

Trouble Shooting 8XX / Toll Free Services

- The COMSPAN 8XX numbers are ordered for U.S. origination only.
- For all Toll-Free issues you may be asked the following questions:
 - Do you have call example? (This should include the date, times, and to and from 10-digit numbers as well as what happened when the attempt was made [i.e. recording, fast busy, ring-no-answer, slow busy etc.]

Not Ringing

- If your phones are not ringing; your ComSpan Customer Support Representative will inquire about the “ring to number” (this is the local telephone number the Toll-Free rings to at your physical location)
- If you know the number, the representative will test the “ring-to” number by calling.
- If the number rings through, this is an indication that there is an 8XX issue.
- If the local termination number does not ring through, this is an indication the trouble is not an 8XX issue, but a local line. If ComSpan provides you with local dial-tone, the ComSpan Support Representative will begin trouble shooting your local line.
- If your toll free service is not ringing to the correct local number, you will need to provide the number you would like to have the 8XX number ring to, and your ComSpan Support Representative will correct the services as desired.

Recording – Number Can’t be Called

- If you are receiving the recording, “this number cannot be called from this calling area.
- You may be asked if your Toll-Free should have any area code blocking or a block by geographical origination.
- If you have set up blocking by area code or geographical origination, the ComSpan representative will need to confirm which area codes are to be blocked.

TF Ringing Disconnect

- The ComSpan Representative will first make a test call to the local number your toll free service rings on. If the local number is ringing disconnected, the rep will confirm who provides the local dial tone. If local dial-tone is provided by ComSpan, the Support Representative will begin trouble shooting the local service.
- If you have an alternate local dial-tone provider, you will need to call their customer support line and open a trouble ticket.