

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.3 Business Toll Free Service, (Cont'd.) (T)

4.3.3 Toll Free/Inbound Routing Plan Features (T)

A. 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.

* For minimum rates see Section 2.22.

** No longer offered to new Customers