

## Features

Specific time/day routing

Blocking and identification services

Tailored call coverage

## Benefits

Expanded reach

Increased customer loyalty

Improved call center performance

# Toll Free

**Providing outstanding customer service is a key component for businesses wanting to increase their market share. With Verizon U.S.-based Toll Free, you can offer a convenient and flexible way for U.S. and global callers to reach your business free of charge. Our Toll Free service is built upon an extremely intelligent long distance network that allows you to route your incoming toll-free calls according to specific business needs.**

Verizon Toll Free provides a broad range of solutions to help ensure the continuity of your business in the event of uncontrollable circumstances by providing redundancy, diversity, and rerouting of voice services on our network.

As a recognized leader in the toll-free service market, Verizon provides leading-edge technology and competitive rates from any location in the United States (including Alaska and Hawaii), Puerto Rico, Guam, Saipan, the Virgin Islands, Canada, and over 50 countries worldwide. Our portfolio of international and U.S. toll-free services is designed to meet the requirements of U.S. and multinational businesses.

## Many Benefits

Verizon Toll Free provides a variety of benefits that can help better your company's performance and bottom line, including:

- Expanded reach to new sales opportunities within the U.S.
- Increased customer loyalty and improved customer satisfaction
- Increased call center performance and maximized call completion rates through flexible routing options
- Staff optimization and increased productivity by ensuring that calls are being handled efficiently
- Simplified employee communications and convenient access for traveling employees
- A single-vendor solution, including combined U.S. and international invoicing
- Dedicated around-the-clock support

## Service Center

Verizon provides state-of-the-art technology to maximize your company's performance and efficiency in managing incoming calls. Our Toll Free includes a comprehensive portfolio of U.S. originating, routing, and terminating features:

## Combined Feature Package

Toll Free offers many features:

- Day of Week Routing
- Time of Day Routing
- Holiday/Day of Year Routing
- Percent Allocation
- Point of Call Routing
- Extended Call Coverage
- Exchange Routing
- Alternative Routing Plans
- Toll Free Guardian Guarantee
- National Toll Free Listing
- Payphone Blocking
- Real-Time ANI Delivery

## Fact Sheet

- Cross Corporate ID Routing
- Tailored Call Coverage
- Dialed Number Identification Service (DNIS)
- Supplemental Codes

### Optional Features

A variety of optional features are also available:

- Network Call Redirect/Call Overflow Options
- MultiManager Service
- Disconnect Message Referral

### Additional Features/Related Products

Verizon provides other related services:

- Enhanced Call Routing
- Toll Free – International, UIFN, and Global Business Line
- Verizon Customer Center
- Hosted Intelligent Contact Routing
- Host Connect
- Custom Call Routing
- Network Manager
- Translation Services

### Ideal for Many Industries

Toll Free is so flexible that it appeals to a broad spectrum of businesses, including:

- Companies with around-the-clock operations
- Call centers with multiple locations across the U.S.
- U.S./international travel companies (i.e., airlines/hotels/motels/car rental services)
- Transportation industry
- Multinational high technology
- Finance/banking/credit and collections
- Worldwide distributors and manufacturers
- Network operations centers
- Call centers spread across multiple time zones

### Convenient Billing and Competitive Pricing

Charges for our Verizon's Toll Free can be integrated into a single invoice along with other Verizon services, such as Local, Outbound Long Distance, Toll Free – International, Calling Card, and enhanced voice and data services. Toll Free is competitively priced for today's marketplace.

### Call Today!

For additional details on Verizon's Toll Free service, contact your Verizon Business account manager or call (800) 465-7187 today. You can also visit us on the Internet at [www.verizonbusiness.com](http://www.verizonbusiness.com) for more information on other Verizon products and services.

