

TelCove Operations, LLC
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Section 4 - INTRALATA/INTERLATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

4.2.5 TOLL FREE SERVICE FEATURES (Cont'd)

B. Enhanced Features for Switched (Basic and Stand Alone) and Dedicated Toll Free Services (Cont'd)

3. Area Code/Exchange Routing

Used in conjunction with area code routing, this feature allows routing or screening of calls by originating NPA/NXX to multiple service groups/locations. A caller's exchange can be pinpointed with this feature. It can be used to offer a nationwide toll-free number, and route calls to the location nearest the caller.

4. Time of Day Routing

This feature allows the customer to have one toll-free number but route calls to different locations based on the time of day. The customer can take advantage of time zone difference to expand the business day and the route calls to a 24-hour call center when all locations are closed.

5. Day-of-Week Routing

Toll-free calls can be sent to customer-specific destinations, based on the day of the week. For example, if the customers' business days are weekdays, calls on the weekend can be routed to a call center. There also can be a courtesy announcement.

6. Day-of-Year Routing

This feature allows calls to be routed to a different based on the day of the year. The customer can use this feature to route calls to a call center when some locations are closed for the holiday. Based on the specified days, a courtesy announcement tells callers that the location is closed for the holiday.

7. Call Allocation

This feature allows customers to define the call routing to multiple service groups/locations on a percentage basis. The percentage is based on call attempts, not completions. Customers can distribute calls to a toll-free number across multiple locations, specify a percentage of the calls for each location, and match the customer's call volume to each location's capabilities.

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Cancelled effective 03/11/2021.