



SKYPE FOR BUSINESS/SIP – RESERVE NUMBERS COST AND PROCESS

DOA Enterprise Telecom Services

Abstract

General information about costs and process for Reserve Telephone Numbers

Scope

- This document provides information on costs and processes for reserve/non-working telephone numbers in the Skype for Business SIP environment.

Definitions and Background

- **Reserve number:**
 - A ten-digit telephone number that is terminated to the Skype for Business SIP trunk service but is not assigned to a Skype for Business profile or other application termination.
- **Calling a reserve number:**
 - If dialed number will not be routed and will provide dead air or intercept message to the caller.

Why have reserve numbers available

- New employee onboarding.
- New Response/Hunt group published/lead number.
- Planning for a large growth/expansion initiative within an agency.
- Speed up the process by being able to assign a number when requesting a new profile from AT&T.

How to request reserve numbers (also called non-working numbers)

- During original workbook submission for migration to Skype for Business
- Anytime after migration via a MACD request.
- Note: Large groups of numbers may be requested (100+).

Costs

- Reserve numbers are free of charge to the agency, while the numbers are on the reserve list.
 - These numbers are only available to the agency to which they are assigned.
 - Numbers can be released for others to use at anytime via MACD.
- When a reserve number is activated, the only charges are for the profile chosen by the user (Basic or Enhanced) or if there is a Response/Hunt Group associated with that number.
 - The number itself is free.
- If an agency wants additional reserve numbers, simply request the amount of numbers wanted from their AT&T Account Executive.
 - AT&T will order the numbers and store as Reserve/Non-Active at no charge.
 - You may request a specific Area Code (NPA) and local prefix(NXX) number range and AT&T will get them for you if available.

Document History/Owner

| Version | Approval/Revision/Review Date | Approver/Author-Title | Description |
|---------|-------------------------------|-----------------------|---|
| 0.1 | Revision 06/03/19 | Author: Ron Garske | First draft. For review and feedback |
| 0.2 | Revision 06/03/19 | Author: Ron Garske | Moved Costs to bottom of document per feedback. |

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| 0.3 | Revision 06/03/19 | Author: Ron Garske | Added additional detail for clarification. |
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