

Toll Free Response Codes

Most Common Codes		
Response Code	Description	Action
0000	Completion	No action needed
8000	Pending Off Net portion of order. When completed at effective date/time, "0000" will be sent (NOTE: Basic TF numbers are active for the on-net portion if this code is received; the final code of "0000" means that the Off-net portion of the order has ALSO been completed.)	No action needed
9426	The transaction requested a change in ownership in Verizon's database for which the RespOrg ID reflects either a Verizon RespOrg ID or one that does not match SOMOS.	Customer attention needed LOA must be submitted via SOMOS and include the correct RespOrg ID. Upon proof of ownership, the Toll Free number will be moved to your account.
9409	RespOrg Validation. Verizon will query SOMOS to ensure a match of the RespOrg ID. If a match occurs, the Toll Free number will be moved to your account within 4 – 6 hours or else a failure response of 9426 will be returned as final rejection.	No action needed until verification is complete
9430	Processing	No action needed
8070	The Toll Free order transaction has failed to load in the provisioning system.	Verizon attention needed TFN routed to the OE Team for manual processing
9999	The system has not generated a response in predetermined time frame.	Verizon attention needed TFN routed to the OE Team for manual processing
General Codes		
Response Code	Description	Action
7172	RespOrg Incorrect. The Toll Free (TF) transaction shows an ownership violation with SOMOS and is now in a "Pending RespOrg" status for up to 14 days	Customer attention needed Correct RespOrg ID and resubmit TF Number or If the RespOrg is gained within the 14-day timeframe, then "0000" will be returned; if the RespOrg ID is not gained within the 14-day timeframe, then a 7427 will be returned (for VzW01 only)
7427	Rejected - due to RespOrg mismatch	Customer attention needed Correct RespOrg ID and resubmit TF Number.
7551	Submitted transaction was rejected (VzW01 only)	Verizon attention needed

		TFN routed to the OE Team for manual processing
7910	Rejected - due to Corp ID mismatch. Customer order contains an invalid Corp ID for given account number.	Customer attention needed Correct Corp ID and resubmit TF Number
7925	Rejected - due to invalid SRP. Customer order contains an invalid SRP for the given Corp ID	Customer attention needed Correct SRP and resubmit TF Number
8531	Warning; the Off-net ordering process is suspended and order completion may be delayed; For ATF numbers, the transaction will be sent once the process restarts; For Basic numbers, the On-Net portion is working and the Off-net portion will be sent after the process restarts	Verizon attention needed TFN routed to the OE Team for manual processing
9070	Customer order contains an invalid Toll Free number exchange or all zeroes.	Verizon attention needed TFN routed to the OE Team for manual processing if this is in response to a reserved Toll Free number request
9075	Features are being removed from TFN. The submitted toll free number was previously associated with enhanced features. All features and charges have been removed.	No action needed
9080	Customer order contains an invalid Destination Phone (POTS) number.	Customer attention needed Correct Destination Phone number and resubmit TF Number
9172	RespOrg Incorrect; The TF transaction shows an ownership violation with SOMOS	Customer attention needed Correct RespOrg ID and resubmit TF Number
9222	The TF transaction request for a Basic number with off-net has failed with SOMOS.	Verizon attention needed TFN routed to the OE Team for manual processing
9402	Customer order contains a blank or invalid Class Of Service Code.	Customer attention needed Correct Class of Service code and resubmit TF Number
9403	Customer has requested a New Action Code on a specified Toll Free number, but we do not show a reservation for the requested Toll Free number for the specific Account Number.	Customer attention needed Verify number reservation with the CARE Team via a CARE ticket
9404	RespOrg Incorrect	Customer attention needed Correct RespOrg ID and resubmit TF Number
9405	The Area of Service requested is invalid.	Customer attention needed

		Verify that the values provided are correct and resubmit TF Number
9406	Blank or invalid action code	Customer attention needed Correct action code and resubmit TF Number
9408	Customer has requested a New Action code on a specified Toll Free number that is either currently active with Verizon; or it has not been disconnected from Verizon for a minimum of one hundred eighty (120) days.	Customer attention needed Verify the Disconnect Date in the SOMOS database
9410	Duplicate TFN in Order	Customer attention needed Remove duplicate TFN from Order
9411	Customer has submitted an order without specifying a Toll Free number.	Customer attention needed Submit request for reserved numbers. Resubmit order including the Toll Free number you are attempting to provision.
9412	Trunk Group Name does not exist in the Verizon Group Database.	Customer attention needed Correct Trunk Group Name and resubmit order.
9414	Trunk Group Not ready	Customer attention needed Please reach out to your Verizon Account Team responsible for Trunk Setup and inform them of the Trunk Group Name and error being received. Once confirmation of Trunk Group is active, resubmit TF Number.
9415	A Toll Free number hasn't been specified and Verizon is not the requested Resp. Org.	Customer attention needed Specify the Toll Free number or change Resp Org. to Verizon (VZW01) and resubmit TF Number
9416	A Toll Free number hasn't been specified and Action code is other than New.	Customer attention needed Specify the Toll Free number
9417	Customer has specified a Toll Free number as the Destination Phone.	Customer attention needed Correct the Destination Phone number and resubmit TF Number
9418	The Group name specified on the order requires a different number of DNIS digits than requested on the order.	Customer attention needed Correct DNIS digits and resubmit TF Number

9419	No NXX-Line Specified on Dedicated Order. Toll Free number field cannot equal 0000000 if the order is dedicated.	Customer attention needed Resubmit order with a valid Toll Free number
9420	No Listing Name Provided	Customer attention needed Update Listing Name and resubmit
9422	Effective Time is incorrect	Customer attention needed Update Effective Time per rules in TF Order Guide
9423	Customer submitted an action code of "C" (change) and the number was found to be in the reserve pool under the same account number.	Customer attention needed Resubmit number as New to process
9424	Customer submitted an order with an action code of "C" (change) and the number was found to be in reserve status under another Verizon account number.	Customer attention needed Verify Toll Free number and account number, correct and resubmit TF Number
9425	Rejected due to invalid future due date	Customer attention needed Correct date and resubmit
9426	The transaction requested a change in ownership in Verizon's database for which the RespOrg ID reflects either a Verizon RespOrg ID or one that does not match SOMOS.	Customer attention needed Submit LOA in SOMOS. Upon proof of ownership, the Toll Free number will be moved to your account.
9427	The Pending RespOrg ownership process has expired and the submitted transaction has failed (for VzW01 only)	Customer attention needed When the RespOrg has changed at SOMOS, resubmit the TF Number
9428	Trunk group remained not ready for traffic for over 60 days. Order is being purged from the system.	Customer attention needed Verify Trunk Group is correct and resubmit order
9429	The Effective date on the order is more than six (6) months in the future.	Customer attention needed Resubmit with a more current, realistic date.
9431	Rejected - FUSF exemption indicator flag is invalid or mismatched with the account value.	Customer attention needed Correct FUSF and resubmit. Contact your Account Team if FUSF exemption flag is incorrect.
9531	Order Accepted, final record response will be returned within 24 hours.	No action needed
9532	Your record has rejected in the network.	Verizon attention needed TFN routed to the OE Team for manual processing
9534	Resp Org change approval was not received during the 14-day period.	Customer attention needed Please re-submit TF Number with a valid LOA in SOMOS

9550	Unique DNIS was provided on a reservation request order. The DNIS will be changed to reflect the reserved number.	No action needed
9551	The account has reached its maximum reservations for the week.	Customer attention needed Request TF #'s in groups of 10's at a time and only up to 100.
9552	RespOrg Incorrect	Customer attention needed Correct RespOrg ID and resubmit
9980	Customer order contains a Destination Phone (POTS) number which was found to be in an "NPA split" condition.	Customer attention needed Correct Destination Phone number and resubmit order.