USER GUIDES

Caller/Caller Agent

User Registration Guide for the Reassigned Numbers Database

Dated: April 28, 2025

Version 1.10

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
August 14, 2023	1.8	Updated Section 3.3 changed subscription tiers and pricing
February 5, 2025	1.9	Updated Section 2.7 (Page 11) to reflect updated certification language for new RND Use effective July 24, 2024, from FCC 23-107, ¶93 Updated Section 3.5 (Page 28) to reflect RND enhancement – new option for running out of queries
April 28, 2025	1.10	Updated Section 3.2 to reflect updated pricing and new tiers added

Table of Contents

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 for more information. Figure 1.1 below shows the homepage. RND Customer Support can be reached at 1-833-7632366 or via email to support@reassigned.us
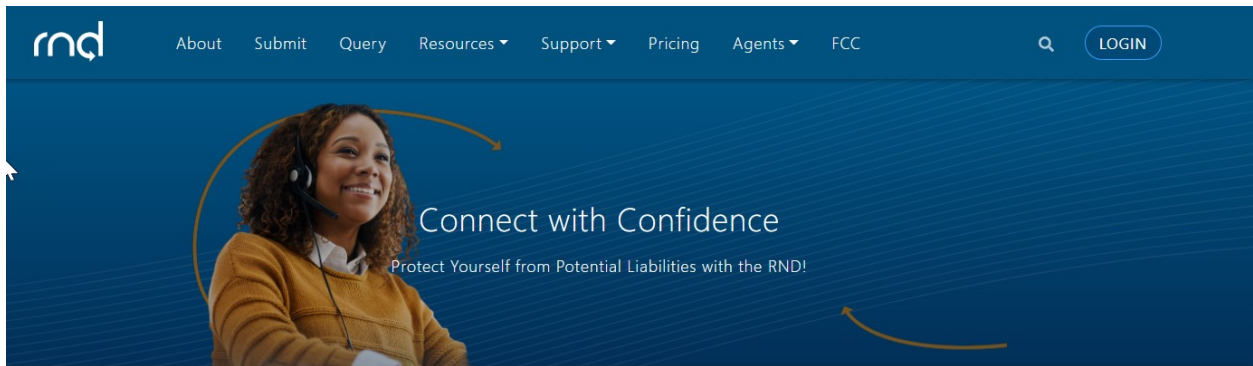

Figure 1.1

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

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.
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 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).
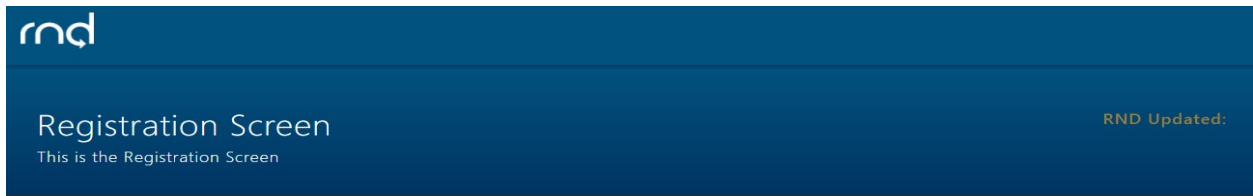

Figure 2.1

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.

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). Fields to be completed include:

Name
Title
Telephone Number and optional Extension
Company Name
Email

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

Authorizer

* Required
Name *

Title *

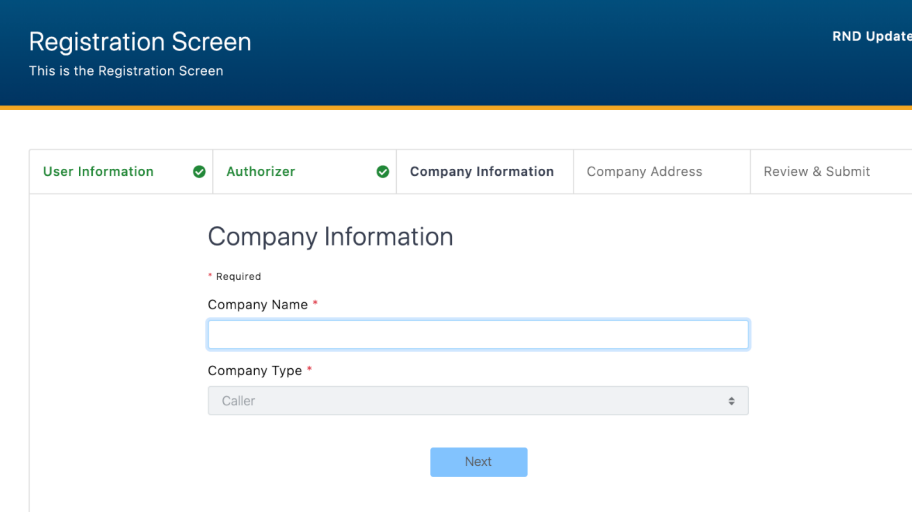Telephone Number *   Extension

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.
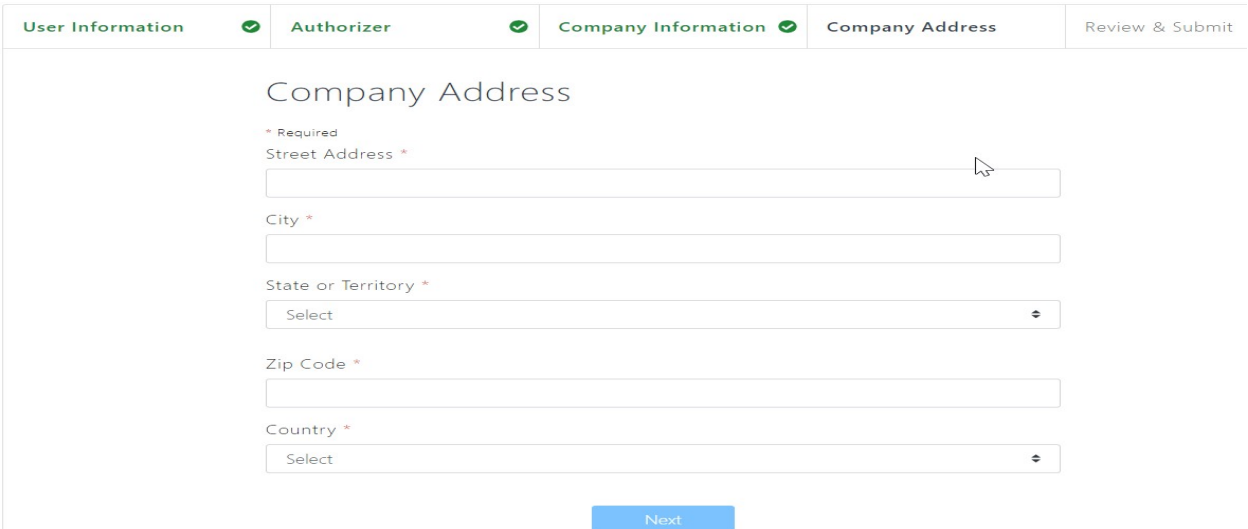

Figure 2.4

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

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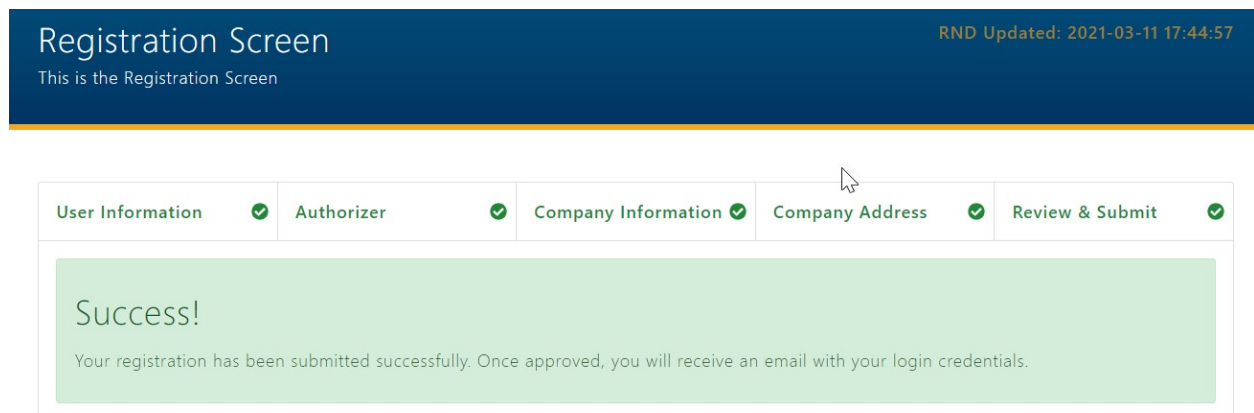
☑ I certify that the information I am providing is true and correct, that I have read the Terms of Use, and I agree to use the system as stated in the Terms of Use.

☑ The user agrees and warrants that it, and any agent acting on its behalf, will access and use the reassigned numbers database to: 1) 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; 2) determine if a number that the Commission's Enforcement Bureau has directed a provider to block has been permanently disconnected and therefore if such blocking should cease. The date selected will be the latest date given for an illegal text from the number by the Commission's Enforcement Bureau in its Notification of Illegal Texts.

Figure 2.7

Figure 2.8

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

RND Registration Request Confirmation

SO
To
Cc

Phish Alert

Thank you for completing the online registration for the RND. You will receive an email with the status of your request. A tracking number of 1000272 has been created for this request.

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

RND Customer Support
Phone: 833-763-2366
Email: support@reassigned.us
Web: 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 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).

RND Registration Request Approved

SO
To
Cc

(i) The actual sender of this message is different than the normal sender. Click here to learn more.

Phish Alert

You have been given access to the RND. Please login at [   ] using the temporary password provided: LgZ[ryfMGSjyZnnh

This temporary password will expire within the next 7 days.

You are currently subscribed to receive all email notifications from the RND. You may modify this option by going to Notifications under Welcome.

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

RND Customer Support
Phone: 833-763-2366
Email: support@reassigned.us
Web: www.reassigned.us

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

SO   To

Cc

(i) The actual sender of this message is different than the normal sender. Click here to learn more.

Phish Alert

Your user registration request has been denied.

Denied Reason: TEST

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

RND Customer Support
Phone: 833-763-2366
Email: support@reassigned.us
Web: www.reassigned.us

Figure 2.11
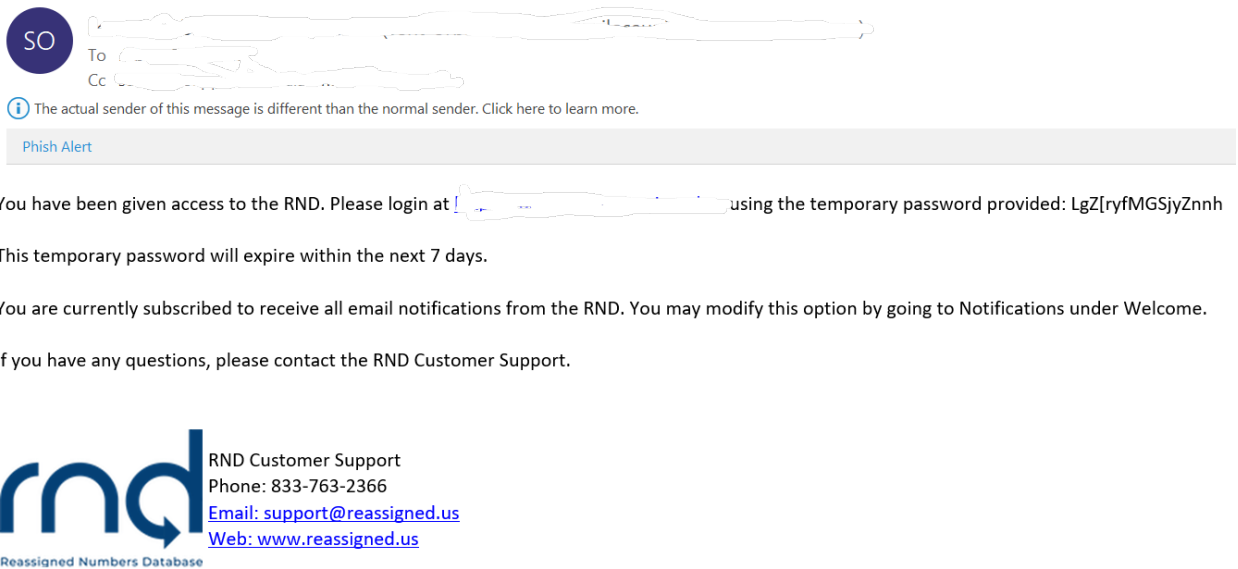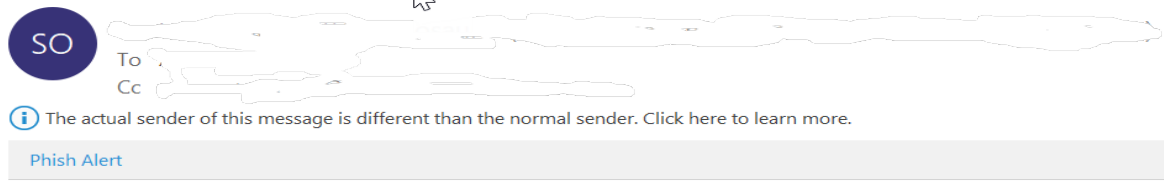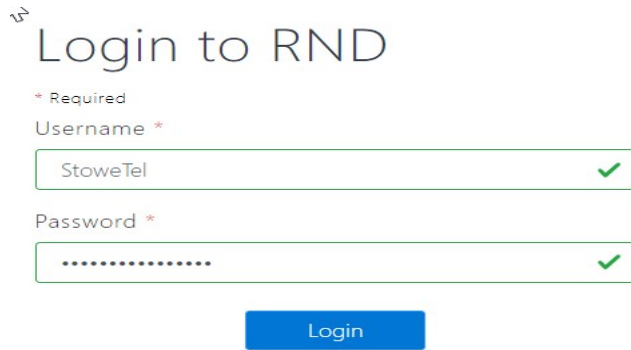
2.7 Step 7: Login

After selecting the link in the approval email, the user will be directed to the Login to RND screen (Figure 2.12).

Login to RND

* Required
Username *

Username is required

Password *

Password is required

Login

Forgot Username?

Forgot Password?

By Logging in to the RND you are agreeing to the following: 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.

Privacy Policy | Neutrality | Feedback | Terms of Use

Figure 2.12

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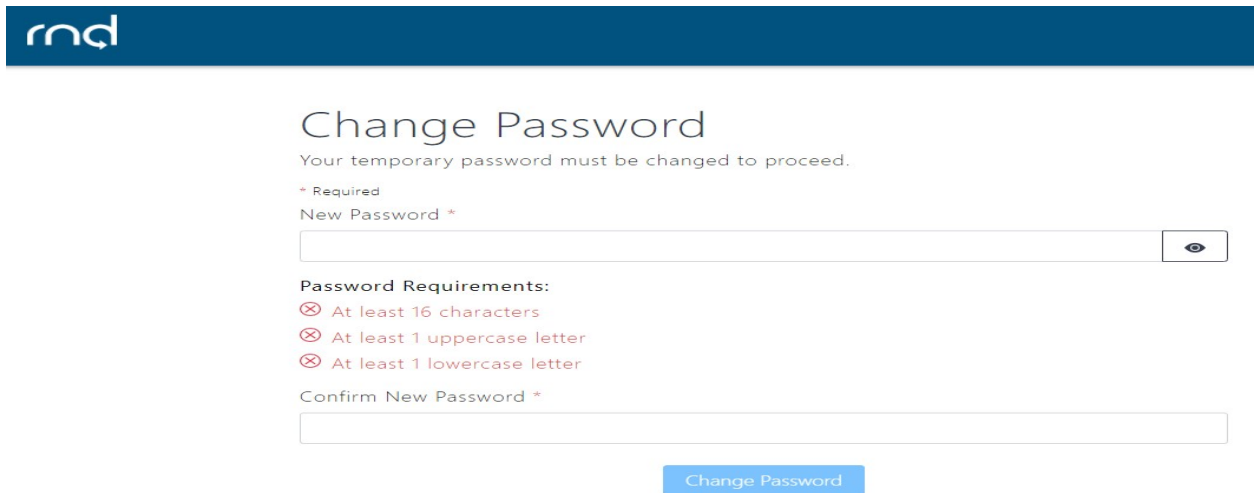
Figure 2.13

The user 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 2.14).
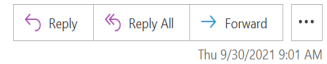

Figure 2.14

The RNDA 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 2.15). The notifications will be sent 30 days, 14 days, 7 days, 3 days, and 24 hours before expiration.

RNDA Password Expiring

NR no-reply@reassigned.us
To
Cc Support Reassigned

↩ Reply   ↩ Reply All   → Forward   ...
Thu 9/30/2021 9:01 AM
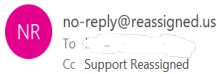
Your password will expire in 30 days. Please login at https://secure.reassigned.us and navigate to Welcome / Profile and click on the Change Password link to update your password. If you fail to reset your password within this timeframe your account will be disabled, which will prevent you from accessing the system or receiving emails from the RNDA.

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

rnd
Reassigned
Numbers
Database

RND Customer Support
Phone: 833-763-2366
Email: support@reassigned.us
Web: 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 2.15

After changing the password, the user will be prompted to perform Multi-Factor Verification (MFA) Set-Up (Figure 2.16). 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.**

rnd

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 2.16

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 as an extension (Figure 2.17).
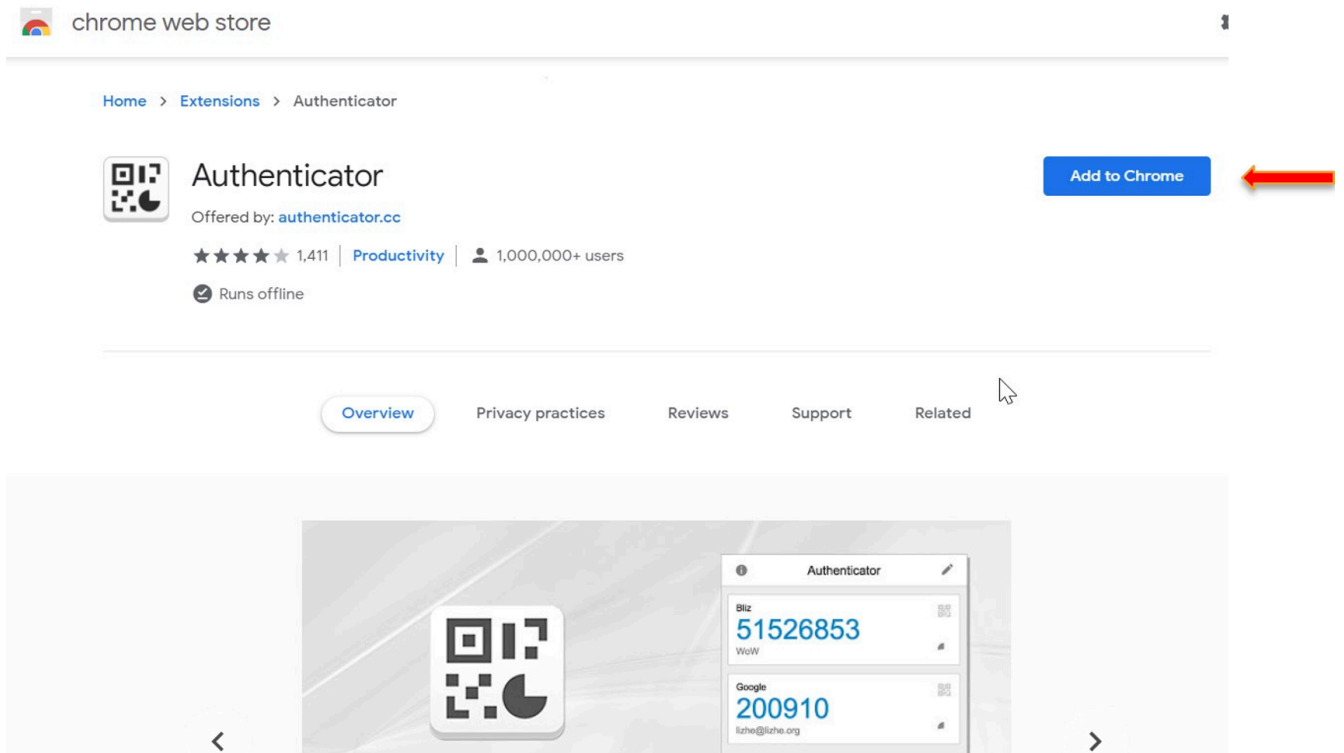

Figure 2.17

After adding the authenticator, an icon will be added to the user's browser as an extension (Figure 2.18).
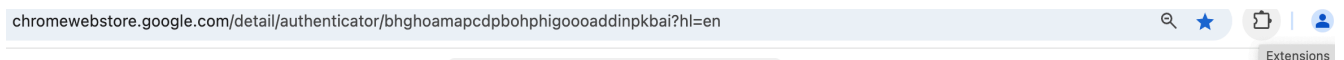

Figure 2.18

16

After selecting the authenticator icon from the Extensions, the user will select an icon within the authenticator to **Scan QR Code** (Figure 2.19) and can also pin the authenticator so it will be easy to access for future logins.
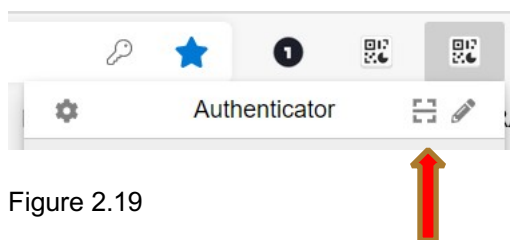

Figure 2.19

The user will then use the authenticator app to scan the QR code. A message will be displayed upon successful addition of the Username to the authenticator in the user's browser (Figure 2.20).
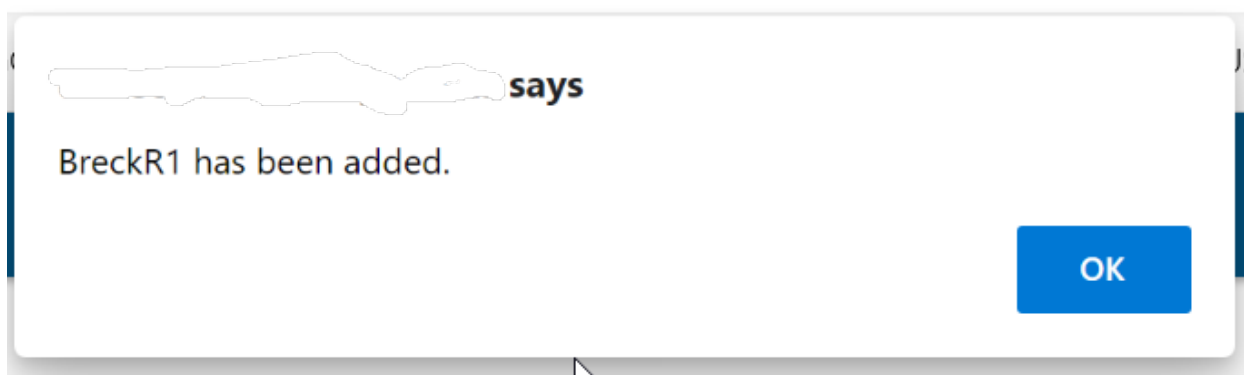

Figure 2.20

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 2.21) and click **Submit**.
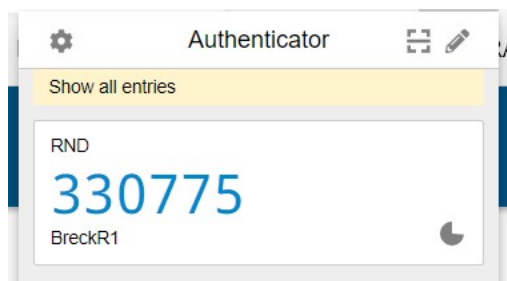

Figure 2.21

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 scan the QR code (Figure 2.23).
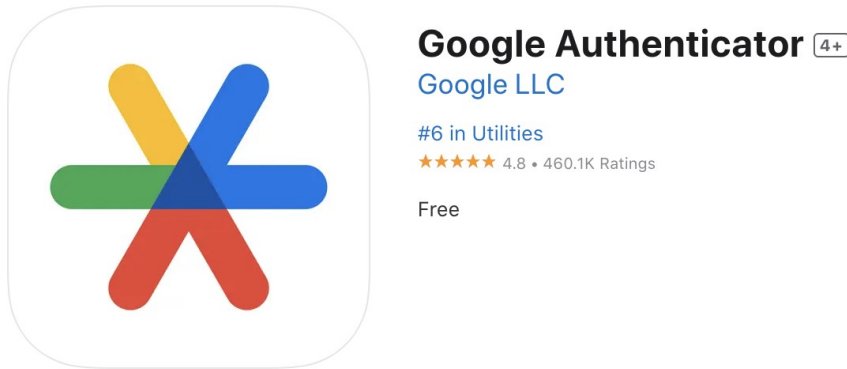
Google Authenticator 4+

Google LLC

#6 in Utilities

★★★★★ 4.8 • 460.1K Ratings

Free

Figure 2.22

Set up your first account

Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv
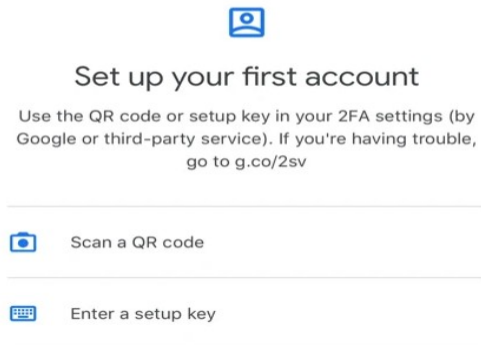
Scan a QR code

Enter a setup key

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 2.16) which will automatically add the additional account to your app

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).
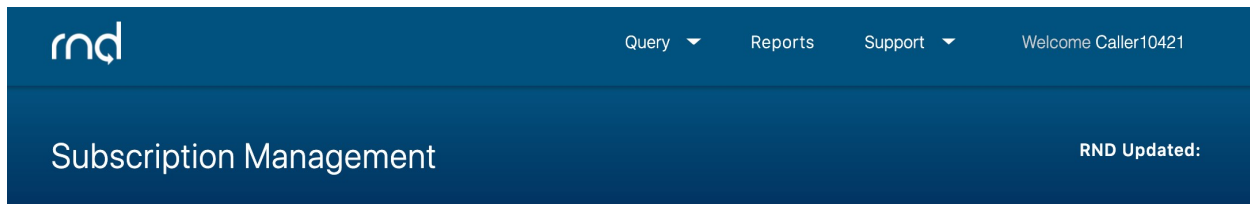
Query ▾   Reports   Support ▾   Welcome Caller10421

Subscription Management   **RND Updated:**

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 2.24

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, and use a consent date of 01/27/2021 (the database completion date by which all providers were expected to report), or after 01/27/201, you will receive a response of no. Please see Public Notice DA 20-423 and Public Notice DA 21-1649 for a full explanation of the RND query results.
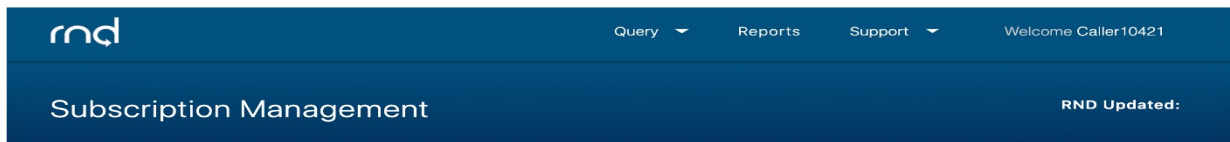
3.2 Subscription Tiers & Pricing

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, 6-month term, or 12-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. The exception is if at least 75% of the available queries have been used, the subscription can be "changed immediately" before the end of the term, in which case remaining queries will rollover if the subscriber renews for a new plan.

When a user first logs in to the account the first time, they will be presented with the subscriptions to choose from. Please note that the user must have Primary Contact status in order to subscribe for a plan. The message stating "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.

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.

Table 1 - General Pricing

Tiers	Price/Query	1-Month Subscription Queries	1-Month Subscription Price	3-Month Subscription Queries	3-Month Subscription Price	6-Month Subscription Queries	6-Month Subscription Price	12-Month Subscription Queries	12-Month Subscription 10% Discount for Tiers 1-6 15% Discount for Tiers 7-10
Tier 1	$0.00800	1,000	$8	3,000	$24	6,000	$48	12,000	$86
Tier 2	$0.00600	10,000	$60	30,000	$180	60,000	$360	120,000	$648
Tier 3	$0.00560	50,000	$280	150,000	$840	300,000	$1,680	600,000	$3,024
Tier 3A	$0.00544	100,000	$544	300,000	$1,632	600,000	$3,264	1,200,000	$5,875
Tier 4	$0.00520	200,000	$1,040	600,000	$3,120	1,200,000	$6,240	2,400,000	$11,200
Tier 4A	$0.00480	300,000	$1,440	900,000	$4,320	1,800,000	$8,640	3,600,000	$15,552
Tier 5	$0.00400	500,000	$2,000	1,500,000	$6,000	3,000,000	$12,000	6,000,000	$21,600
Tier 6	$0.00160	2,000,000	$3,200	6,000,000	$9,600	12,000,000	$19,200	24,000,000	$34,560
Tier 7	$0.001067	6,000,000	$6,400	18,000,000	$19,200	36,000,000	$38,400	72,000,000	$65,300
Tier 8	$0.000960	10,000,000	$9,600	30,000,000	$28,800	60,000,000	$57,600	120,000,000	$97,920
Tier 9	$0.000640	30,000,000	$19,200	90,000,000	$57,600	180,000,000	$115,200	360,000,000	$195,840
Tier 10	$0.000560	50,000,000	$28,000	150,000,000	$84,000	300,000,000	$168,000	600,000,000	$285,600

Further discounts are available to Caller Agents for subscriptions over 2,000,000/month as seen in Table 2 below. 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.

Table 2 - Caller Agent Discount Pricing for Select Tiers

Tiers	Price/Query	1-Month Subscription Queries	1-Month Subscription Price	3-Month Subscription Queries	3-Month Subscription Price	6-Month Subscription Queries	6-Month Subscription Price	12-Month Subscription Queries	12-Month Subscription 10% Discount for Tier11 15% Discount for Tiers 12-15
Tier 11	$0.001200	2,000,000	$2,400	6,000,000	$7,200	12,000,000	$14,400	24,000,000	$24,480
Tier 12	$0.000800	6,000,000	$4,800	18,000,000	$14,800	36,000,000	$28,800	72,000,000	$48,960
Tier 13	$0.000720	10,000,000	$7,200	30,000,000	$21,600	60,000,000	$43,600	120,000,000	$73,440
Tier 14	$0.000416	30,000,000	$12,480	90,000,000	$37,440	180,000,000	$74,400	360,000,000	$127,296
Tier 15	$0.000352	50,000,000	$17,600	150,000,000	$50,400	300,000,000	$100,800	600,000,000	$171,200

3.3   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 3.1).

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Figure 3.1

The user will then be prompted after picking **Proceed to Checkout** (Figure 3.2) to enter **Add your contact details** (Figure 3.3), then **Add your billing address** (Figure 3.4), then **Add a Payment Method** (Figure 3.5) which can be paid via Credit Card or by ACH/Electronic Check. Figure 3.6 is an example of payment via credit card and Figure 3.7 is an example of payment via ACH. Please note that the information will show your specific plan, cost, and timeframe – the Figures below are just samples.
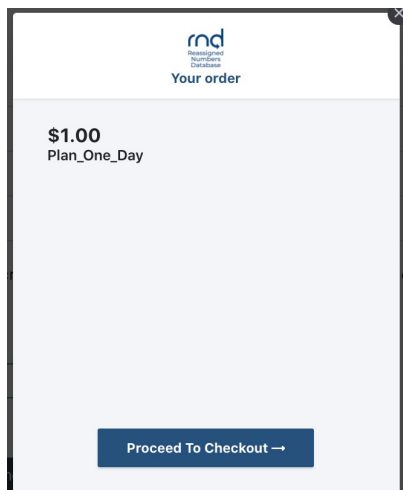
Figure 3.2

Add your account details

● ● ●

First Name (Optional)   Last Name (Optional)

Email

Next

Figure 3.3

Add your billing address

● ● ●

First Name (Optional)   Last Name

Address Line1

Address Line2 (Optional)

City   Zip

State
Pick an option ⌄   Country
United States ⌄

Next

Figure 3.4

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< Add a payment method

💳 Credit card | 🏛 **ACH**

Name on Account

Account Type
Savings ⌄

Bank Name

Routing Number | Account Number

Proceed to Review →

Figure 3.5

< Add a payment method

💳 **Credit card** | 🏛 ACH

Card Number

Valid Card
4111 1111 1111 1111
Visa Card

Verification Error Card
4119 8627 6033 8320
Card number will not be stored due to an unsuccessful verification.

Transaction Error Card
4005 5192 0000 0004
Card can be added but any attempts to charge this card will fail with an "Insufficient funds" error.

Add

Figure 3.6

Figure 3.7

Figure 3.8

www.reassigned.us

After entering the credit card or ACH information, the last screen will allow you to review the Order and then Agree to the Terms and click on Pay the amount to subscribe.

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) 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.

3.4   Subscription Dashboard

After subscribing, the user can access their Subscription Information under **Welcome/Subscription**, and will see the following dashboard (Figure 3.9), showing

Plan Name: TierX (XX MONTHS)
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

Figure 3.9

On the same page, the user will be able to **Manage Billing Information** (Figure 3.10).

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 3.10

Here the user can upgrade to a new plan or update billing information (Figure 3.11).
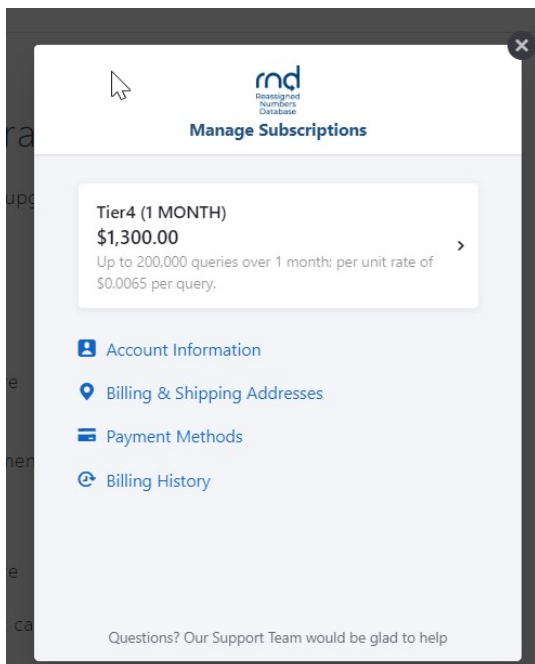
Figure 3.11

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.

3.5   Upgrade, Top Off, or Change Immediately for 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, six-month, or twelve-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:

1. Upgrade to a higher tier. The subscriber has the option to upgrade to increase the number of queries available, while keeping the original subscription term (1,3,6 or 12-month) plan. This would be prorated meaning the subscriber is charged based on days left in the plan at the higher rate minus a refund of days left in the plan at the old price.
    The Upgrade ability is accessed through the Subscription then the

    Manage Billing Information blue button.   The upgrade will not change the timeframe of the current subscription. The RND will show the exact amount by clicking on the right arrow next to the plan on the Top of your screen. To move forward with the upgrade, the User then clicks on Edit Subscription (See Figure 3.12 below) to see a drop down of possibilities, along with the cost for each, and the option to back out if the user chooses not to move forward with the upgrade.
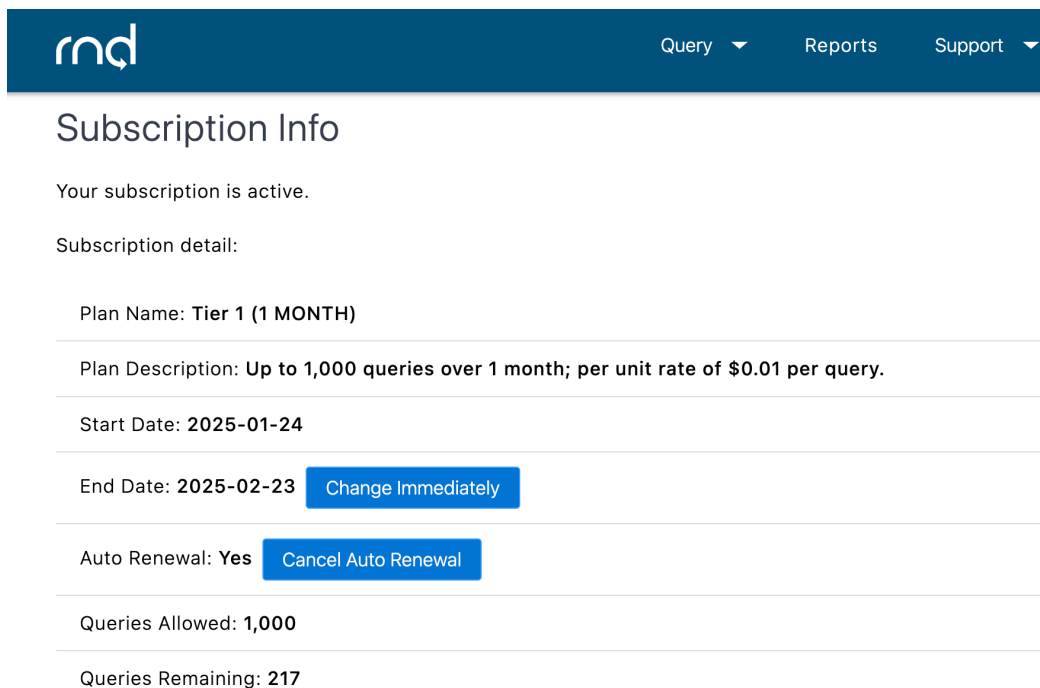

Figure 3.12

Caller/Caller Agent User Registration Guide – 1.10
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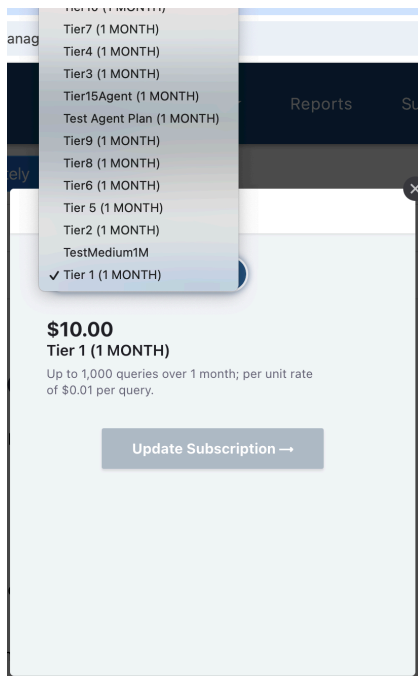
2. 'Top Off' the subscription. The subscriber has the option to pay ten percent of the price of the subscription to receive ten percent more queries, while keeping the original subscription term (1, 3, 6 or 12-month time period) the same.

3. 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 **Change Immediately** button will appear next to "End Date" under the Subscription Dashboard, accessed through https://secure.reassigned.us/ **Welcome/Subscription**. Pressing "Change 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 carryover when pressing the "Change Immediately" button.

Note - After clicking "Yes" to confirm the Change Immediately button, 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 "Change Immediately" (See Fig 3.13 below), a dialog box will request Yes or No (See Fig 3.14 below) and if clicking on Yes to confirm changing immediately, please wait until the screen refreshes showing the Subscription Management Page with all available plans (See Fig 3.15 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.

Figure 3.13

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Change Immediately

You have used 75% or more of your queries for the current subscription period. If you wish to change 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 carry over to the new subscription, and auto-renewal will need to be reconfigured with the new plan.

Would you like to proceed?

Yes   No

Figure 3.14

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	Subscribe
Tier2 (1 MONTH)	Up to 10,000 queries over 1 month; per unit rate of $0.0075 per query.	$75.00	10,000	Subscribe
Tier5 (1 MONTH)	Up to 500,000 queries over 1 month; per unit rate of $0.0050 per query.	$2,500.00	500,000	Subscribe
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	Subscribe
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	Subscribe
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	Subscribe
Tier1 (3 MONTHS)	Up to 3,000 queries over 3 months; per unit rate of $0.01 per query.	$30.00	3,000	Subscribe
Tier2 (3 MONTHS)	Up to 30,000 queries over 3 months; per unit rate of $0.0075 per query.	$225.00	30,000	Subscribe

Figure 3.15

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.

The user can now access the Welcome/Subscription and see the new plan showing the Queries allowed, which will include any queries that were carried over from the previous subscription (See Figure 3.16).
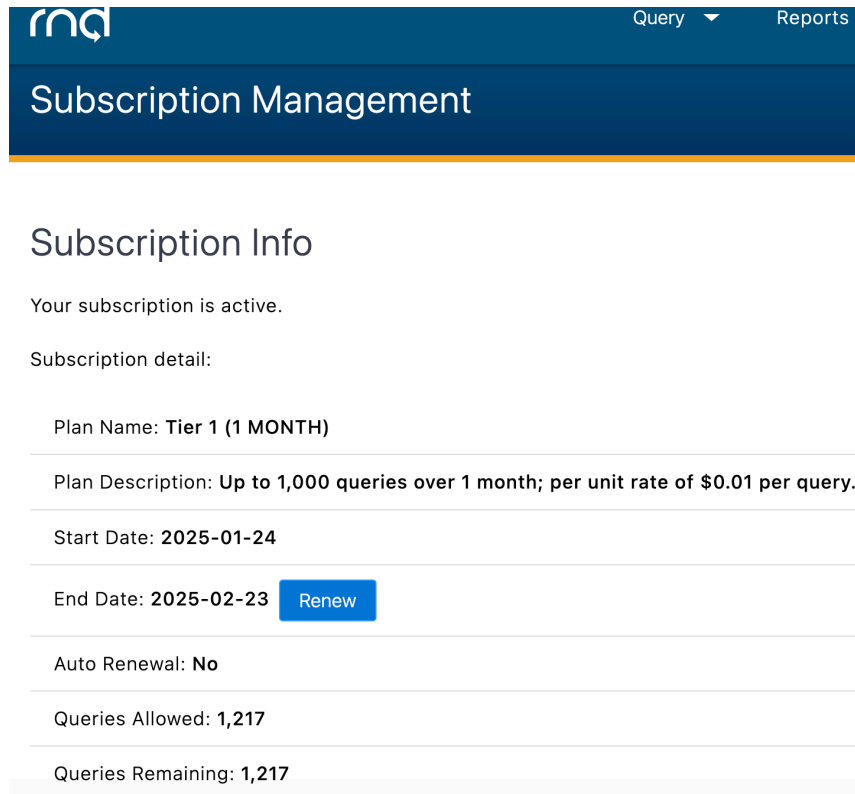
Figure 3.16

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)

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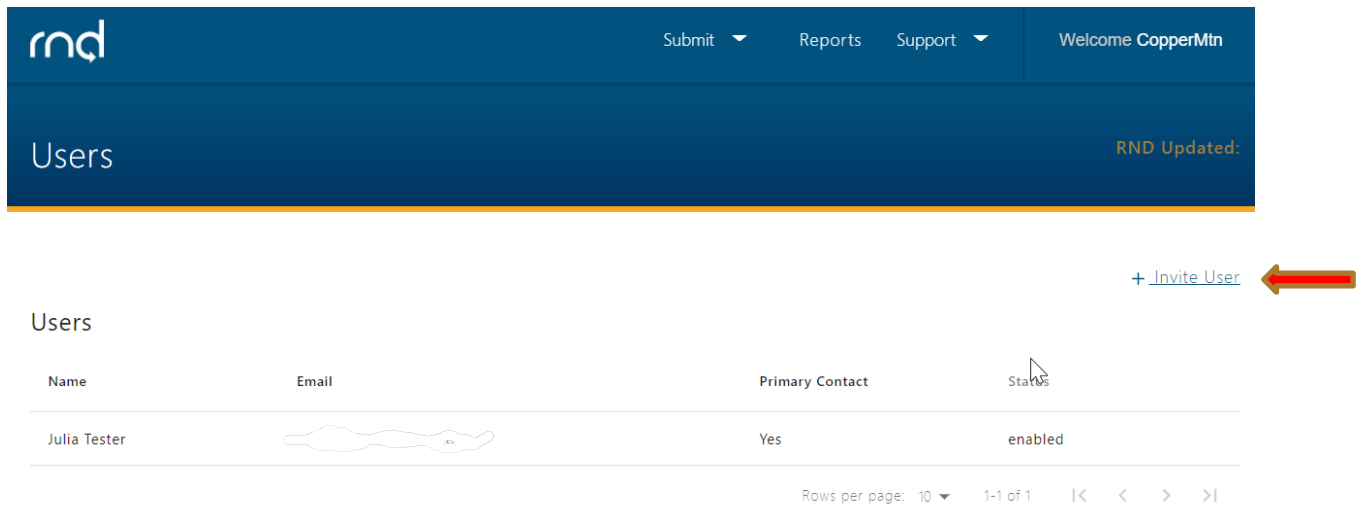
Figure 4.1

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.
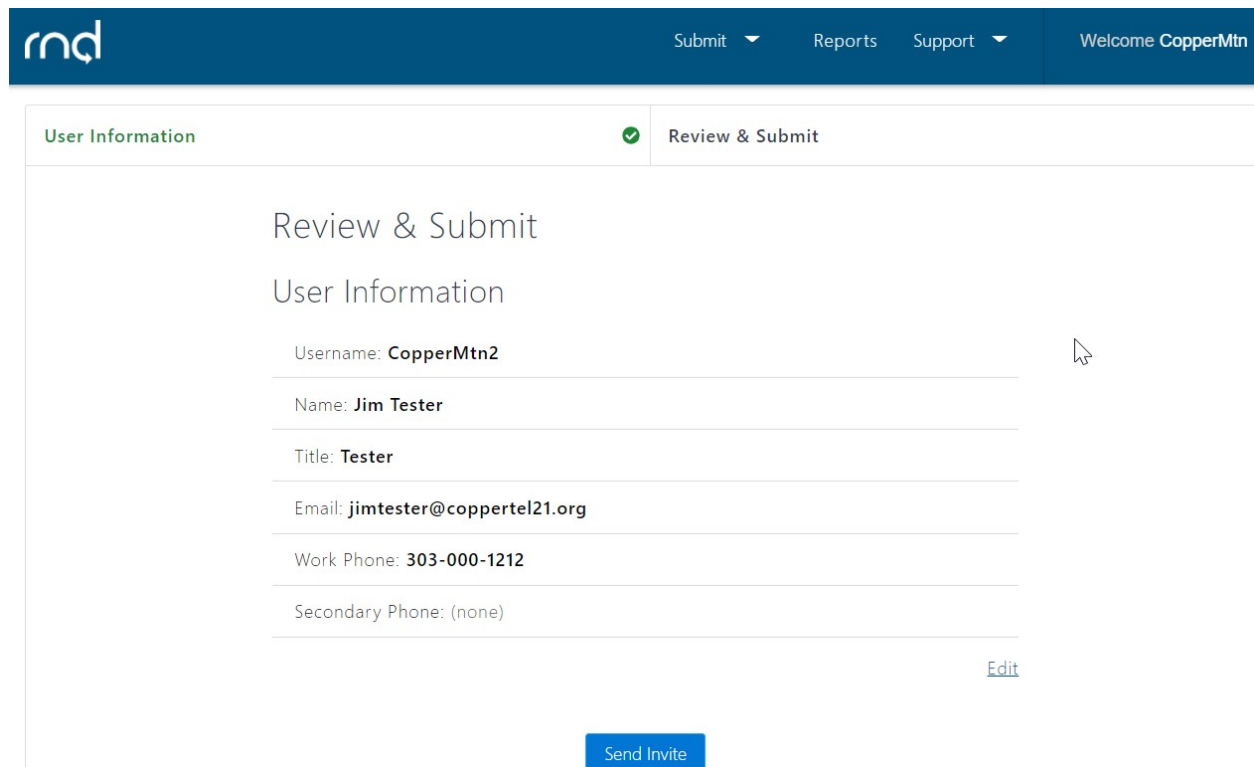
First Name, Middle Initial, Last Name.
Title.
Email – must be unique in the system.
Work Phone including optional Extension and Text-Enabled setting. **Secondary Phone** and optional Text-Enabled setting.

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

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.

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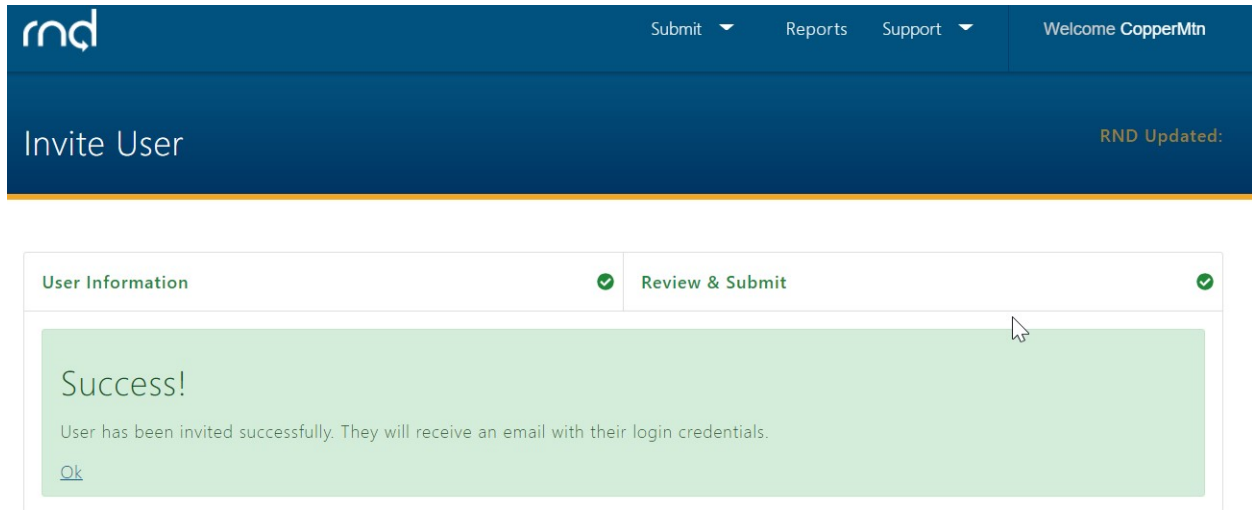
Figure 4.4

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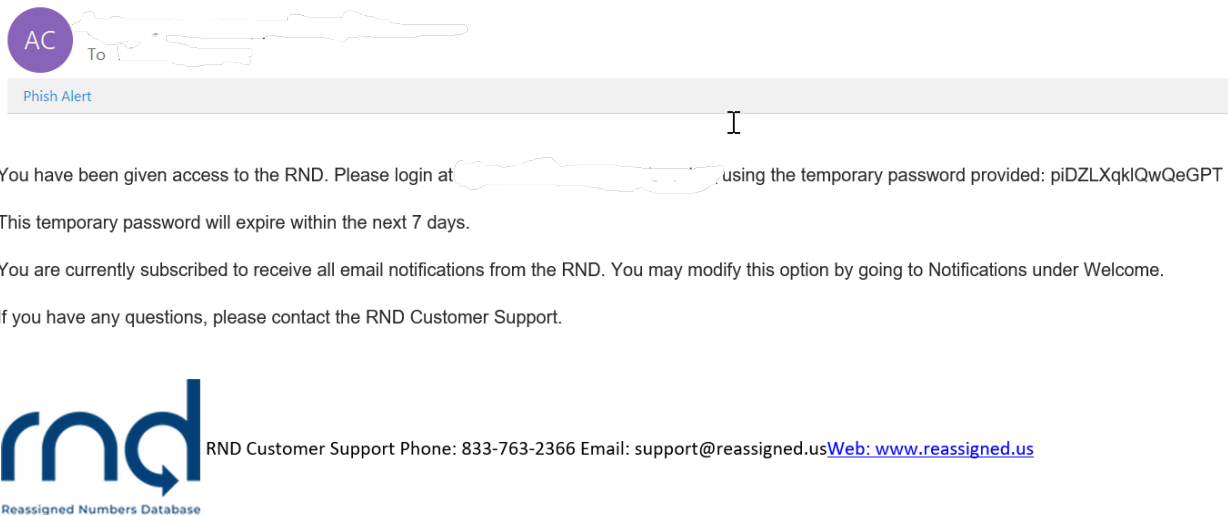
Figure 4.5

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
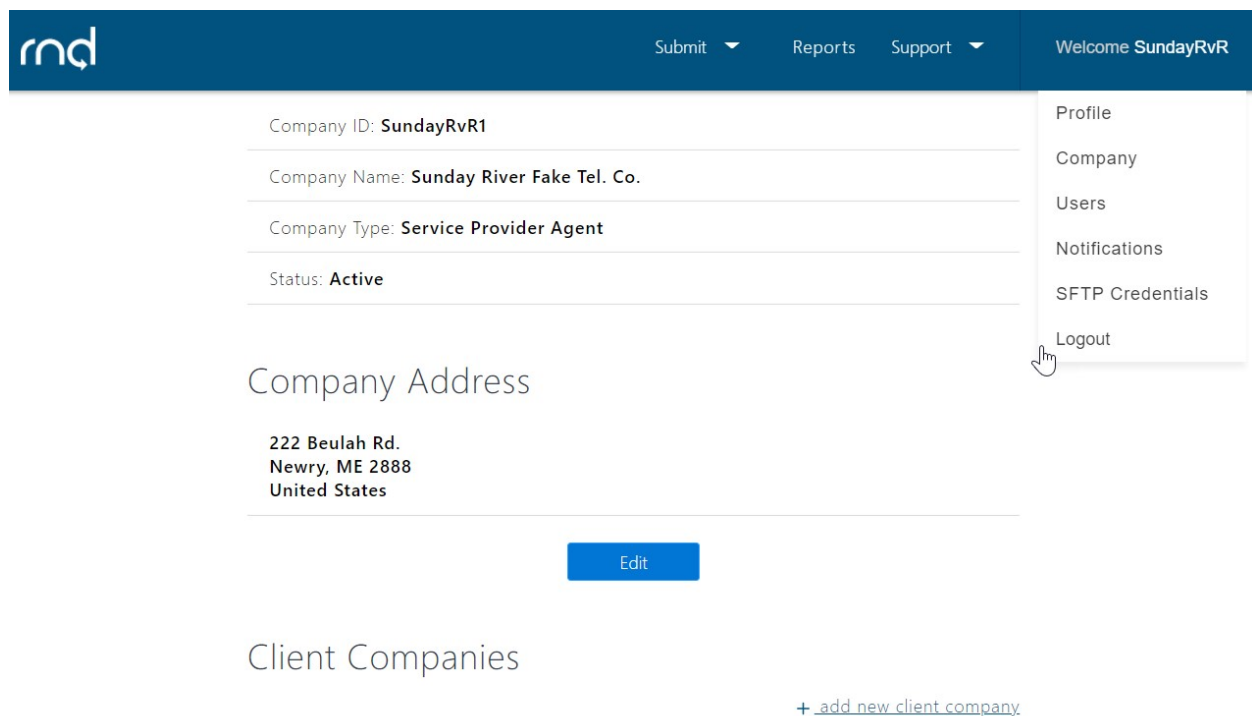
company to have multiple primary contacts for a company. Please contact RND Customer Support to coordinate changing or elevating users to primary contact status.

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.

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).

rnd

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 Caller Agent can review the addition in pending status by selecting **Welcome**, then **Company** (Figure 5.6).
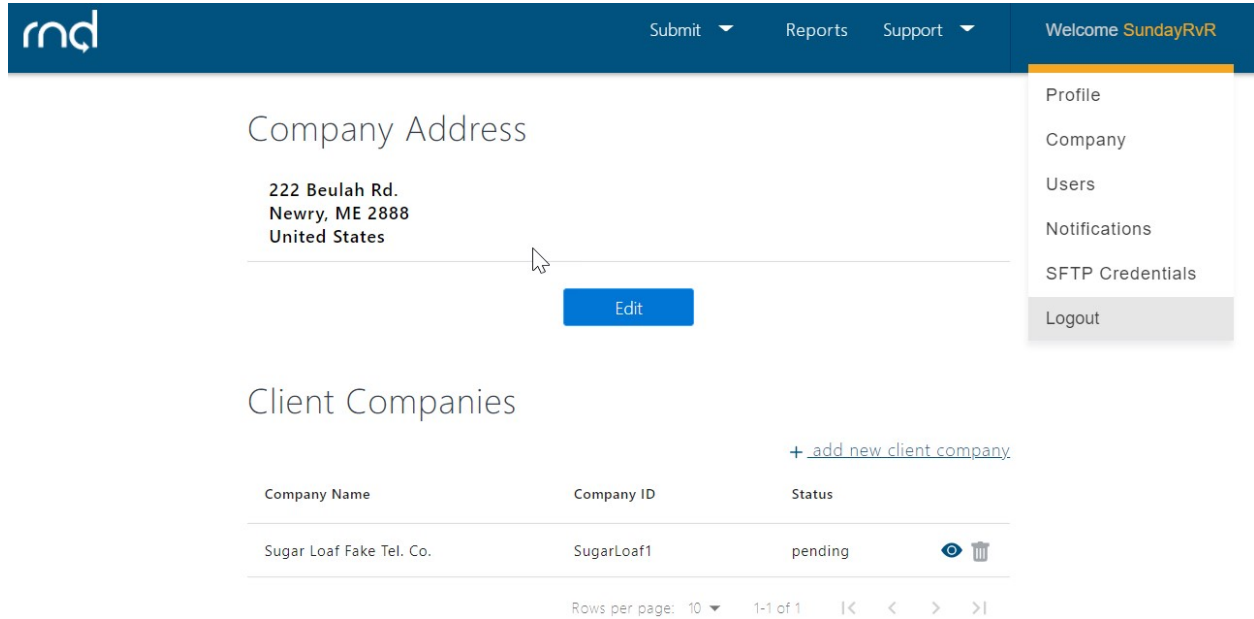

Figure 5.6

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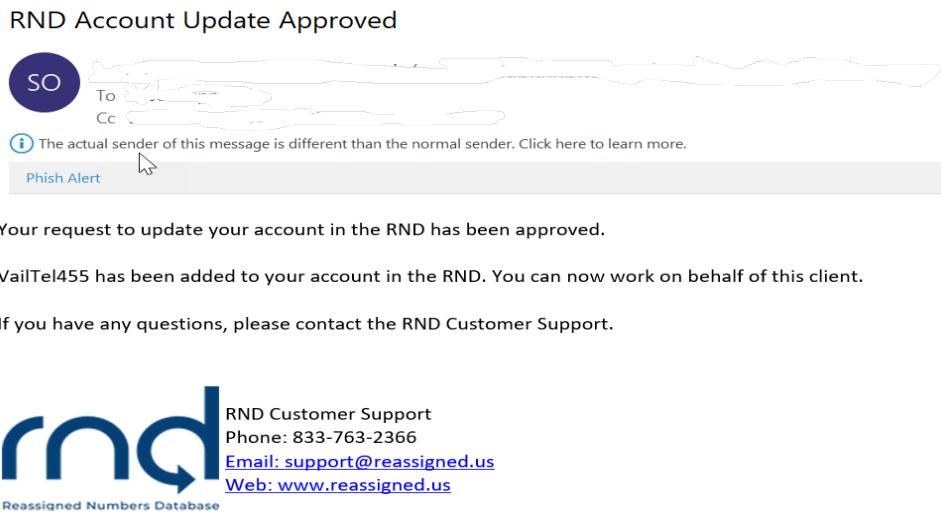

Figure 5.7

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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).

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).

Figure 5.10

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

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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).

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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:
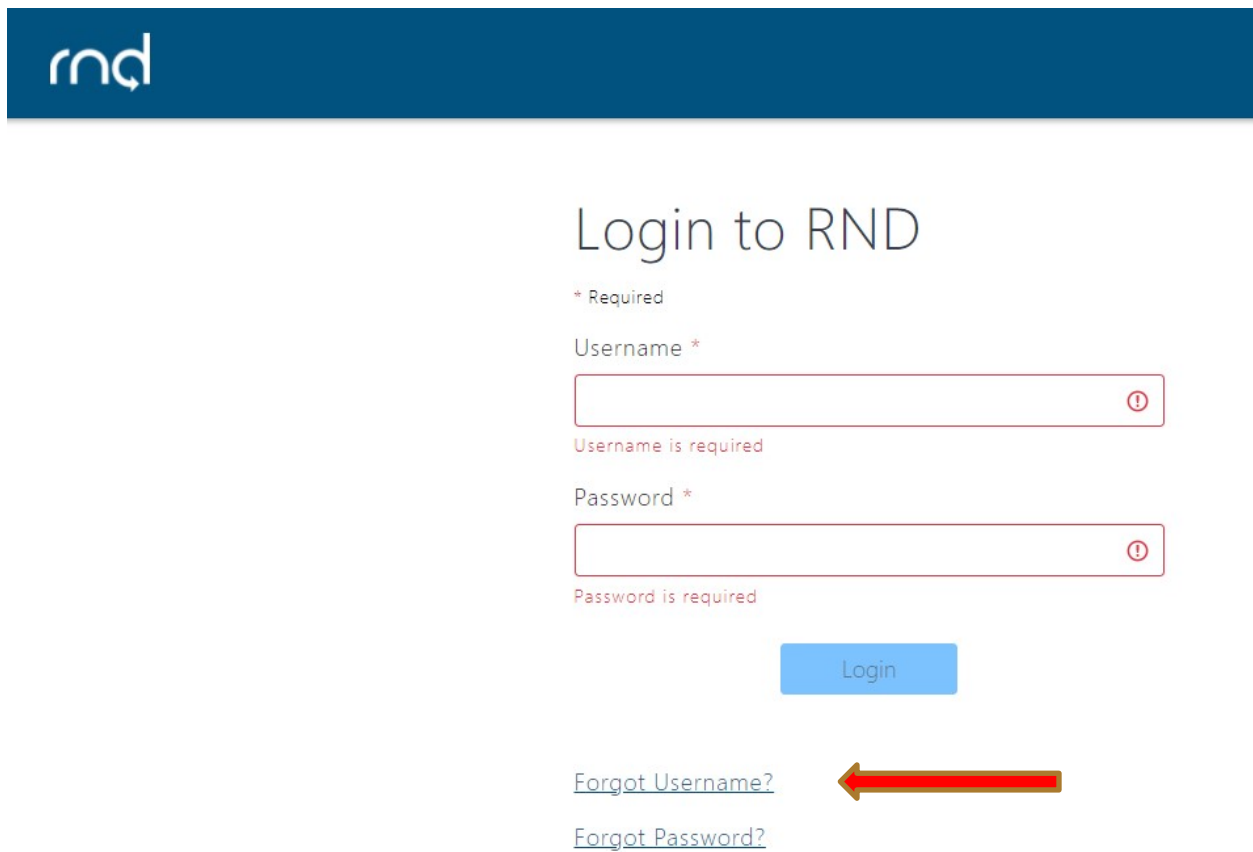
Forgot Username
1. Select "Forgot Username?" at the Login screen.
2. Enter the email address associated with the RND profile:
    a. If the email address is associated with an enabled profile, a screen will appear to enter the email address and an email will be sent to the user with the Username.
    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).

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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).
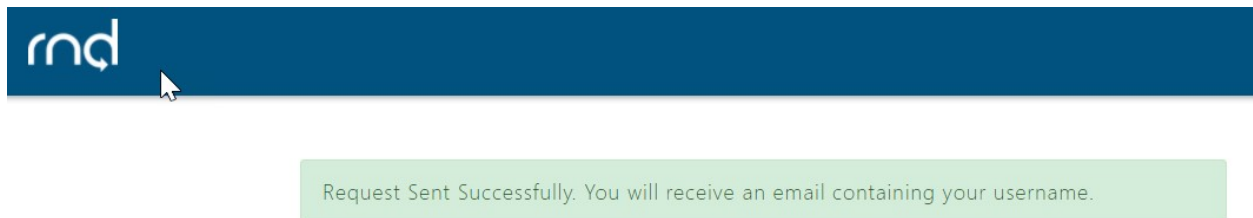
Figure 6.2

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).
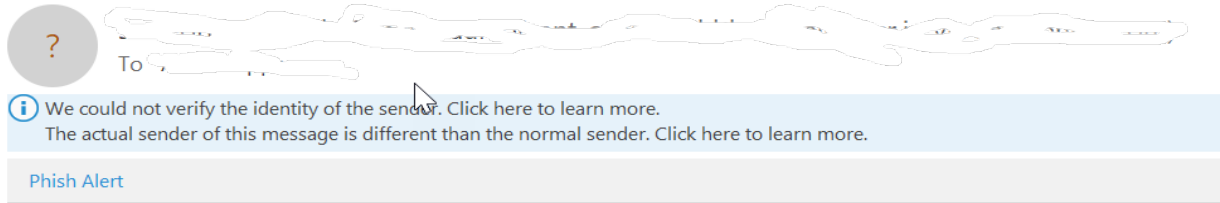

Figure 6.2

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

RND Forgot Username

We could not verify the identity of the sender. Click here to learn more.
The actual sender of this message is different than the normal sender. Click here to learn more.

Phish Alert

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

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

RND Customer Support
Phone: 833-763-2366
Email: support@reassigned.us
Web: 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 6.3

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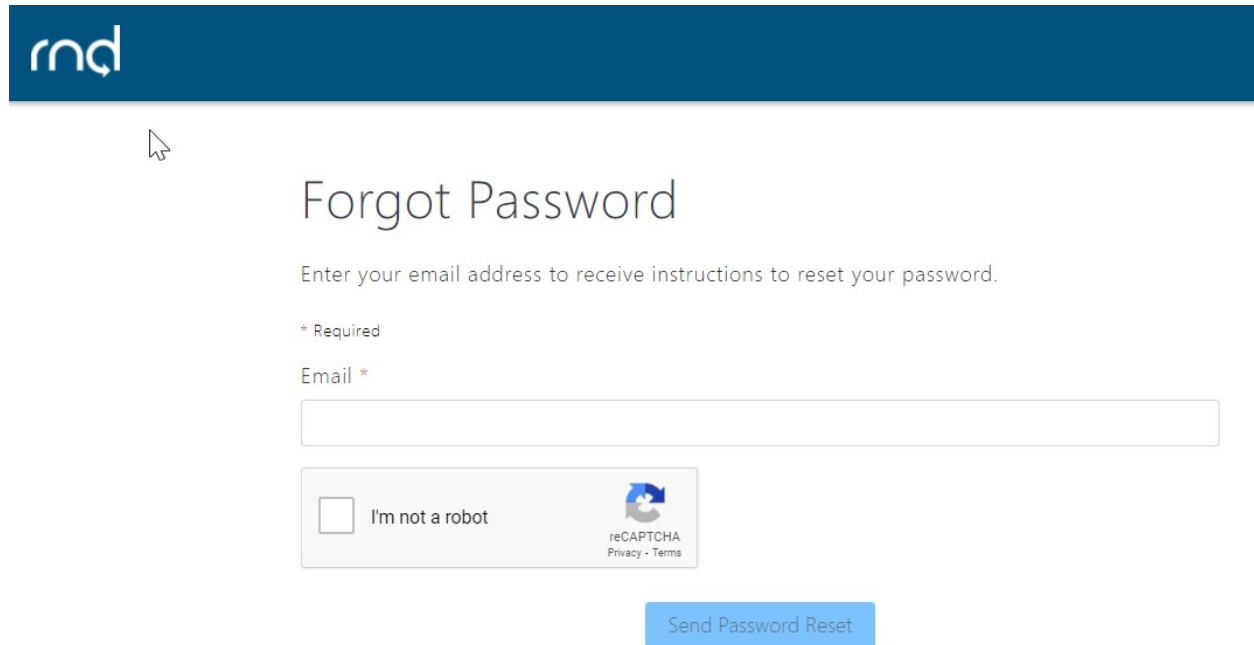
Figure 6.4

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).
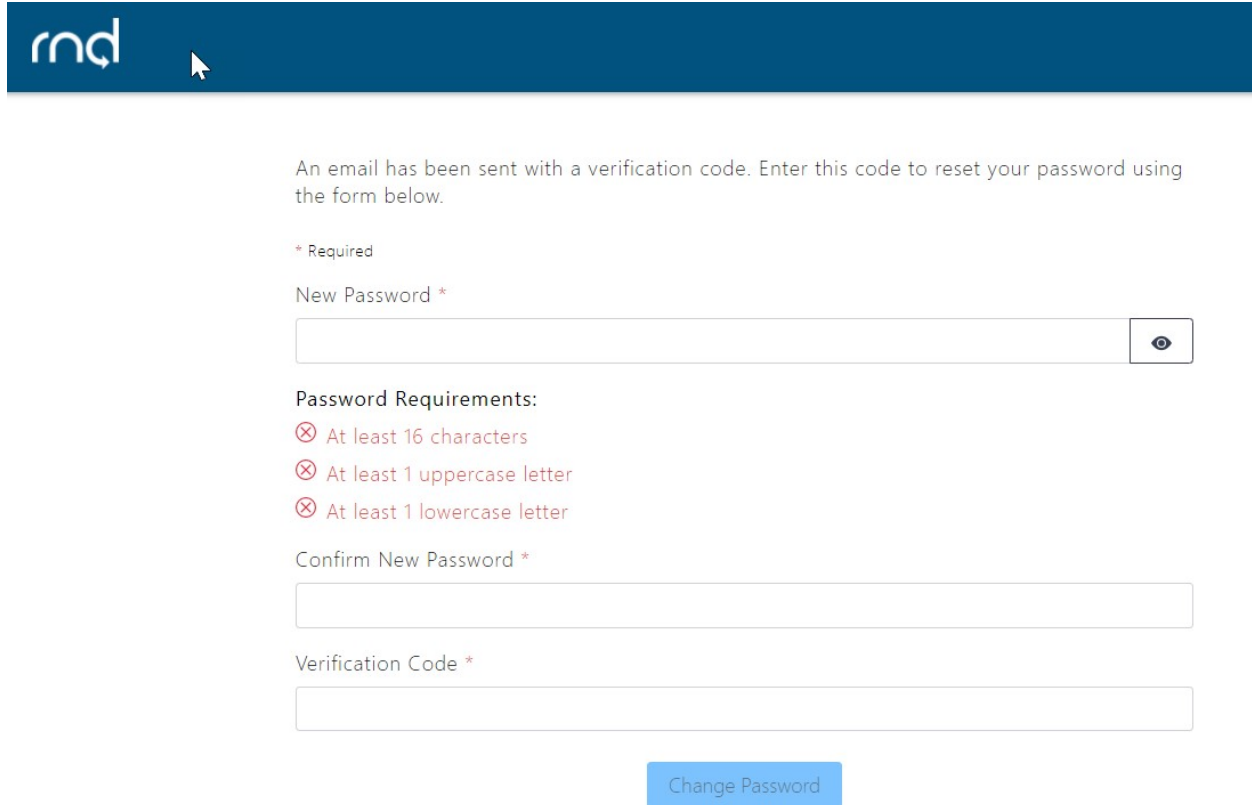
Figure 6.5

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).

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

NR

To

ⓘ The actual sender of this message is different than the normal sender. Click here to learn more.

Phish Alert

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.

RND Customer Support
Phone: 833-763-2366
Email: support@reassigned.us
Web: 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).
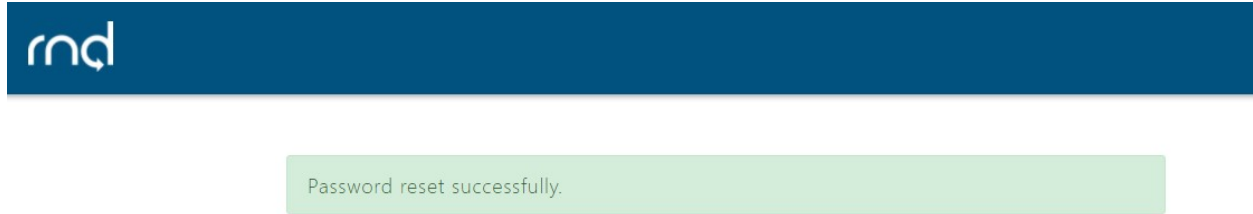
rnd

Password reset successfully.

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 reenable the user's profile (Figure 6.9).

Username request failed. Please contact RND Customer Support at **833-763-2366** or **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 RNDA 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)
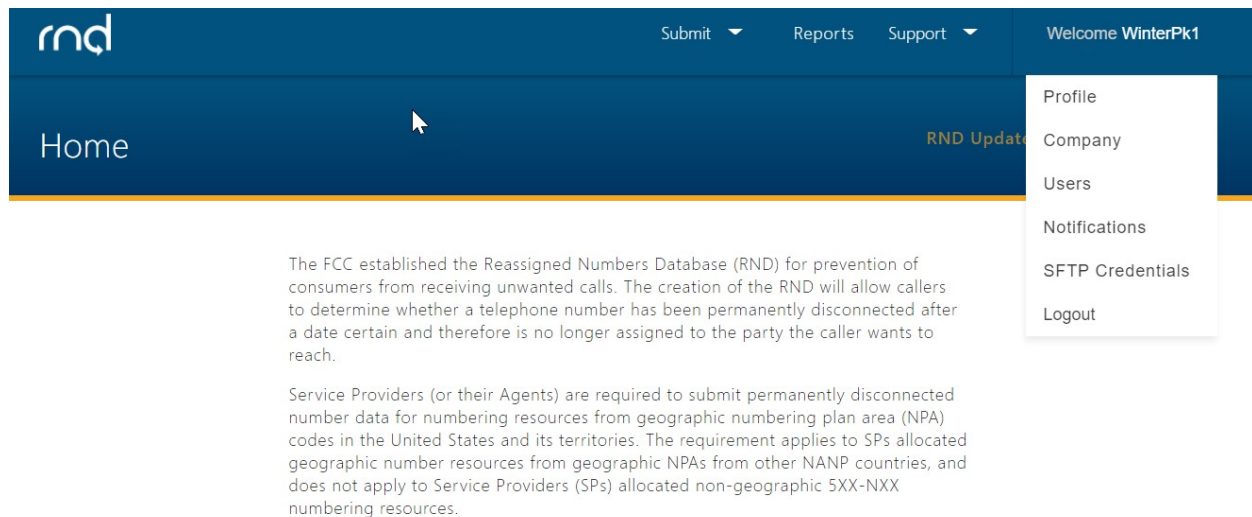

Figure 7.1

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

Figure 7.2

1.2.   After modifying notification subscriptions, select **Save** (Figure 7.3).
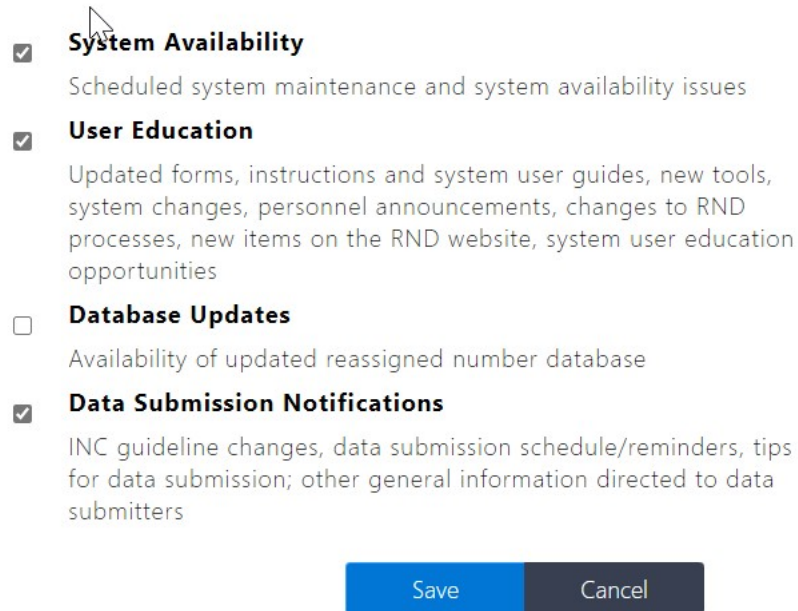
Email Notification Settings

☑ **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 <u>Steps 1-5</u> 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 <u>Steps 6-7</u> 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., 555-3034000).

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