TelCove Operations, LLC   Leaf: 100
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Section 4 - <u>INTRALATA/INTERLATA TOLL USAGE AND MILEAGE CHARGES</u> (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)

        8.   Command Routing

             For enhanced toll-free customers, this service provides the ability to activate an alternative route plan (up to 99) within minutes. For example, during severe weather conditions, such as a hurricane, customers can immediately re-route their toll-free number to a location that is not experiencing severe weather
                See Rate Schedule in Section 12 of this Tariff

   C.   Features for Dedicated Toll-Free (These features are only available on Dedicated Toll Free)

        1.   DNIS (Dialed Number Identification Service) Delivery

             Dialed Number Identification Service allows multiple 800 numbers to be identified and routed within a single trunk group, while identifying the number a caller has dialed. This allows the representative to answer the call with a personalized greeting for the type of callers using a specified toll-free number.

        2.   Real-Time Automatic Number Identification (ANI)

             Real-Time ANI delivery is associated with inbound calling applications, offering   the originating caller's telephone number to the inbound service subscriber. This feature is provided by the carrier as part of the call set-up. For In-Band, the signaling information and the voice traffic utilize the same circuits. For Out-of-Band, this signaling allows the signaling information associated with each call to be placed on a separate channel from the voice path. The customer must utilize ISDN with Primary Rate Interface (PRI) service.
             Representatives can have the customer's account information available before answering the call. This allows more calls to be handled in a more efficient way.

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