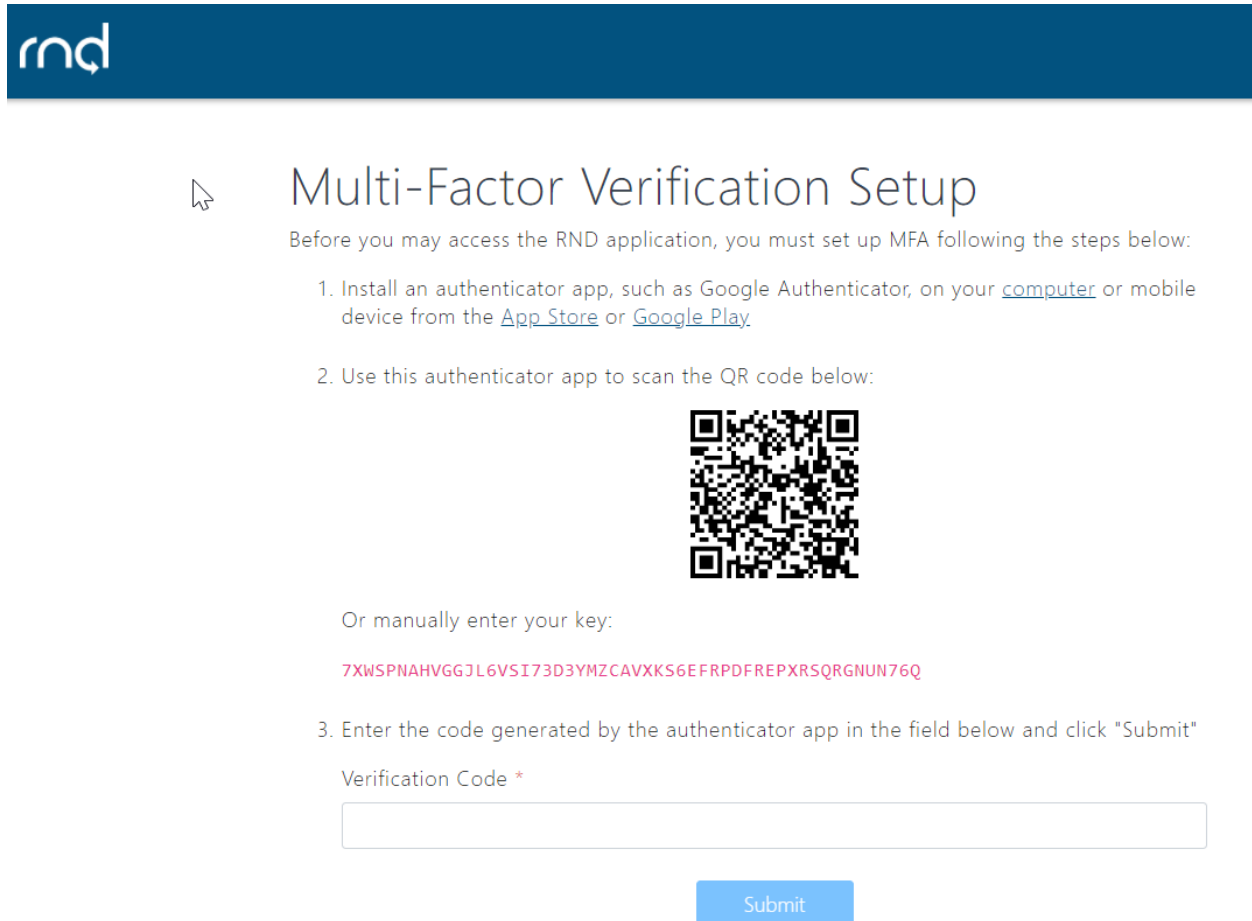


Figure 2.16

After changing the password, the user will be prompted to perform Multi-Factor Verification (MFA) Set-Up (Figure 2.17). Please note that it may be a good idea to take a screenshot of the QR code with the key in case the computer and/or device is misplaced, etc. **NOTE: The QR code shown below is an example QR code. A unique QR code will be displayed to each user.**



**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:

7XWSPNAHVGGJL6VSI73D3YMZCAVXKS6EFRPDFREPXRSQRGUN76Q

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

Verification Code \*

Submit

Figure 2.17

## 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 2.18).

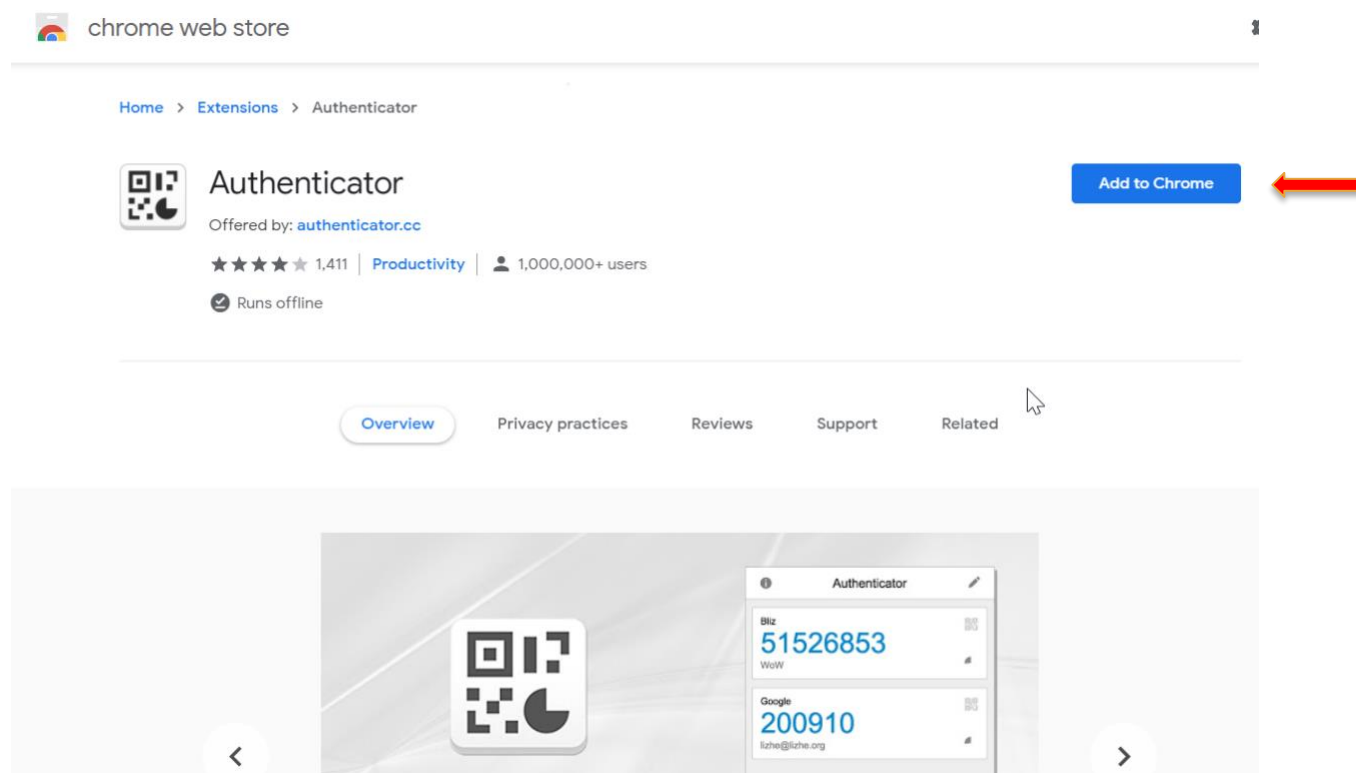


Figure 2.18

After adding the authenticator, an icon will be added to the user's browser (Figure 2.19).



Figure 2.19

After selecting the authenticator icon, the user will select an icon within the authenticator to **Scan QR Code** (Figure 2.20).

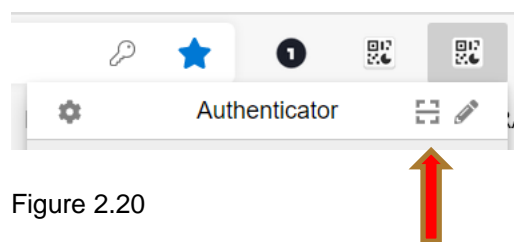


Figure 2.20

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 2.21).

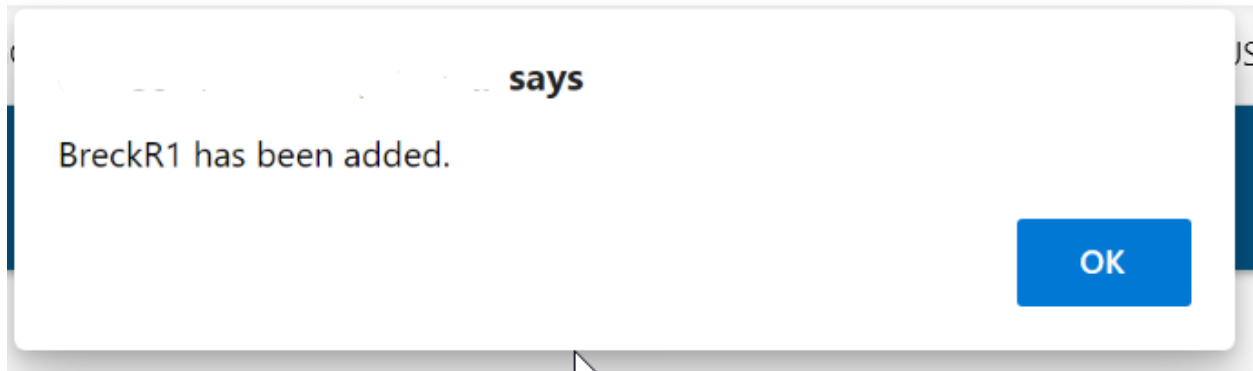


Figure 2.21

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 2.22) and click **Submit**.

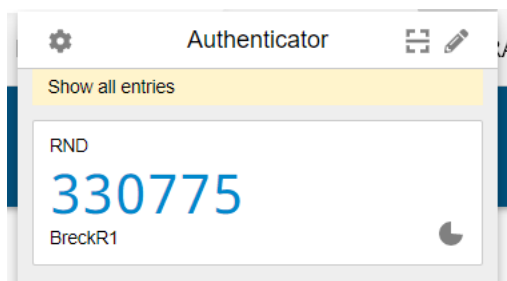


Figure 2.22

## 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 2.23), and either scan the QR code (Figure 2.24) 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 2.23

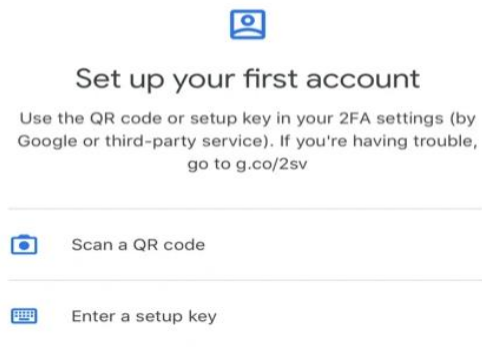


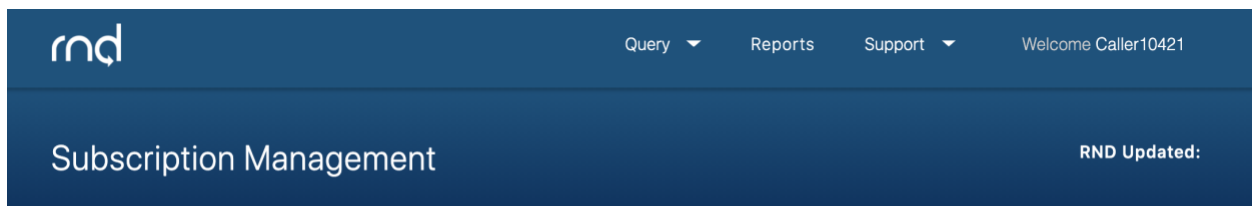
Figure 2.24

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 2.17) 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 2.17 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 2.25).



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.

Figure 2.25

## 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

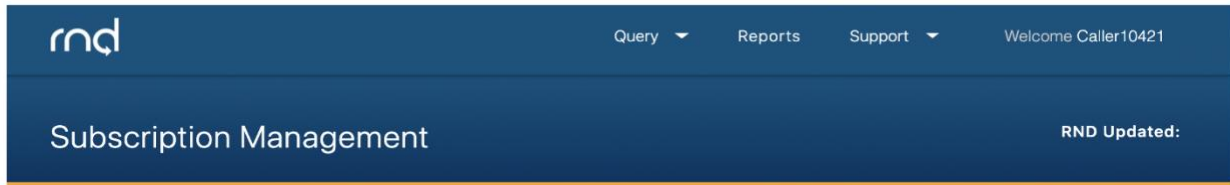
The service is a pre-paid tiered, subscription-based fee structure. The tiers are based on the number of queries the subscriber anticipates making in the RND and the subscription shall be based on the period of time during which the subscriber may make the queries.

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.

Registered Callers and Caller Agents will see the following subscription options when logging into the RND (See Figure 3.1 below):

### 3.3 Subscription Tiers & Pricing – Changed April 27, 2022



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.

Tiers	Price/ Query	% of Discount from Base	1-Month Subscription Queries	1 -Month Subscription Price	3-Month Subscription Queries	3-Month Subscription Price	6-Month Subscription Queries	6-Month Subscription Price
Tier 1	\$0.01	NA	1,000	\$10	3,000	\$30	6,000	\$60
Tier 2	\$0.0075	25%	10,000	\$75	30,000	\$225	60,000	\$450
Tier 3	\$0.0070	30%	50,000	\$350	150,000	\$1,050	300,000	\$2,100
Tier 4	\$0.0065	35%	200,000	\$1,300	600,000	\$3,900	1,200,000	\$7,800
Tier 5	\$0.0050	50%	500,000	\$2,500	1,500,000	\$7,500	3,000,000	\$15,000
Tier 6	\$0.0020	80%	2,000,000	\$4,000	6,000,000	\$12,000	12,000,000	\$24,000
Tier 7	\$0.0017	83%	6,000,000	\$10,000	18,000,000	\$30,000	36,000,000	\$60,000
Tier 8	\$0.0015	85%	10,000,000	\$15,000	30,000,000	\$45,000	60,000,000	\$90,000
Tier 9	\$0.0010	90%	30,000,000	\$30,000	90,000,000	\$90,000	180,000,000	\$180,000
Tier 10	\$0.0009	91%	50,000,000	\$45,000	150,000,000	\$135,000	300,000,000	\$270,000

Figure 3.1

Further discounts are available to Caller Agents for Tiers 6-10 (ranging from 25% - 40% off the regular pricing) for each applicable tier. The Caller Agent is required to have at least one client company and must provide a [Letter of Authorization](#) for each client (to be approved by the RNDA) in order to query the database as a Caller Agent.

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

After picking a plan by selecting the **Subscribe** button, the user will also be able to select a **Subscription Start Date**. A checkbox to **Auto-Renew Subscription** is also available (Figure 3.2).

## Subscription Management

### Customize Plan

You have selected the following plan:

Plan Name: <b>Tier 5 (1 MONTH)</b>
Plan Description: <b>Up to 500,000 queries over 1 month; per unit rate of \$0.005 per query.</b>
Price: <b>\$2,500.00</b>
Number of Transactions: <b>500,000</b>

Please select plan details, then click "Subscribe" to enter billing information. Click "Cancel" to select a different plan.

\* Required

**Subscription Start Date \***

04/27/2022
✓
📅

☒ Auto-Renew Subscription?

Subscribe
Cancel

Figure 3.2

The user will then 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 3.3 and 3.4 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.

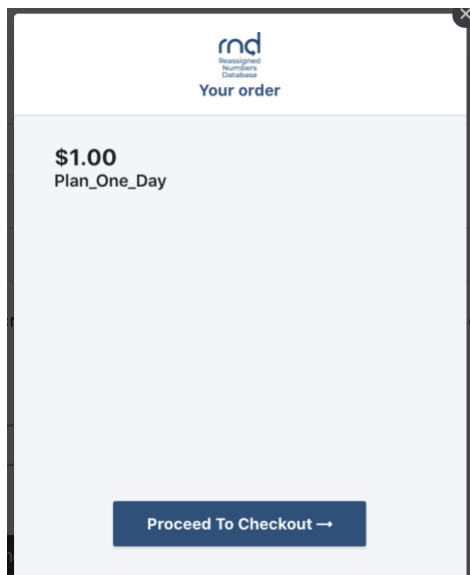


Figure 3.3

Add your billing address

● ●

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

Next

Figure 3.4

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 ([support@reassigned.us](mailto:support@reassigned.us)) with the Subject Line stating **Thank you for your payment**, and will contain an attached invoice showing the payment made. The user can now begin querying immediately. Please review the [Query User Guide](#), 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/Subscription**, and will see the following dashboard (Figure 3.5), showing

Plan Name: One of the ten 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

#### Subscription Info

Your subscription is active.

Subscription detail:

Plan Name: <b>Tier4 (1 MONTH)</b>
Plan Description: <b>Up to 200,000 queries over 1 month; per unit rate of \$0.0065 per query.</b>
Start Date: <b>2022-04-21</b>
End Date: <b>2022-05-20</b> <a href="#">Renew</a>
Auto Renewal: <b>No</b>
Queries Allowed: <b>200,000</b>
Queries Remaining: <b>200,000</b>

Figure 3.5

On the same page, the user will be able to **Manage Billing Information** (Figure 3.6).

## Billing Information/Upgrade Plan

Need to manage your billing information or upgrade your plan? Click here:

Manage Billing Information

To upgrade to a new plan:

- Click "Manage Billing Information" above
- Select current plan at top
- Click "Edit Subscription"
- Select the new plan and configure payment

To update billing information:

- Click "Manage Billing Information" above
- Select current plan
- Click inside "Paid Via" box to edit credit card info

Figure 3.6

Here the user can upgrade to a new plan or update billing information (Figure 3.7).

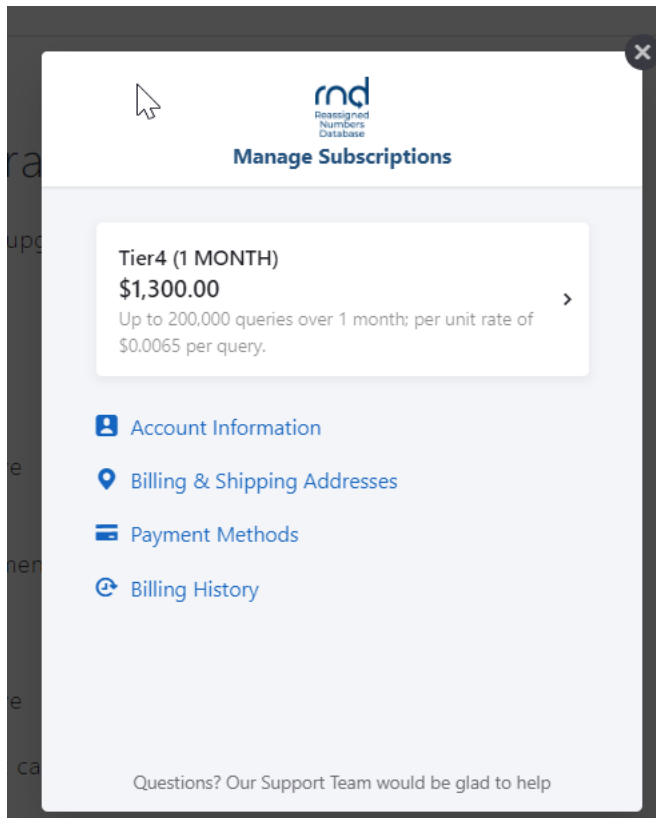


Figure 3.7

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 available options in case of running out of queries prior to the end of the subscription term. If the subscription is for a three month or six-month term, the queries can be used 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:

- 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.
- Buy 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). If a subscriber has run out of queries prior to the end of the subscription term, the “Cancel Immediately” button will appear next to “End Date” under the Subscription Dashboard, accessed through <https://secure.reassigned.us/> **Welcome/Subscription**. Pressing “Cancel Immediately” will allow the subscriber to immediately start the new plan. Please note this button will be available once a subscriber has used up 75% of the available queries. Any remaining queries will not carryover when pressing the “Cancel Immediately” button.

**\*\*Note\*\*** - After clicking “Yes” to confirm the cancel please wait until the screen refreshes showing you the Subscription Management Page with all available plans, and do not click on the **Renew** button while the screen is refreshing. Clicking on **Renew** will not allow the subscriber to immediately start the new subscription.

After clicking on “Cancel Immediately”(See Fig 3.8 below), a dialog box will request Yes or No (See Fig 3.9 below) and if clicking on Yes to confirm cancelling immediately, please wait until the screen refreshes showing the Subscription Management Page with all available plans (See Fig 3.10 below), and do not click on the **Renew** button while the screen is refreshing. Clicking on **Renew** will not allow the subscriber to immediately start the new subscription.

Subscription Management
RND Updated: 2021-12-16 21:01:17

### Subscription Info

Your subscription is active.

Subscription detail:

Plan Name: <b>Extra Small (1 MONTH)</b>
Plan Description: <b>Up to 1,000 queries over 1 month; per unit rate of \$0.01 per query.</b>
Start Date: <b>2021-12-13</b>
End Date: <b>2022-01-12</b> <span style="margin-left: 10px;"><a href="#">Cancel Immediately</a></span> <span style="margin-left: 10px;"><a href="#">Renew</a></span>
Auto Renewal: <b>No</b>
Queries Allowed: <b>1,000</b>
Queries Remaining: <b>93</b>

Figure 3.8

Subscription detail:

Name: **Extra Small**

Description: **Up to 1,000 queries over 1 month; per unit rate of \$0.01 per query.**

Start Date: **2022-01-13**

End Date: **2022-01-12**

Auto Renewal: **No**

Queries Allowed: **1,000**

Queries Remaining: **298**

### Cancel Immediately

You have used 75% or more of your queries for the current subscription period. If you wish to cancel your subscription in order to start a new one immediately, you can do so. Please note that this action is not reversible, any remaining queries will be lost upon cancellation, and auto-renewal will need to be reconfigured with the new plan.

Would you like to proceed?

Yes
No

Figure 3.9

Then, it will take a few seconds, but the screen will refresh and will eventually go back to the Subscription Management page, showing all possible plans.

## Subscription Management

RND Updated: 2022-04-16 21:01:25

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.

### Plans

Name	Description	Price	Transactions	
Tier1 (1 MONTH)	Up to 1,000 queries over 1 month; per unit rate of \$0.01 per query.	\$10.00	1,000	<a href="#">Subscribe</a>
Tier2 (1 MONTH)	Up to 10,000 queries over 1 month; per unit rate of \$0.0075 per query.	\$75.00	10,000	<a href="#">Subscribe</a>
Tier5 (1 MONTH)	Up to 500,000 queries over 1 month; per unit rate of \$0.0050 per query.	\$2,500.00	500,000	<a href="#">Subscribe</a>
Tier6 (1 MONTH)	Up to 2,000,000 queries over 1 month; per unit rate of \$0.0020 per query.	\$4,000.00	2,000,000	<a href="#">Subscribe</a>
Tier8 (1 MONTH)	Up to 10,000,000 queries over 1 month; per unit rate of \$0.0015 per query.	\$15,000.00	10,000,000	<a href="#">Subscribe</a>
Tier9 (1 MONTH)	Up to 30,000,000 queries over 1 month; per unit rate of \$0.0010 per query.	\$30,000.00	30,000,000	<a href="#">Subscribe</a>
Tier1 (3 MONTHS)	Up to 3,000 queries over 3 months; per unit rate of \$0.01 per query.	\$30.00	3,000	<a href="#">Subscribe</a>
Tier2 (3 MONTHS)	Up to 30,000 queries over 3 months; per unit rate of \$0.0075 per query.	\$225.00	30,000	<a href="#">Subscribe</a>

Figure 3.10

Once the subscriber has picked the new plan, the subscription start date can be immediately.

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)

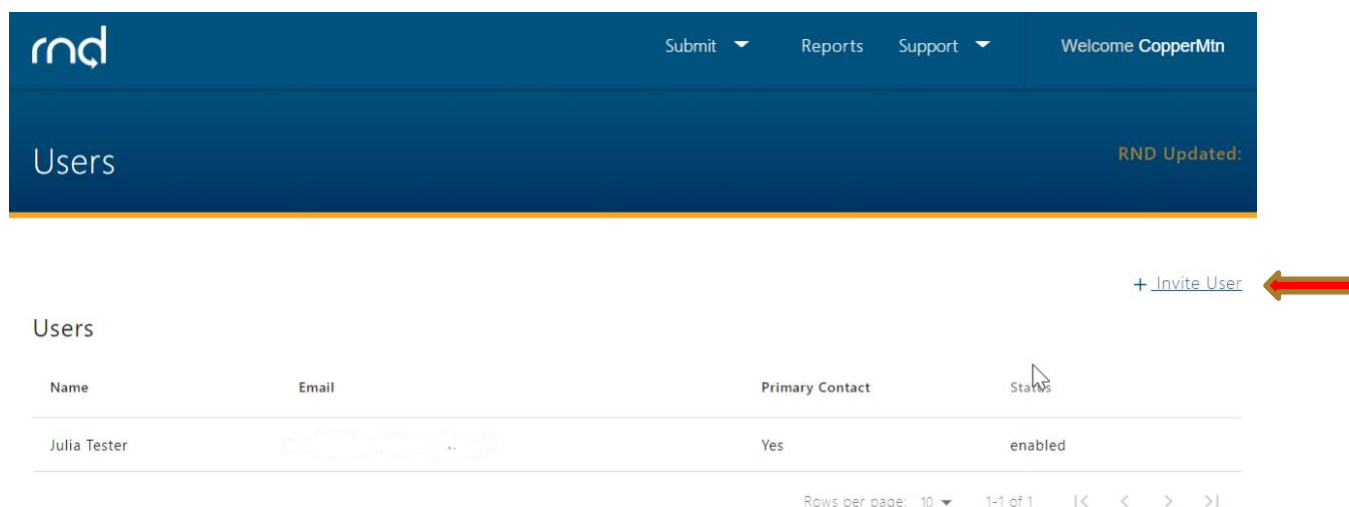


Figure 4.1

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

Figure 4.2

### Username

- Minimum of 6 characters, maximum of 25 characters.

- Letters and numbers are accepted.
- Special characters including exclamation point “!”, dollar “\$”, caret “^”, underscore “\_”, hyphen “-”, period “.” and “`” grave accent (backtick) is accepted.
- Must be unique in the system.

**First Name, Middle Initial, Last Name.**

**Title.**

**Email** – must be unique in the system.

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

**Secondary Phone** and optional Text-Enabled setting.

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

The screenshot shows a web interface for user registration. At the top is a dark blue header with the 'rnd' logo on the left and navigation links 'Submit', 'Reports', 'Support', and 'Welcome CopperMtn' on the right. Below the header is a light gray bar with two tabs: 'User Information' (active, with a green checkmark) and 'Review & Submit'. The main content area is titled 'Review & Submit' and 'User Information'. It contains a list of user details, each on a separate line with a horizontal separator: 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 to the right of the Secondary Phone field. At the bottom center of the form is a blue button labeled 'Send Invite'.

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.

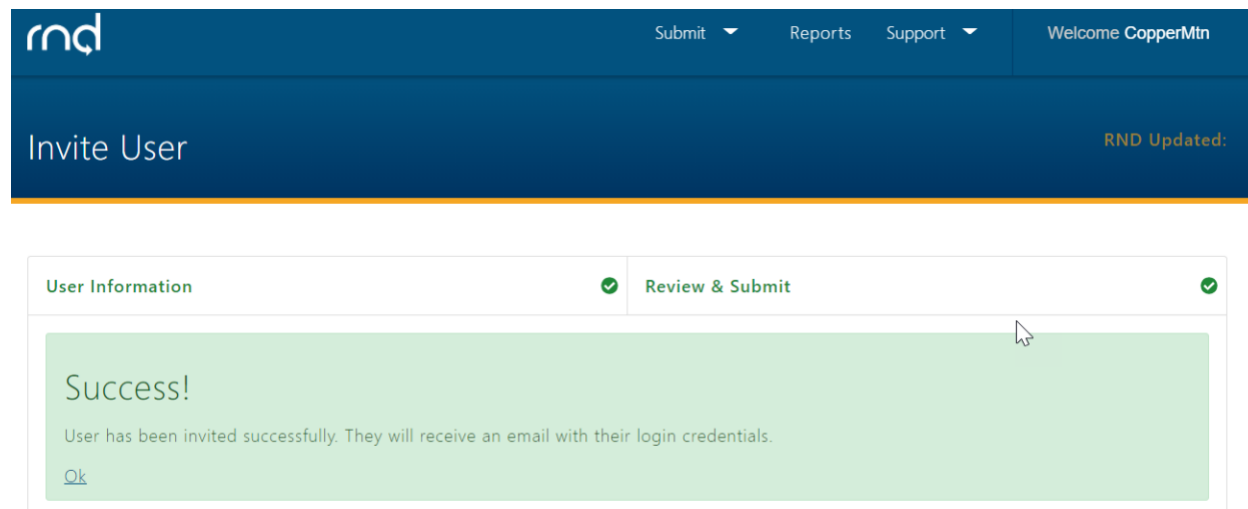


Figure 4.4

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

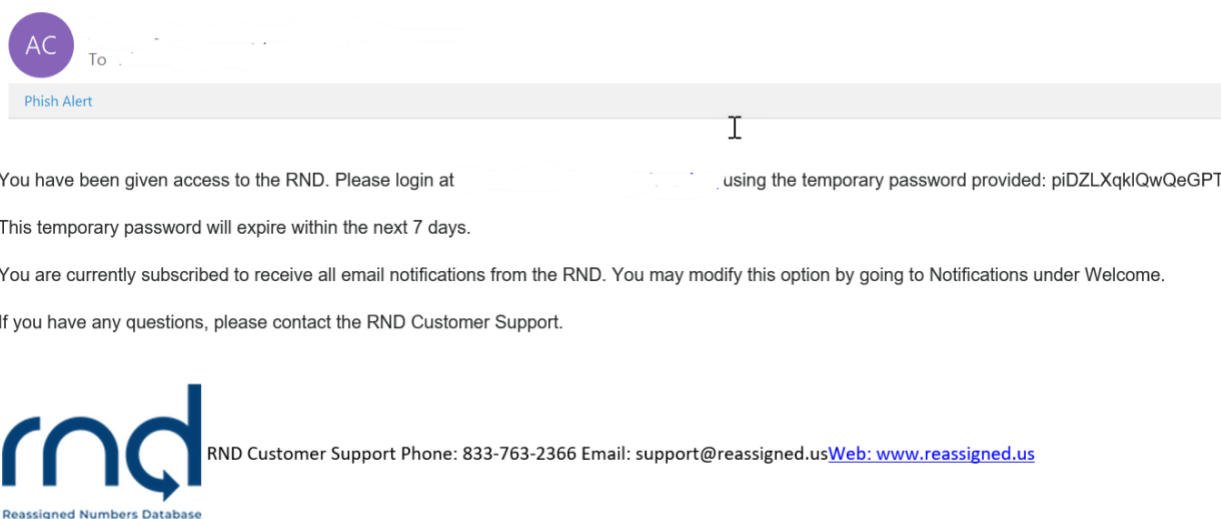


Figure 4.5

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).

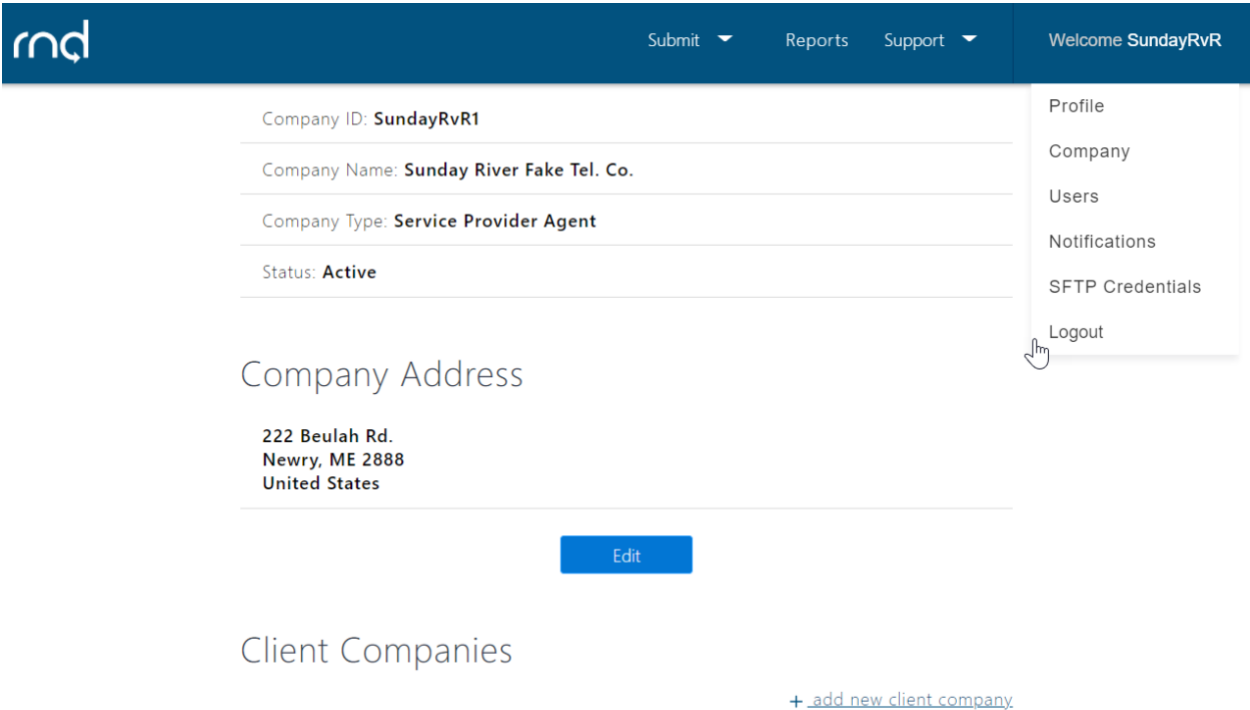


Figure 5.1

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

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 application interface. At the top, there is a dark blue header with the RND logo on the left, navigation links for 'Submit', 'Reports', and '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 features a white card with three tabs: 'Client Company Information' (with a green checkmark), 'Client Primary Contact' (active), and 'Review & Submit'. The 'Client Primary Contact' tab contains the following form fields:

- A heading 'Client Primary Contact' followed by a note '\* Required'.
- Three input fields for 'First Name \*', 'Middle Initial', and 'Last Name \*'.
- A single input field for 'Title \*'.
- A single input field for 'Email \*'.
- Two input fields for 'Work Phone \*' and 'Extension'.
- A checkbox labeled 'Text-Enabled' below the work phone fields.
- A single 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 light gray footer containing the RND logo and 'Reassigned Number Database' on the left, a row of links for 'Privacy Policy', 'Neutrality', 'Feedback', and 'Terms of Use' in the center, and social media icons for Twitter, LinkedIn, Facebook, and 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).

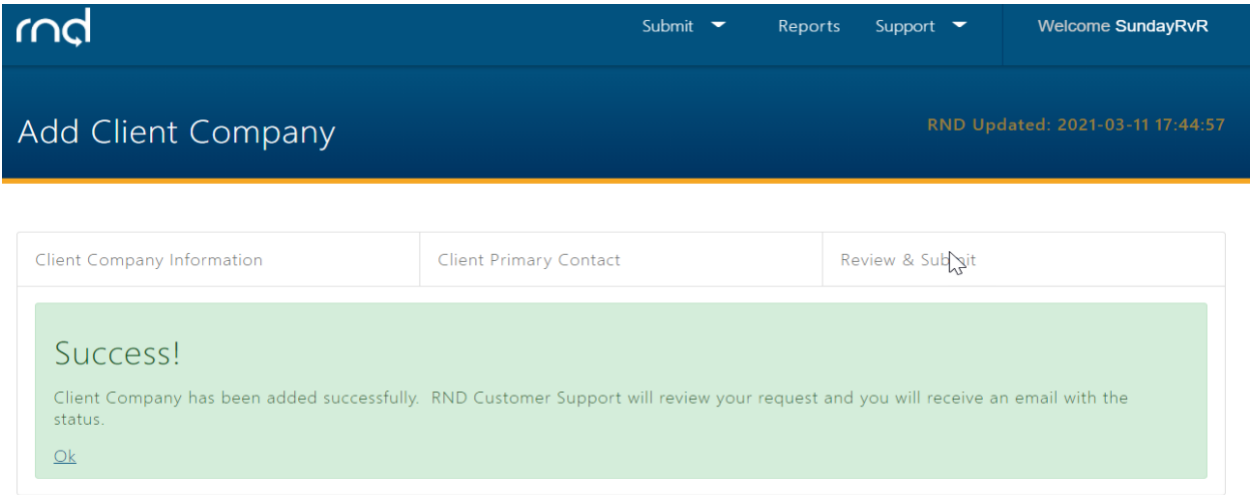


Figure 5.5

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

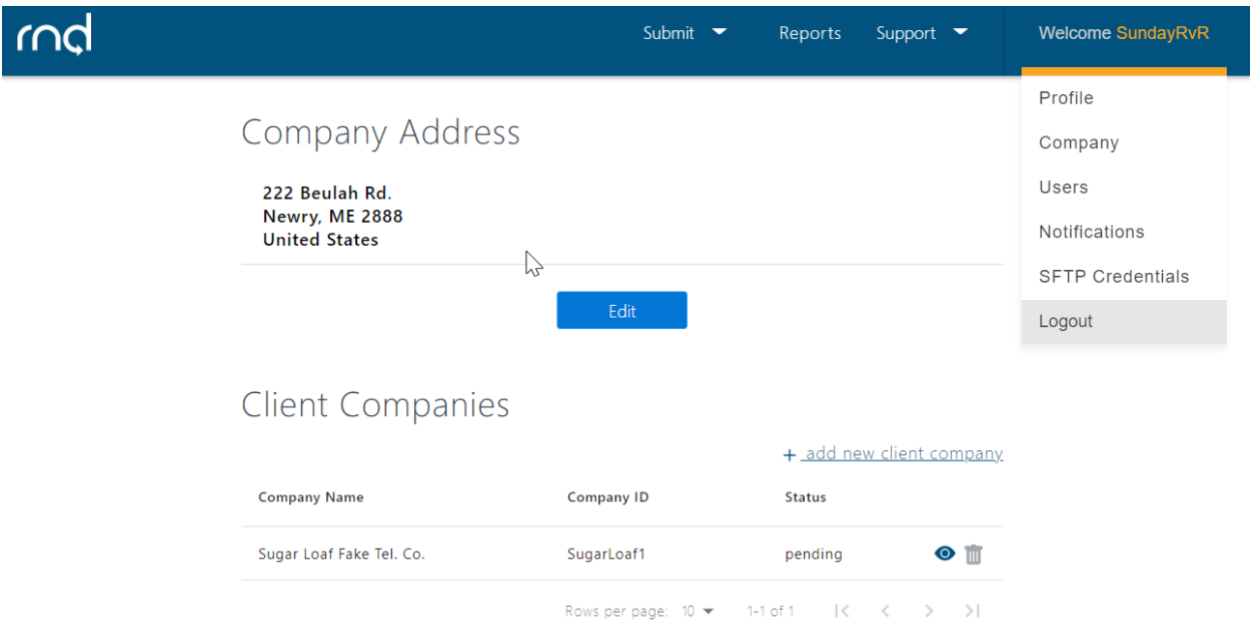


Figure 5.6

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

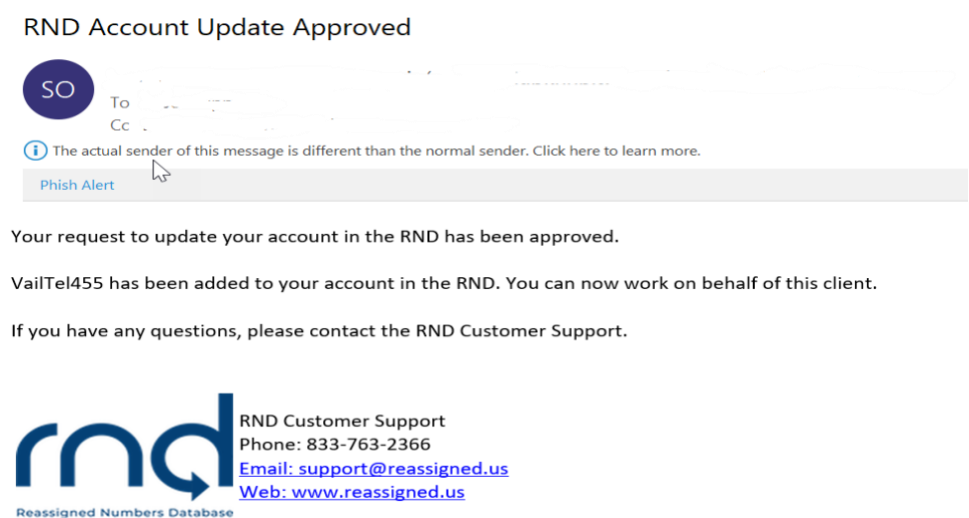


Figure 5.7

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

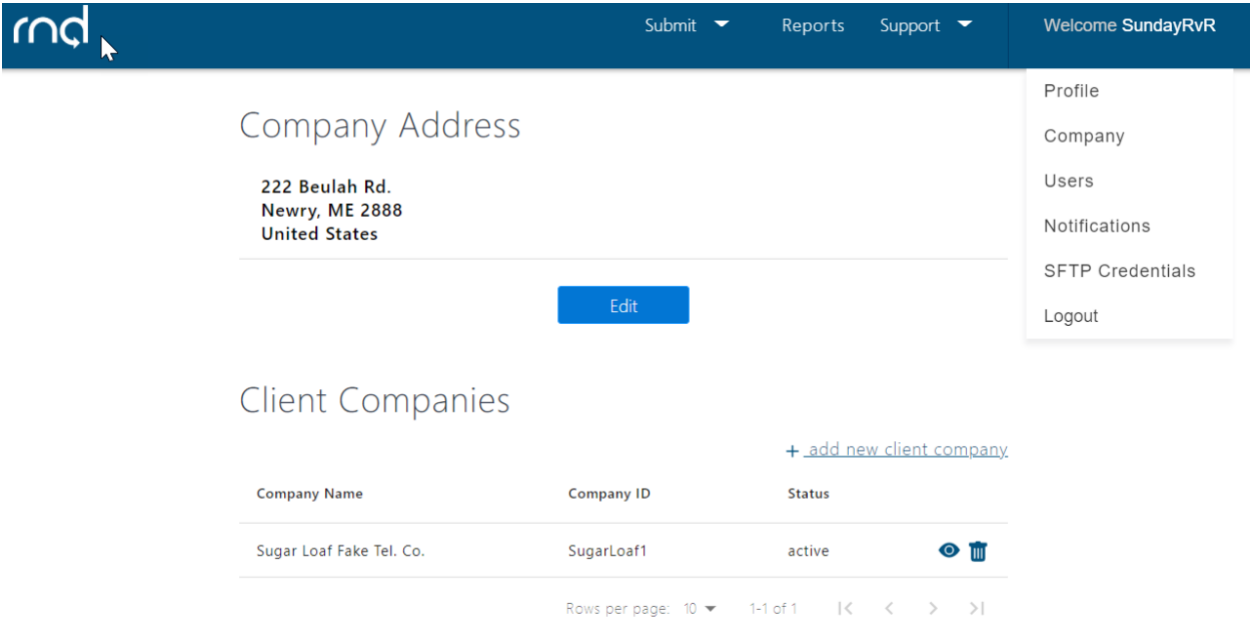
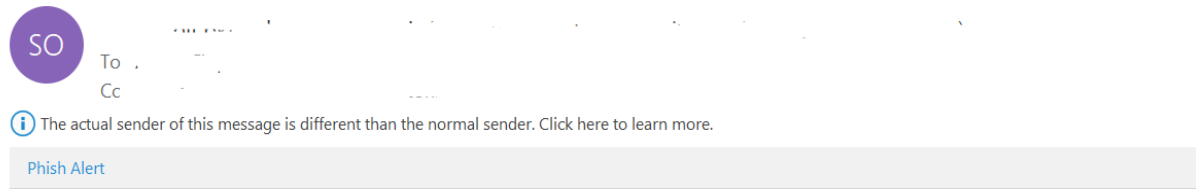


Figure 5.8

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.

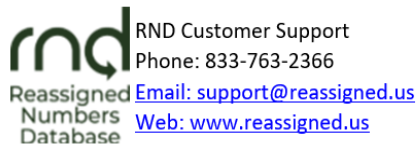


Figure 5.9

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 5.10

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 Forgot Username/Password

If a registrant has forgotten their Username or Password, the following process may be used to retrieve the Username and/or create a new Password:

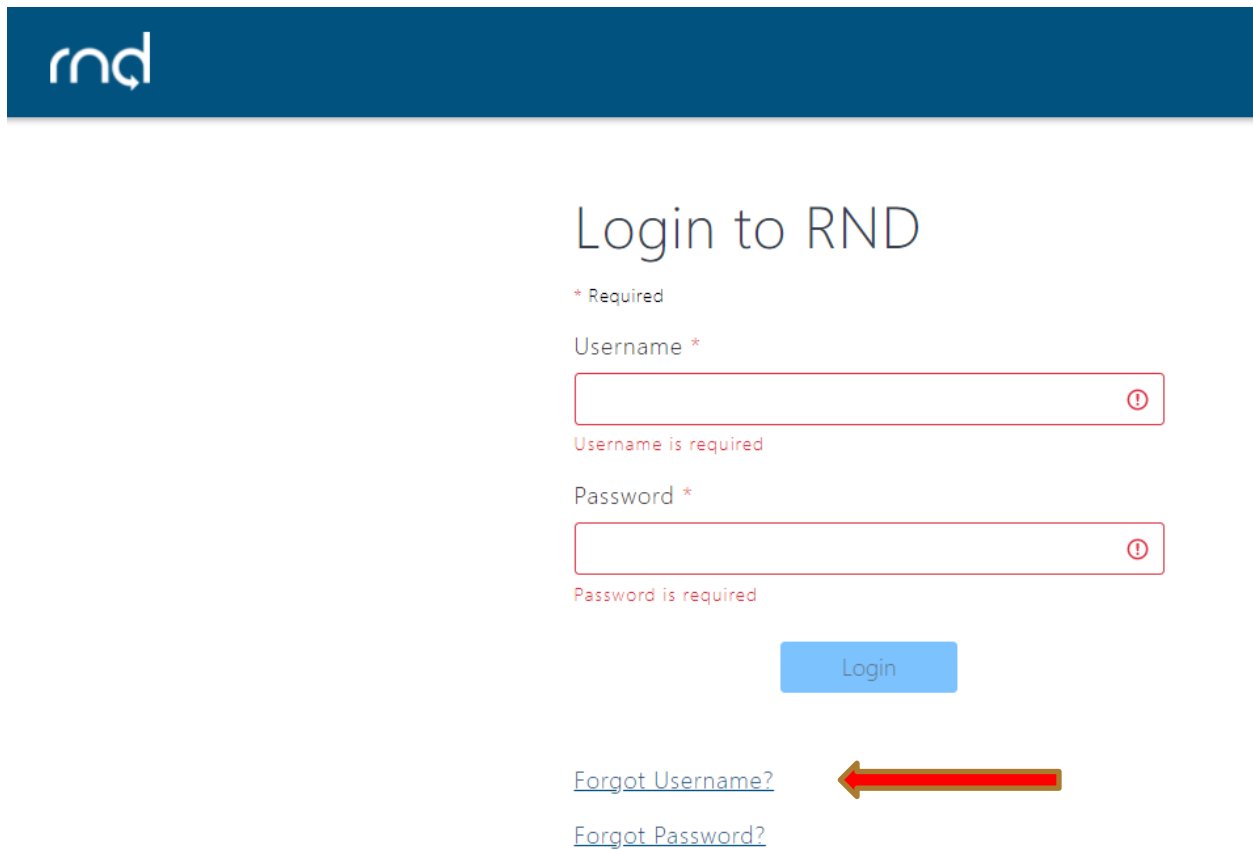
### Forgot Username

1. Select “Forgot Username?” at the Login screen.
2. Enter the email address associated with the RND profile:
  - a. If the email address is associated with an enabled profile, a screen will appear to enter the email address and an email will be sent to the user with the Username.
  - b. If the email address is associated with a disabled profile, a screen will be displayed to have the user contact RND Customer Support.

### Forgot Password

1. Select “Forgot Password?” at the Login screen.
2. Enter the email address associated with the RND profile:
  - a. If the email address is associated with an enabled profile, a screen will appear to enter the Username of the profile and an email will be sent to the user with a Verification Code. The user must enter the Verification Code when changing the password. Note that this “Forgot Password” Verification Code is not from the Authenticator but is from the email sent to the user.
  - b. If the email address is associated with a disabled profile, a screen will be displayed to have the user contact RND Customer Support.

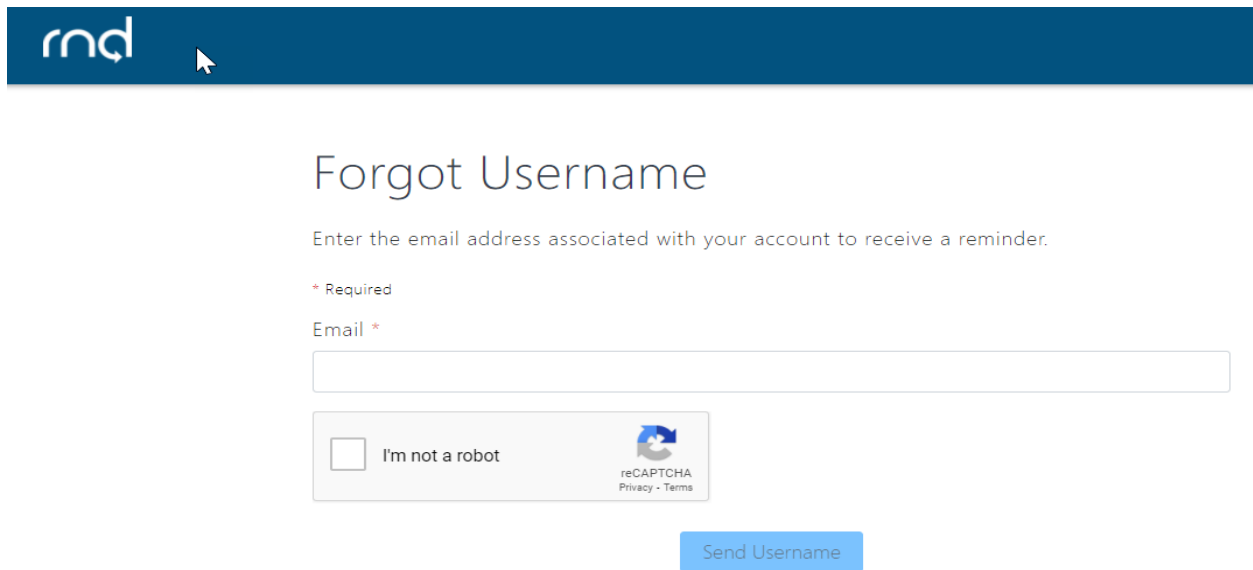
To illustrate, if the Username is forgotten, the user can return to the RND website, select **Login**, and select the “**Forgot Username?**” link (Figure 6.1).



The screenshot shows the RND website's login page. At the top is a dark blue header with the 'rnd' logo in white. Below the header, the title 'Login to RND' is displayed in a large, dark blue font. Underneath the title, there is a small red asterisk followed by the word 'Required'. The form consists of two input fields: 'Username \*' and 'Password \*'. Both fields are empty and have a red border with a red exclamation mark icon in the top right corner. Below the 'Username' field, the text 'Username is required' is displayed in red. Below the 'Password' field, the text 'Password is required' is displayed in red. A blue 'Login' button is positioned below the password field. At the bottom of the form, there are two links: 'Forgot Username?' and 'Forgot Password?'. A thick red arrow with a black outline points from the right towards the 'Forgot Username?' link.

Figure 6.1

The user will be required to enter the **Email** address associated with the RND profile and perform reCAPTCHA verification by selecting “**I’m not a robot**” (Figure 6.2).




**rnd**

## Forgot Username

Enter the email address associated with your account to receive a reminder.

\* Required

Email \*

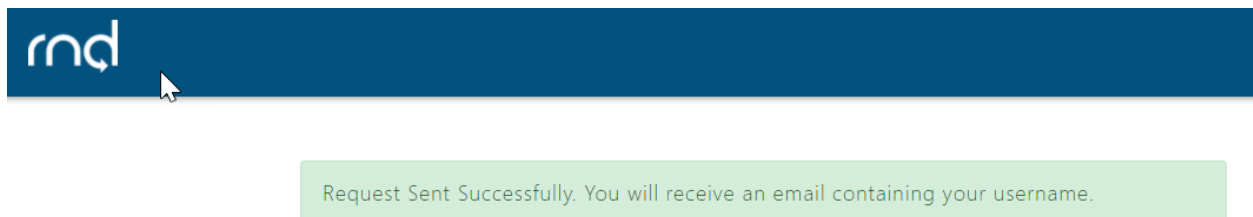
☐ I'm not a robot
 

reCAPTCHA  
Privacy - Terms

Send Username

Figure 6.2

If the email address is associated with an enabled RND profile, after selecting **Send Username**, the user will be notified of a successful request (Figure 6.2).



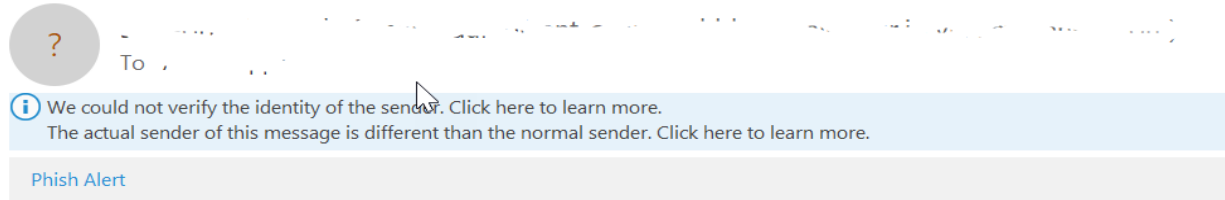
**rnd**

Request Sent Successfully. You will receive an email containing your username.

Figure 6.2

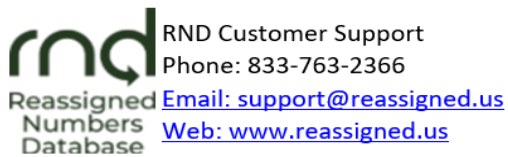
The email sent to the user will contain the Username (Figure 6.3).

### RND Forgot Username



In response to your Forgot Username request, here is your username: Call21

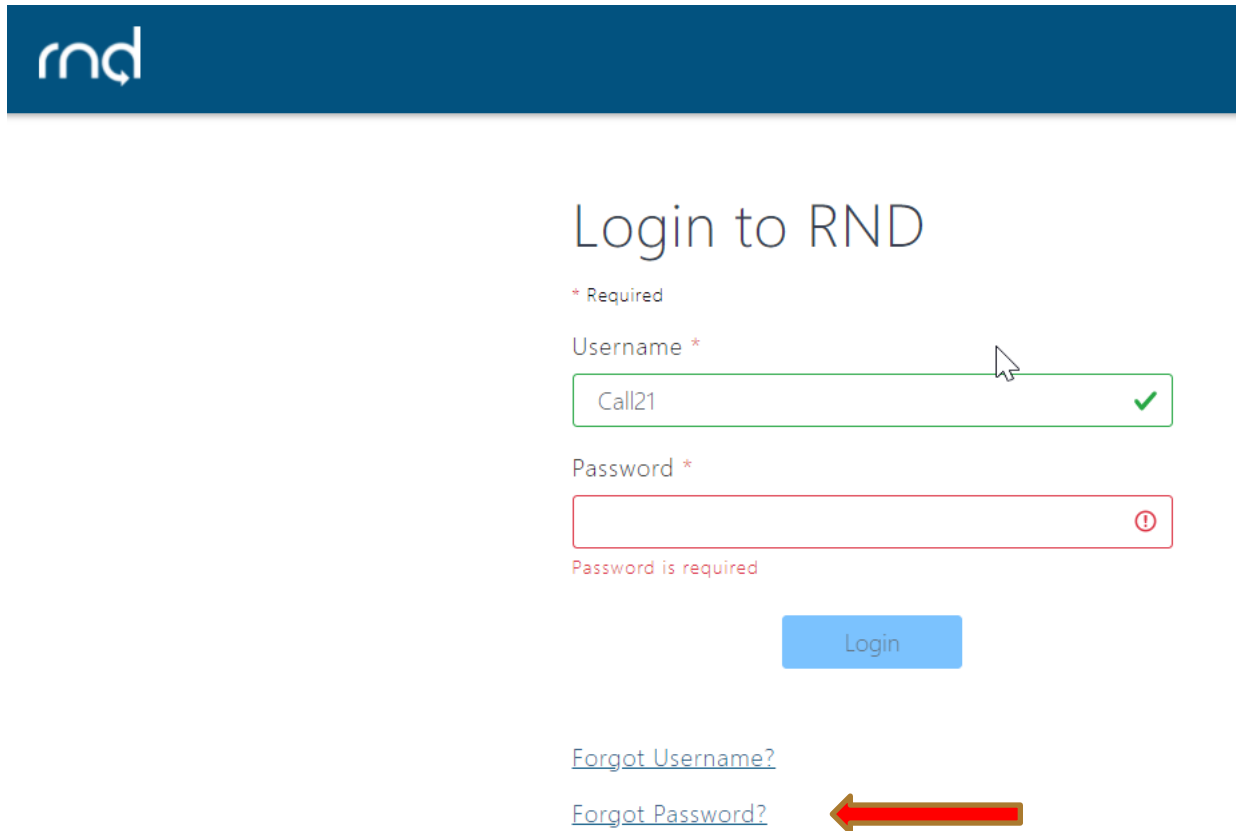
If you have any questions, please contact the RND Customer Support.



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 6.3

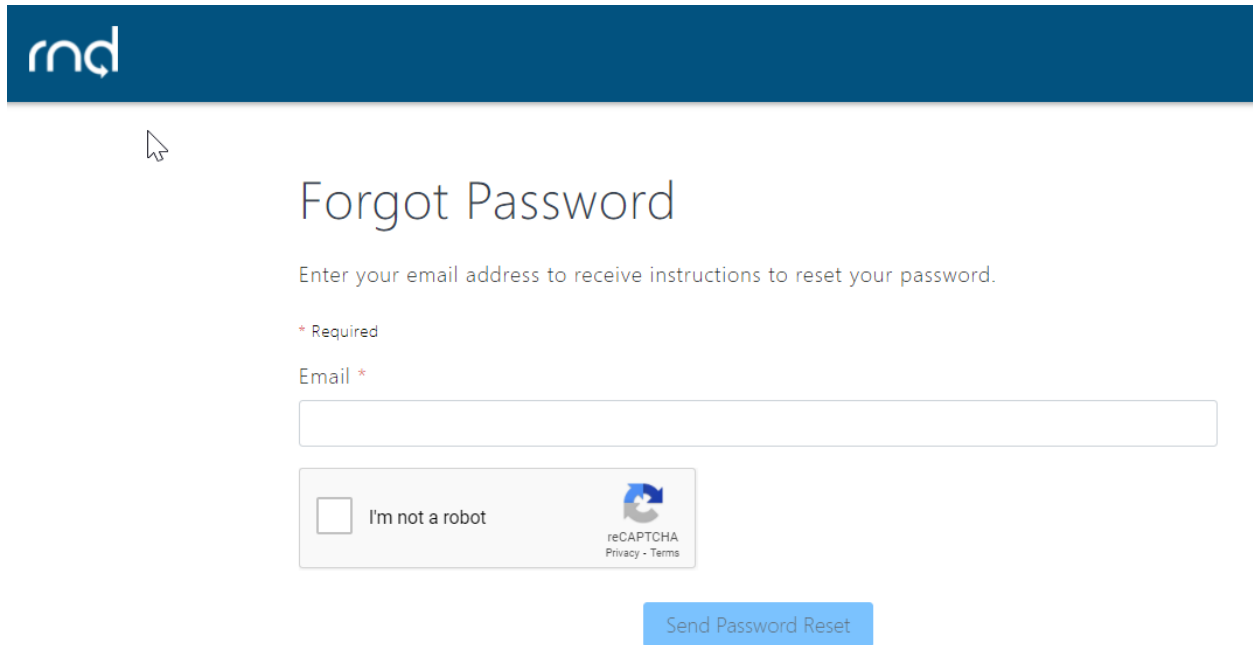
If the password is forgotten for an enabled profile, the user should enter the **Username** and select the “**Forgot Password?**” link (Figure 6.4).



The screenshot shows the RND login interface. At the top is a dark blue header with the 'rnd' logo. Below the header, the title 'Login to RND' is displayed. There are two input fields: 'Username \*' and 'Password \*'. The 'Username' field contains the text 'Call21' and has a green checkmark icon on the right. The 'Password' field is empty and has a red error icon on the right. Below the password field, the text 'Password is required' is displayed in red. A blue 'Login' button is positioned below the password field. At the bottom of the form, there are two links: 'Forgot Username?' and 'Forgot Password?'. A large red arrow points to the 'Forgot Password?' link.

Figure 6.4

The user will be required to enter the **Email** address associated with the RND profile and perform reCAPTCHA verification by selecting “**I’m not a robot**” (Figure 6.5).



**rnd**

## Forgot Password

Enter your email address to receive instructions to reset your password.

\* Required

Email \*

☐ I'm not a robot

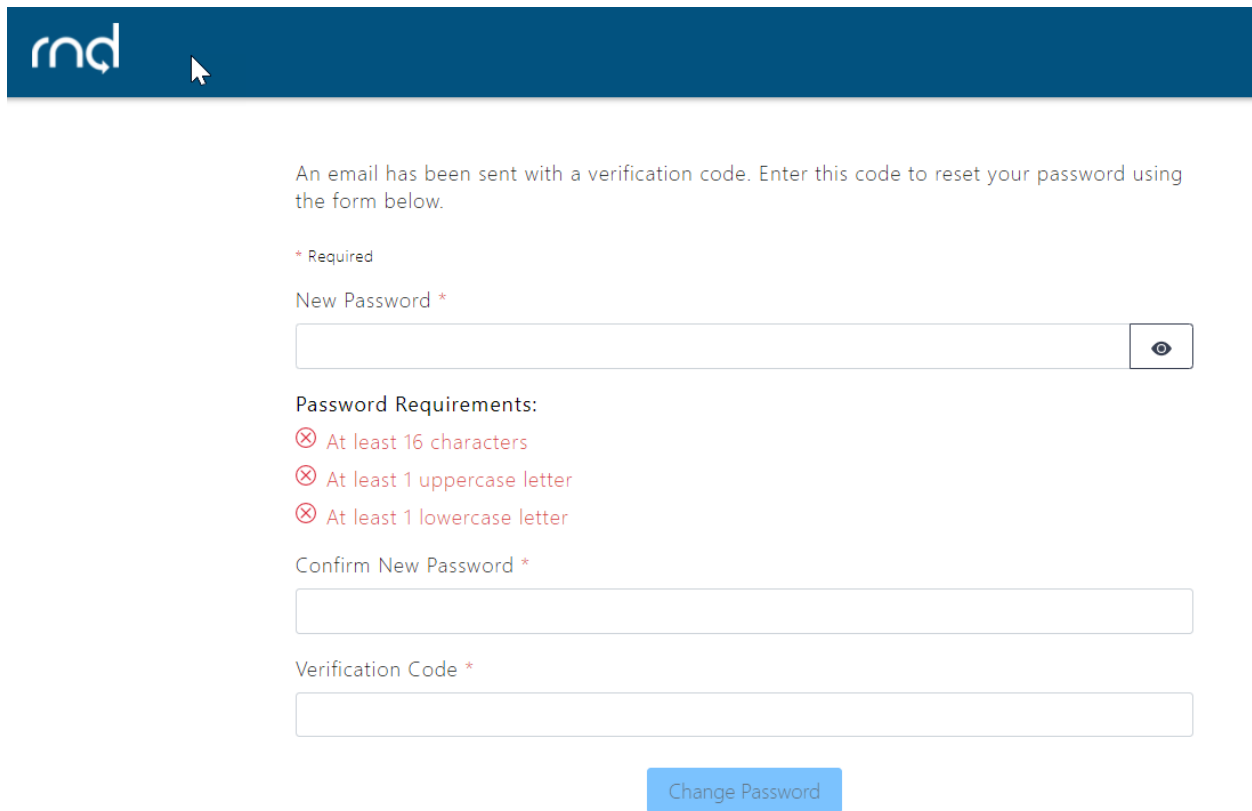
reCAPTCHA  
Privacy - Terms

Send Password Reset

Figure 6.5



If the email address is associated with an enabled RND profile, after selecting **Send Password Reset**, the user will be brought to a screen to reset the password (Figure 6.6).



An email has been sent with a verification code. Enter this code to reset your password using the form below.

\* Required

New Password \*

Confirm New Password \*

Verification Code \*

Change Password

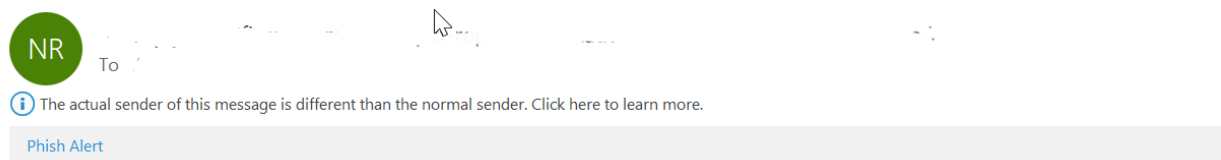
Password Requirements:

- ⊗ At least 16 characters
- ⊗ At least 1 uppercase letter
- ⊗ At least 1 lowercase letter

Figure 6.6

On the screen to change the password, the user be required to enter the **Verification Code** sent to the user's email address (Figure 6.7).

#### RND Forgot Password Verification Code



In response to your Forgot Password request, please enter the following Verification Code as requested with your new Password:  
Verification Code: 588916

If you have any questions, please contact the RND Customer Support at 833-763-2366 or [support@reassigned.us](mailto:support@reassigned.us).

**rnd** RND Customer Support  
Phone: 833-763-2366  
**Reassigned Numbers Database** Email: [support@reassigned.us](mailto:support@reassigned.us)  
Web: [www.reassigned.us](http://www.reassigned.us)

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 6.7

After changing the password, the user will be notified of the successful password update and the user can log into the RND (Figure 6.8).

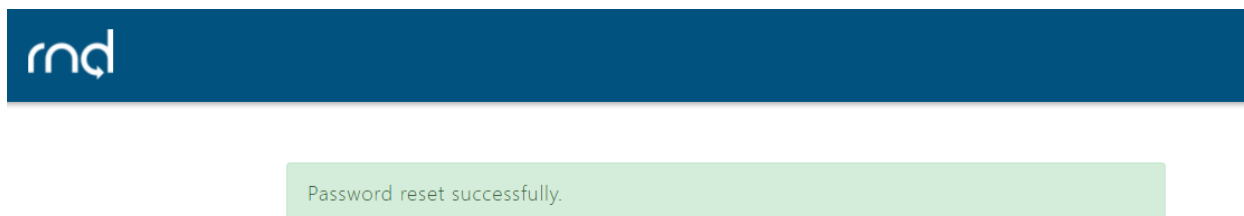


Figure 6.8

If the user has a disabled RND profile and the selects either “**Forgot Username?**” or “**Forgot Password?**,” the user will be notified to contact RND Customer Support to re-enable the user’s profile (Figure 6.9).

Username request failed. Please contact RND Customer Support at **833-763-2366** or **[support@reassigned.us](mailto:support@reassigned.us)** for assistance.

## Forgot Username

Enter the email address associated with your account to receive a reminder.


\* Required

Email \*

✔

☐

I'm not a robot



reCAPTCHA  
Privacy - Terms

Send Username

Figure 6.9

After re-enabling the profile, RND Customer Support will notify the user of the Username and/or send a new temporary password to the user.

## 7 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 7.1)

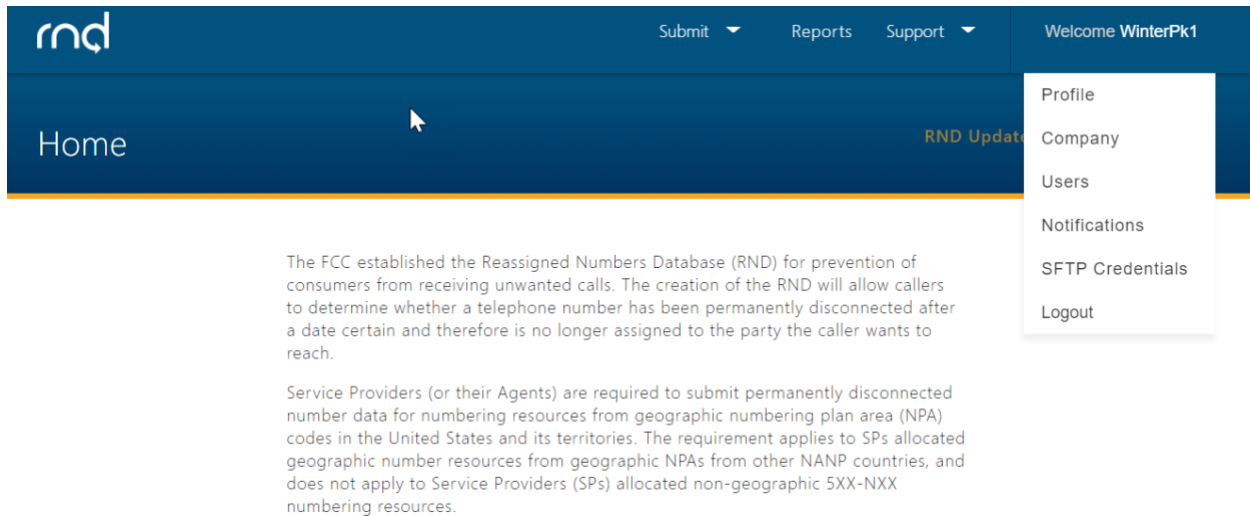


Figure 7.1

1. To update notification settings:
  - 1.1. Select **Edit** (Figure 7.2).

## 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 7.2

- 1.2. After modifying notification subscriptions, select **Save** (Figure 7.3).

## 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 7.3

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

## 8 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 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).

## 9 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