

verizon Network Manager User Guide

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How to reserve a toll-free number

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Introduction

This document will take you through the steps you will need to reserve a North American toll-free number.

Reserve number

To reserve a new North American toll-free number, or to define a toll-free number into the Verizon IT systems to prepare the number for a future port, the Reserve function is used.

Navigate to the Reserve function

First, you will want to navigate to the Number Inventory.

Number Inventory

From anywhere, to navigate to the Numbers Inventory, click Inventory on the top-level menu. Once the menu fully expands, under the Routing heading, click Numbers.

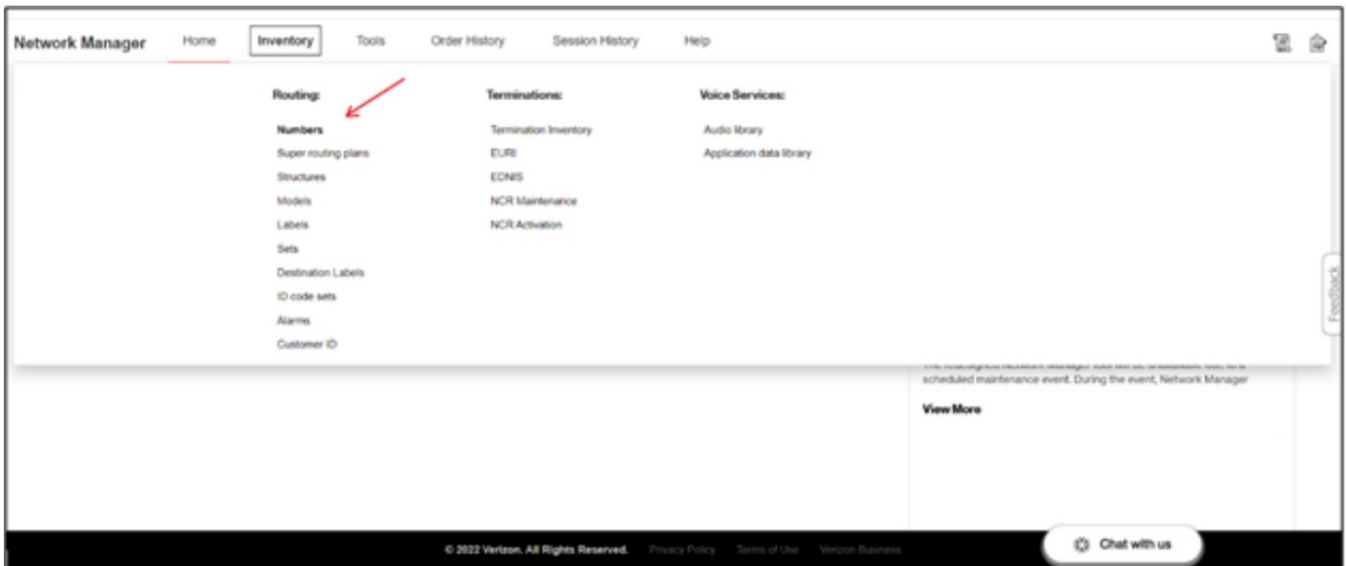


Figure 1 - Top-level menu for Network Manager

If this is the first time you are navigating to the Number Inventory in your web browser session, you may need to select your Customer ID from the dropdown control.

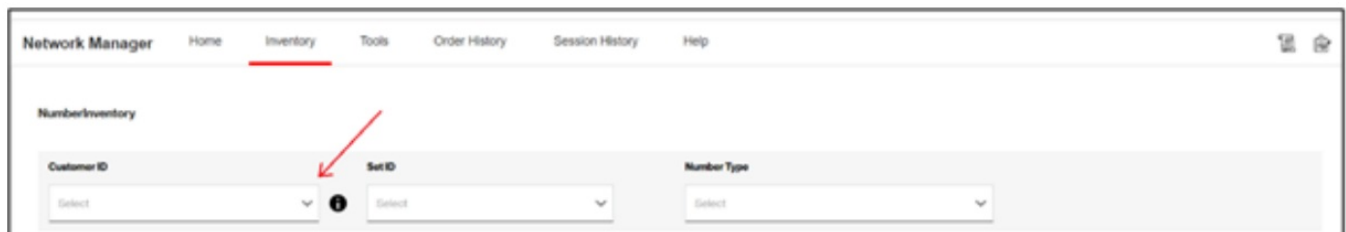


Figure 2 - Number Inventory Customer ID selection

Number Inventory will display with the default selection list of numbers. Click on the Reserve button to navigate to the Reserve function.

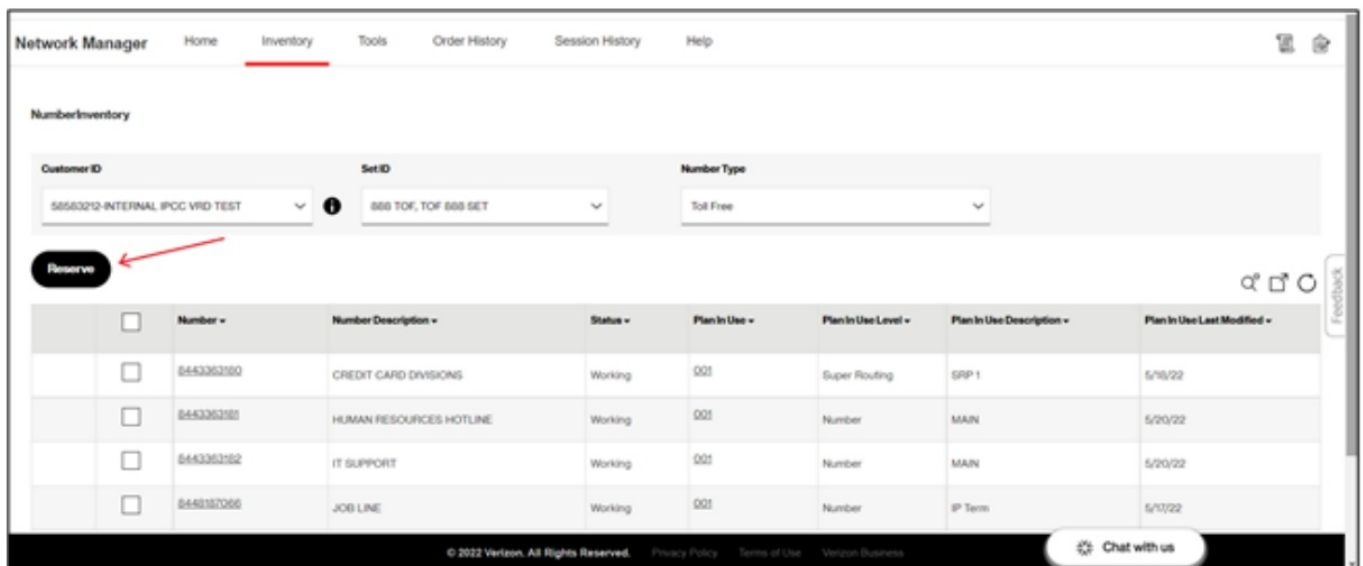


Figure 3 - Number Inventory with Reserve button

Reserve a new toll-free number

To reserve a new North American toll-free number, the Reserve function is used.

Customer ID banner


The screen is organized such that the top banner allows you to select or change the Customer ID for which you want to reserve the new number. To change the Customer ID, click the dropdown control and select a Customer ID from the list to which you are entitled.

Customer Id

58583212-INTERNAL IPCC VRD TEST

Enterprise ID: 472151
RACF ID: X073205
Line of Business: TMC
Description: INTERNAL IPCC VRD TEST

Figure 4 - Customer ID banner with information icon window displayed

To view further information about the Customer ID, click the information icon () to the right of the Customer ID control. The pop-up window will display the Customer ID's associated Enterprise ID / Customer Legal Entity (CLE), your RACF-ID/CM-ID, the Line of Business indication, as well as the Description (Company Name) associated with the Customer ID.

Reserve vs Reserve Non-Resp Org toggle tab

The Reserve screen will, by default, select the Reserve tab. To initiate a non-Resp Org reservation, click the Reserve Non-Responsible Organization tab. The line above each tab will display in a red color if it is the active tab selected.

Reserve **Reserve Non Responsible Organization**

Figure 5 - Reserve versus Reserve Non-Responsible Organization tab control

When to choose which?

Choose the Reserve option when you want to reserve a new toll-free number from the national SOMOS toll-free number database.

Choose the Reserve Non-Responsible Organization option when you already have the tollfree number with another carrier or you are your own Resp Org, and your intention is to port the number to Verizon. The Reserve Non-Responsible Organization option allows you to define the number and its routing in Verizon's database ahead of the porting date, so that the transition will not incur downtime of the toll-free number.

Data Input Mode

There are three methods for reserving a new North American toll-free number using Network Manager. Select the data input mode that corresponds to the option you wish to use. The Reserve Non-Responsible Organization method only supports Data Input Modes Import and Data Entry.

Data Input Mode: ☒ Pattern ☐ Import ☐ Data Entry

Figure 6 - Data Input mode

Pattern

Reserve from 1 to 250 new toll-free numbers by specifying a numbering pattern. The Reserve Non-Responsible Organization method does not support Pattern.

Number Pattern **Quantity** **Number Description**

8** *** **** 2 ☐ Consecutive

Figure 7 - Number pattern controls

Type in the Number Pattern. Use an asterisk (*) to indicate that any digit is acceptable in that number's position. Use two or more ampersand (&) characters to indicate you want the two digits to be the same, even if you do not

care what the actual digit is. Type in a digit if you only want that specific digit in that position of the number. Examples: type in 8** *** **** if you simply want a new random toll-free number (i.e., you do not care what the number is). Type in 8** *** **&& if you want a number that will end with the same two numbers (e.g., 833-710-9800, where the last two digits are the same). Type in 8** *** 3663 if you want any number just as long as it ends with 3663. Also note that you may optionally type in alphabetic characters in the Number Pattern, if you are searching for a vanity number. For example, instead of typing in a number pattern of 8** *** 3663, you could type in 8** *** FOOD; the system will translate the alphabetic characters into the equivalent numbers from the standard telephone dial pad.

Type in the Quantity. Acceptable values are 1 through 250. Values greater than 10 will take much longer to process.

Indicate whether you want Consecutive numbers. If the Quantity you selected is greater than 1, the Consecutive checkbox will become enabled. Click to check the box if you only want numbers that are consecutive/sequential (e.g., 833-710-0123 and 833-710-0124).

Type in the Number Description you want to be associated to each number that you reserve. If reserving multiple numbers, each number will be assigned the same description. You can always change a number's description later using other Network Manager functionality.

Import

Import a list of toll-free numbers to reserve.

Click on the radio button for Import.


Data Input Mode:

☐ Pattern

☒ Import

☐ Data Entry

Figure 8 - Data Input Mode control, with Import selected

Click the Import icon . This will cause your operating system's file selection control to be displayed. Locate and select the file you wish to upload. Only CSV file formats may be imported. The imported file results will populate the Imported Numbers results box with the toll-free numbers from the file, each preceded with a corresponding checkbox.

Number Description

☒ Select All

☒ 8334702219

☒ 8334702227

☒ 8334702234

Figure 9 – Imported Numbers grid

By default, each number will be checked. Click the corresponding checkbox to deselect a number you do not wish to include. Click to deselect the Select All checkbox to deselect all the numbers that are displayed on the page. Click the Select All checkbox to select all the numbers that are displayed on the page. There is a Count field that will indicate how many toll-free numbers were successfully imported from your file into Network Manager. If you need to locate a number to either select or deselect before submitting the Reserve action, type in digits from the number in the search textbox, which may be found to the upper-right of the results box. As you type in each number, the results grid will dynamically change to filter the results to only those numbers that meet that search criteria.

Type a Number Description that will be associated with each successfully processed toll-free number.

Data Entry

Reserve one or more specific toll-free numbers by selecting Data Entry. Type in the Number Description you wish to be associated to each toll-free number. Type in each number into its own

cell in the Entered Numbers table. Click into each cell to move your cursor's focus to that cell, or press the tab key to navigate to the next available cell in the table. Below the grid, the quantity of numbers will also be displayed.

The screenshot shows the 'Entered Numbers' control. At the top right is a 'Find' button. Below it is a 'Number Description' section with a 'Sales numbers' field. A red arrow points to this field. Below the description is a table with three columns. The first three cells of the first row are highlighted with red borders and contain the numbers 8334702219, 8334702227, and 8334702234. Below the table is a 'Count: 03' label.

Figure 10 – Entered Numbers control (Note: red notations are for illustrative purposes only)

Type in each number. The Data Entry mode does not accept any non-numeric characters, including alphabetic characters or wild cards.

To locate a number that you may have already typed into the Entered Numbers table, type in the complete number in the Find text box, then click the Find button. If the number is found in the table, it will be highlighted by a yellow outline (figure 11).

The screenshot shows the 'Entered Numbers' control with the number 8334702227 entered in the 'Find' text box. A red arrow points to the 'Find' button. The table below has the cell containing 8334702227 highlighted with a yellow border. The other cells in the first row contain 8334702219 and 8334702234.

Figure 11 – Entered Numbers control with a yellow highlighted entry

Activate Numbers

Optionally, you may want to immediately activate the successfully reserve numbers.

The screenshot shows the 'Activate Numbers (Optional)' section. It has a checked checkbox. Below it is a section titled 'Activate to Super Routing Plan' with a dropdown menu showing 'Select' and '001 - SRP 1'. To the right is a section titled 'Activation Date and Time' showing '06/20/2022 09:56 AM'.

Figure 12 – Activate Numbers to a Super Routing Plan

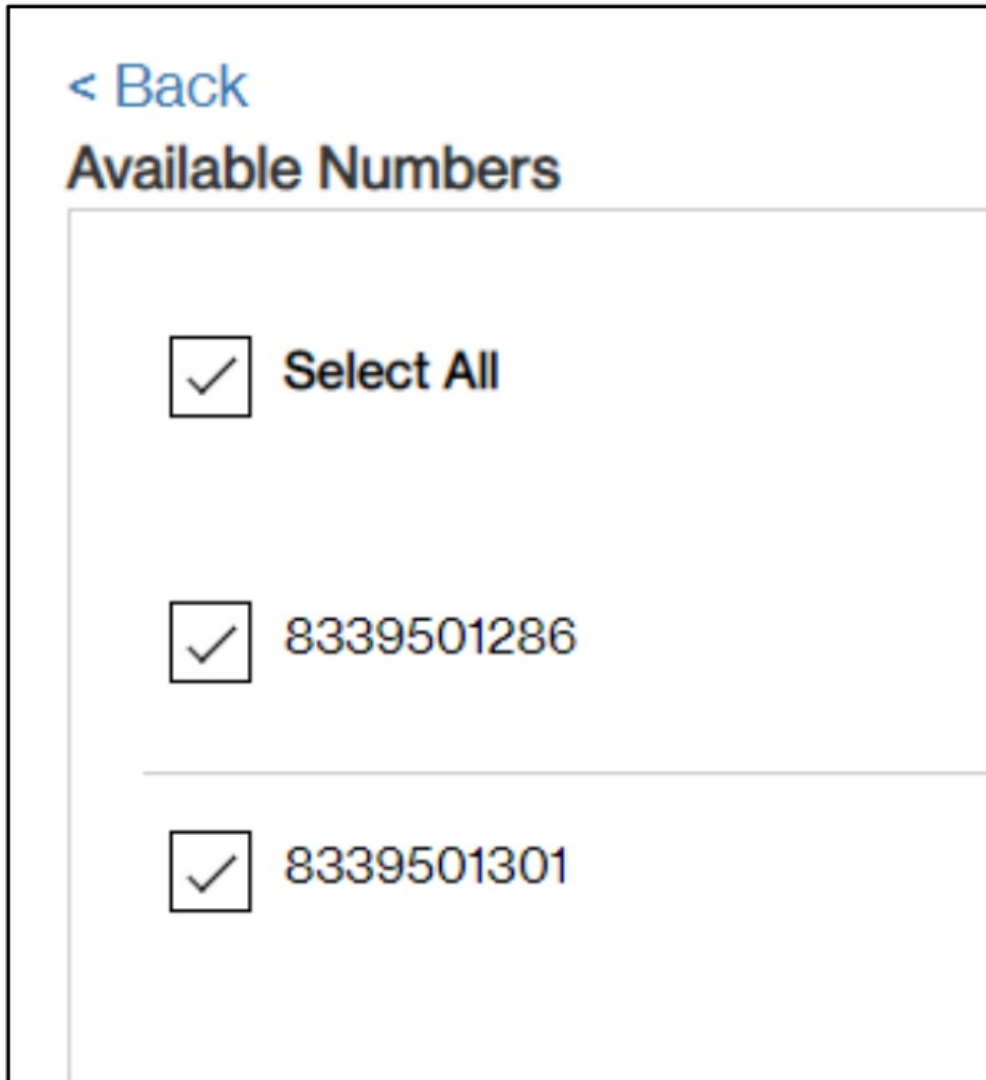
Click to check the Activate Numbers (Optional) checkbox.

Click to expand the dropdown control for the list of Super Routing Plans that are already defined for the Customer ID. Locate and click to select the Super Routing Plan you wish the number/s to be automatically activated.

The Activation Date and Time is noted by the system. The order number/s that will be created to activate the number/s are not able to be scheduled; they are immediate orders. The current date and time are displayed for informational purposes.

Preview

Click the Preview button to initiate the request to retrieve number/s without yet actually reserving the number/s. The system will display the quantity of numbers you requested to preview, each with a checkbox to the left of the number. You are limited to search a maximum of 10 numbers using Preview. The Reserve Non-Responsible Organization method does not support Preview.



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Available Numbers

<input checked="" type="checkbox"/>	Select All
<input checked="" type="checkbox"/>	8339501286
<input checked="" type="checkbox"/>	8339501301

Figure 13 – Available Numbers - Preview

Each checkbox, by default, will be checked. If one or more numbers are not what you wish to reserve, click each number's checkbox to deselect it. Click the Reserve button to continue with the reservation request for the available numbers that are selected, or click the Back link to return to the previous screen.

Reserve

Click the Submit button to initiate the request to reserve the number/s. The system will generate an order number by which you may track its progress. Click the OK button or the X in the right corner of the Order Confirmation window to close the message.

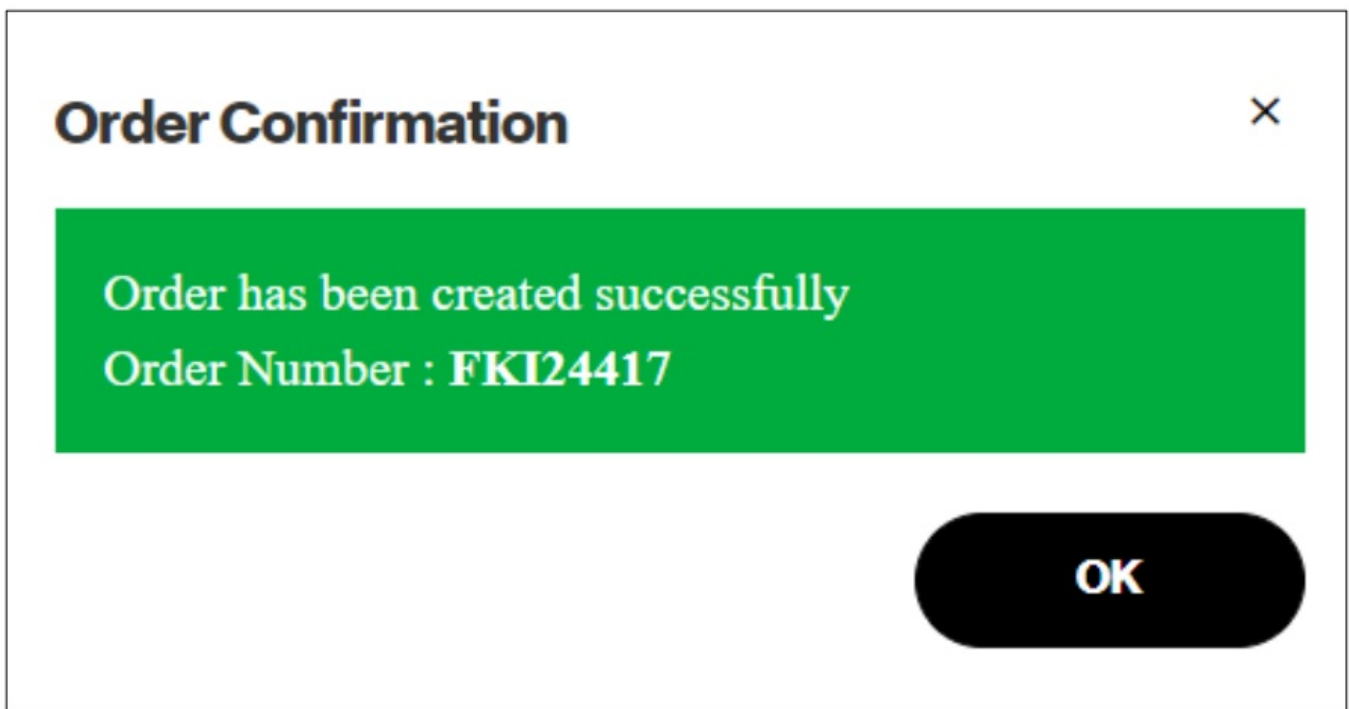


Figure 14 – Order Confirmation window

If you used the Preview method to request numbers to be reserved, you will be prompted to also define each number's description. Click Yes to advance to the number description screen, or click No to complete the reservation submission.

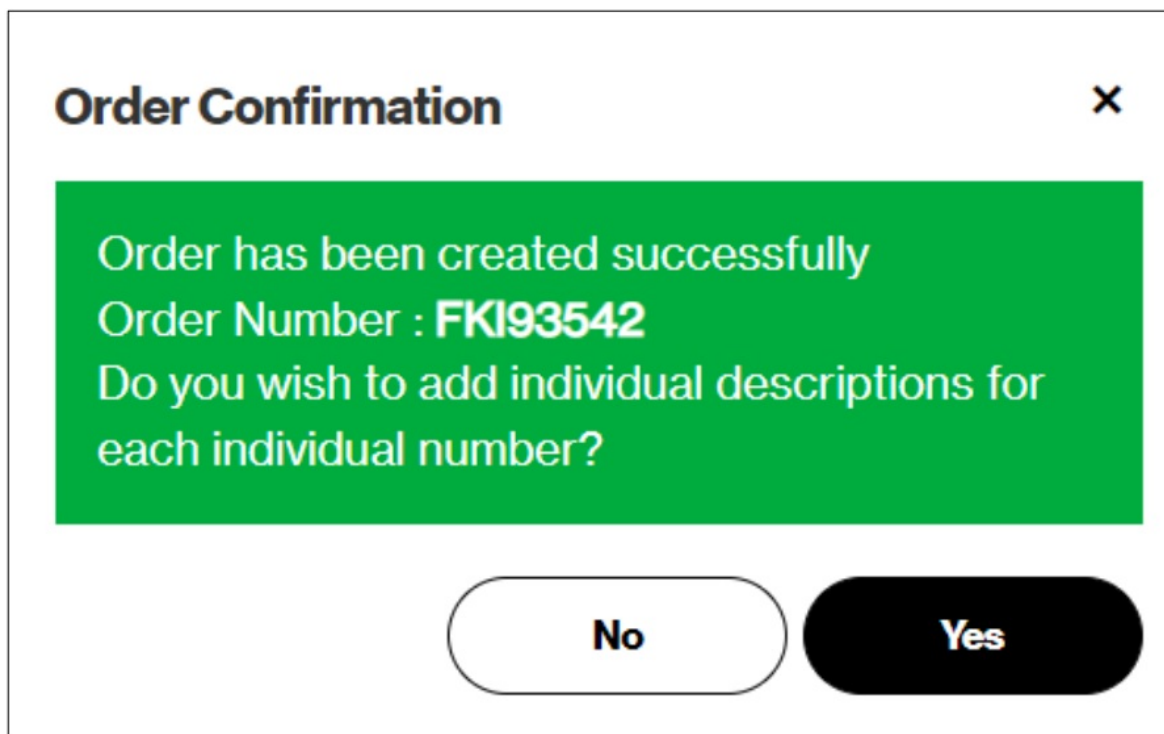


Figure 15 – Order Confirmation window when using Preview method

If you click Yes, the system will begin securing the toll-free numbers, notifying you that "the Reservation Order is Processing. Please wait." Once it completes processing, the Add Description to Numbers screen will display. Next to each reserved number, a textbox is presented where you will type in each number's description.

Add Description to Numbers	
Number	Description
8338140231	<input type="text" value="Sales hotline"/>
8338140247	<input type="text" value="IT Support helpline"/>

Figure 16 – Add Description to Numbers screen

Once you are finished with typing in each number's description, click the Submit button at the bottom of the page. A confirmation pop-up message will confirm the action.

Descriptions Added

✕

All Descriptions have been added.

OK

Figure 17 – Descriptions Added Confirmation pop-up message

Click the OK button or the window's X control to close the pop-up message.

Validating the action was successful

From the top-level menu, click the entry for Order History.

Select your Customer ID from the dropdown control (if not already populated). In the Order Number field, type in the order number that was provided in the order confirmation window as a result of your reserve request.

Customer ID	Last Mod RACF ID		
58583212-INTERNAL IPCC VRD TEST			
<div> <div>▼</div> <div>?</div> </div>			
<div> <div>▼</div> <div>Search By</div> </div>			
Order Number	Status	Routing Number	Type
FKI24417			
<div> <div>▼</div> <div>▼</div> <div>▼</div> <div>▼</div> </div>			
<div> <div>Effective Date - Time</div> <div>From</div> <div>To</div> </div>			
			<div> <div>Search</div> <div>Clear</div> </div>

Figure 18 – Order History Search

Click the Search button.

Scroll down to view the results table. Locate your order number, and click to check the checkbox for its corresponding row.

	Order Number ▾	Type ▾	Subtype ▾	Status ▾	Routing Number ▾	Plan ID ▾	Plan Level ▾	Effective Date & Time ▾	Last Mod Date ▾
<input checked="" type="checkbox"/>	FKI24417	Implement super plan to a number or set	CTRL	Complete	8339131042	001	Super Routing Plan	06/20/2022, 10:52:26 AM	06/20/2022, 10:53:19 AM
<div> <div>Approve Order</div> <div>Unapprove Order</div> <div>Delete Order</div> <div>More</div> </div> <div> <div>View Order</div> <div>Change Effective Date and Time</div> <div>View/Change Remarks</div> <div>View Order Errors</div> <div>Show Differences</div> </div>									

Figure 19 – Order History results

Once checked, the context menu will display. Click More, and then click View Order. The Mass Number Order Information screen will display.

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Mass Number Order Information -FKI24417

Function

Resp Org

VZM01

Number Pattern

0*****

Number Description

Activate To SRP

888

Activation Date Time

06/20/2022, 10:52:26 AM

Figure 20 – Mass Number Order Information detail screen

Scroll down to the Quantity Requested and Quantity Processed controls. These inform you how many of your number reservations were requested versus successfully processed. If the numbers do not match or are not what you expected, scroll down further to the controls that list the Numbers Processed as well as the Numbers not Processed. In these controls, the system will inform you which specific numbers were successfully reserved (and optionally activated) and which numbers were not successfully processed. If no numbers from your reservation request were successfully processed, the system will either display the specific numbers that were not processed or it will display a message indicating No spare numbers.

You are finished with reserving your new toll-free number/s.



Documents / Resources

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