

# CenturyLink Toll Free Service

## Networkx Service Overview

### Maximize your agency's efficiency and minimize operational costs.

CenturyLink's technologically advanced Toll Free Service (TFS) offers your Agency a complete set of routing and management features, allowing effective distribution of calls to your Agency's applications and contact centers. Your Agency will enjoy reduced operational costs, maximizing the efficiency of TFS applications while providing the highest quality service to the public. CenturyLink brings over 20 years of experience in providing Toll-Free Service over CenturyLink's self-healing, Fiber Optic Network.

### Features

CenturyLink's TFS provides an extensive list of features, including but not limited to the following:

- Web-based configuration management tool - allows your Agency to modify and schedule changes to many existing call plan features
- Tailored Call Coverage – allows your Agency to have calls blocked from one or more specific origination areas, defined by LATA, NPA, NPA/NXX, 10 digit ANI or state
- Project account codes (PAC) – allows your Agency to track toll-free usage back to specific assigned user codes
- Dialed Number Identification Service (DNIS) Delivery – if your Agency has multiple toll-free numbers terminating on the same DAL/T1, DNIS enables your Agency to identify the specific toll-free number dialed by the caller
- Call Redirection (TnR) – allows the called party to forward the calling party to other locations during the same call. Music-on-Hold will be provided during transfer and can be CenturyLink or Agency provided
- ANI (Automatic Number Identification) - allows a dedicated termination arrangement to receive the ANI of the calling party if the call originates from an equal access end office
- Extensive routing features
  - Time of day, day of week, and holiday routing
  - Geographic routing
  - Percentage-allocation routing
  - Direct termination overflow routing – an overflow option that allows traffic to route to multiple trunk groups in different switches
  - SuperTrunk Routing - an overflow option that allows traffic to route to multiple trunk groups in the same switch in a cyclical pattern
  - In-switch Overflow Trunk Routing – similar to SuperTrunk with the exception that routed calls start at the first trunk in the trunk group and find the first available trunk
  - Alternate Routing/Busy ring-no-answer routing – calls are rerouted on a pre-defined ring-no-answer condition
  - Alternate Call Plan Routing (Disaster Recovery) – predetermined call plans for use in emergency situations
- Make Busy - a Web interface that enables your Agency to activate or deactivate trunks through an interface available through CenturyLink's Networkx Control Portal

### Benefits

- Reduces transport costs and increase contact-center effectiveness
- Reliable, uninterrupted service
- Flexible and tailored plans for your Agency's changing business needs
- Agencies can change the CenturyLink-provided TFS at any time with the ebb and flow of The Agency's needs
- Disaster Recovery services keep your Agency's call center running when unexpected events occur

### Contact your CenturyLink Representative today!

Visit [GSANetworkx.com](http://GSANetworkx.com) and click on "Locate your Account Manager".  
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx  
(866-472-6389) Email: [federal@CenturyLink.com](mailto:federal@CenturyLink.com)



## 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 called party pays for the call (hence toll-free to the caller). The toll-free number can terminate to either switched or dedicated terminating addresses. A switched number is a 10-digit public switched telephone network dialable number that 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.

CenturyLink's TFS provides toll-free inbound calling with intelligent call routing and network-based Interactive Voice Response capabilities. Switched and dedicated domestic toll-free access is available throughout the Continental U.S. and OCONUS locations (Alaska, Hawaii, U.S. territories and possessions). Agreements with world-class international carriers allow the capability to originate domestic toll-free calls from countries utilizing both International TFS and Universal International Freephone Numbers. CenturyLink's TFS provides service levels equal to or greater than 99.95% availability.

## Why Buy from CenturyLink?

- With CenturyLink's Toll Free Service, your Agency's toll-free calls are quickly carried to your Agency over CenturyLink's self-healing Fiber Optic Network that stretches more than 25,500 miles.
- CenturyLink's Fiber Optic Network is a fast, reliable platform, not only for toll-free voice traffic, but also for data and IP-based solutions. As voice, data and video continue to converge, your Agency's business needs to be on a network that is capable of seamlessly delivering these converged services to your Agency.
- CenturyLink has the experience your Agency needs. CenturyLink has been providing toll-free service for over 20 years.
- CenturyLink provides a dedicated staff to provision and support your Agency's toll-free service. Your Agency can quickly get answers to any questions it may have.

## Other Products Available from CenturyLink

In addition to Toll Free Service, CenturyLink has an array of other Services to meet your Agency's telecom needs, including:

- Call Center/Customer Contact Center Services

## Contract Vehicle

### Network Universal & Enterprise

- An overview of CenturyLink's contract is available on the CenturyLink Network Website at <http://www.gsanetwork.com>

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Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx  
(866-472-6389) Email: [federal@CenturyLink.com](mailto:federal@CenturyLink.com)



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