

Are you getting the toll-free services you're paying for?

When it comes to telephone and data bills, an estimated \$13 billion in overcharges will be generated in the next 12 months and less than 2% of these telephone billing errors will ever be identified*

Benefits

- **Maximize customer satisfaction and increase customer retention** by providing your customers with immediate and personal access to your company
- **Reduce transport costs and increase contact-center effectiveness** with a suite of enhanced toll-free services
- **Change your toll-free services** with the ebb and flow of your business, with flexible and tailored plans for your changing business needs
- **Receive a bundled discount** when you add CenturyLink Total Advantage™

Quit overpaying and minimize operational costs with Toll Free Services

Toll Free Service is a technologically advanced 8XX number that provides a complete set of routing features. These features effectively distribute and manage calls to contact centers reducing your operational costs and maximizing the efficiency of your business while providing quality service for your customers. Toll Free Service provides flexible services to accommodate changing call volumes. You'll have a cost-effective way to facilitate pre and post-sale customer contact, order taking and product support. We just don't provide you with a toll-free number, we conduct continuous audits and service reviews to ensure your service is meeting your needs and your billing is transparent and accurate.

How it works

A toll-free number is a virtual address that can point to one or more locations using intelligent network databases for routing criteria. The call is paid by your company, so it's free for the caller. The toll-free number can terminate to either switched or dedicated terminating addresses (TAs). A switched number is a 10-digit public switched telephone network (PSTN) that is dialed and points to a single, physical location in the network. A dedicated number is an internal identifier to the CenturyLink network that points to a single, physical location.

Contact your CenturyLink Representative today!



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Features

- Custom pricing plans with a variety of origination, routing and termination features
- International toll-free origination
- Seamless integration with other voice and IP products
- 24/7/365 customer support
- Comprehensive service level agreements (SLAs)
- Integrated billing and custom reporting capabilities
- Tailored call coverage
- Payphone blocking
- Project account codes (PACs)
- Transfer and release (TnR)
- Dialed number identification service (DNIS) delivery
- Real-time automatic number identification (ANI) delivery
- Linking features
- Ring-to level billing
- Extensive routing features
 - Time-of-day, day-of-week and holiday routing
 - Geographic routing (originating number plan area (NPA), NPA-NXX or 10-digit automatic number identification (ANI), state or LATA of caller)
 - GeoPlus routing (customized geo-coded routing)
 - Percentage-allocation routing
 - Direct termination overflow (DTO) routing
 - SuperTrunk (DTO) routing
 - In-switch overflow trunk (DTO) routing
 - Busy-ring-no-answer (BRNA) routing
 - Alternate call plan routing
- Modify and schedule changes to many existing call plan features with a web-based tool called (Control Center)

Other products available from CenturyLink

- International Toll Free Service (ITFS)
- Universal international free phone number (UIFN)
- Control Center
- Long Distance Advantage
- CenturyLink Total Advantage™
- Hosted IVR
- Hosted IVR Developer Network Program
- Interaction Routing
- EZ Route
- CenturyLink IQ™ Networking
- Application Hosting
- Hosted VoIP
- Business Protection Services (disaster recovery)
- Professional Services for solution design, integration, training and network security planning

Why buy from CenturyLink?

- **Set up your service quickly** and get answers to your questions with a dedicated support team
- **Toll-free calls are quickly carried** over the CenturyLink IP network that stretches more than 25,000 miles
- **Receive clear calls and reliable service**, CenturyLink has been providing Toll Free Service for more than 20 years
- **Converge your voice, data and video needs** and work with one provider and customer service team when your business is ready to grow

**Buried Treasure – Telecom Invoice Errors, Botta Boom, August 12, 2009.*

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