

Network Evolution FAQ's

As of July 18th, InfoStructure has made a change to how inbound calls to our network are routed.

Q: When will this take place?

A: July 18 0001am the database will be updated with these changes

Q: When will the change be completed?

A: The database change will be immediate, other providers will also have to update their routing in support of the database change.

Q: What does this change involve?

A: This change is involved with the down stream routing of inbound calls to the InfoStructure network

Q: Does my dialing change?

A: No, how you place a call today is not impacted by this change

Q: Why is this being done?

A: The InfoStructure network is evolving to be more bandwidth centric, this is the first step to that evolution.

Q: How does this evolution affect me and my services?

A: The evolution to a bandwidth driven network allows for better utilization and future new products and services

Q: Will this cost me anything

A: No this is a change that InfoStructure is doing and will have no direct effect on your bill

Q: Will this have an impact on my other services, 800, VM etc.?

A: No, this change does not directly affect any other services.

Q: Are there any changes that I would have to make to my PBX or equipment?

A: No, this is a change in the down-stream network.

Q: How do I get my inbound fixed if people have issues calling me?

A: The person trying to call you will need to contact their carrier and request they update the route for that number. If the carrier has any questions they can call our support team.

Q: Why can you not contact the carriers that are having the issue?

A: Most carriers will not talk to someone that is not a direct customer to resolve issues. This requires the direct customer to call in to resolve the issue.

Q: Why are you not finding the carriers with issues and resolving this?

A: There is no system in place currently in the telco industry to be able to actively find this missing change and to propagate it.