

Local and Joint Toll Tariff

5. Wide Area Telephone Services

5.3 Toll-Free Service 800 Call Management Feature*,

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5.3.1	Description
A.	<p>Toll-Free Alternate Call Routing allows a subscriber to terminate the 800 telephone number at multiple terminating locations based on various parameters that identify where and when a call originates. Subscribers may select routing of the calls by the following parameters.</p> <ol style="list-style-type: none"> 1. Time of Day/Day of Week— Allows the subscriber to determine where calls will be routed at any given point in time, either to one of several destinations or to several Interexchange carriers. 2. Originating Area Code and NXX— Allows a subscriber to determine how calls will be routed based on where calls originate. Subscribers may specify which Interexchange carrier should be used to route calls and choose terminating points for calls based on the originating area code or LATA. This option is provided only when suitable facilities exist at the call's originating central office. 3. Specific Date— Allows the subscriber to develop an alternate service routing configuration that is based on the date the call is made. The alternate service routing configuration would be activated on the date the subscriber specified (i.e., a holiday, or weekend). 4. Multiple IC— Allows a subscriber to route calls to multiple Interexchange carriers based on the calls originating point, time of day/day of week or on an allocation basis. 5. Allocation to Terminating Location by Percentage of Calls— Allows a subscriber to balance or redistribute the calling volume among 800 telephone numbers. The subscriber can specify, in increments, the percentage of calls to be allocated to each of their 800 telephone numbers. 6. Emergency Alternate Routing— Provides subscribers with the ability to create an inactive alternate routing arrangement as part of the subscriber record. The alternate routing arrangement would replace the subscriber's call routing arrangement when the Toll-Free Emergency Update feature is activated.
B.	<p>Emergency Updates— Available to alternate call routing subscribers. Emergency update is the activation of a predetermined inactive alternate routing arrangement when the customer has so provided under the alternate call routing feature. Within 30 minutes of notification by the customer, Telephone Company personnel will activate the emergency alternate routing arrangement in the customer's database record.</p>
C.	<p>Itemized Call Detail— Provides a subscriber with the date, time, calling number and duration of each call to a toll-free service number. Itemized call detail is available where facilities permit.</p>

* Effective June 16, 2012, this service is no longer available to residential customers. Existing residential customers as of June 16, 2012 may retain the service at existing locations.

Effective November 3, 2012, this service is no longer available to business customers. Existing business customers as of November 3, 2012 may retain the service, however, moves, additions and/or changes are not permitted.

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