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**SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)****4.5 Toll Free Services, (Cont'd.)**

## 4.5.1 Business Toll Free Service, (Cont'd.)

## E. Toll Free/Inbound Routing Plan Features

## 1. Description of Features

Area Code Routing - Calls to the same toll free number are directed to the terminating location based on the originating area code.

Area Code/Exchange Routing - Calls are routed by originating area code and exchange to terminate to multiple service groups or locations.

Call Allocation - Allows Customers to define the routing of calls to multiple service groups or locations on a percentage basis. The percentage is based on call attempts, not call completions.

Command Routing\* - Allows activation of alternate routing plans.

Day of Week - Allows inbound calls to be routed to multiple service groups or locations on different days of the week.

Day of Year - Allows calls to be routed to multiple service groups or locations based on the date (month/day).

Time of Day - Allows calls to be routed to multiple service groups or locations based on a pre-defined time-of-day schedule.

\* No longer offered to new Customers.