# Toll Free Service Introduction

## Summary:

This article serves as an introduction to the new Business Class Phone Toll Free service.

## General Guidelines:

* Time Warner Cable's Business Class Toll Free provides up to 5 toll free numbers per customer account (i.e., customer location).
* Service may be provided as any combination of basic (no features) or enhanced (with routing features) service as dictated by the customer's requirements.
* Numbers may be ported in from another toll free carrier or new numbers may be assigned from Time Warner Cable.

## Restrictions:

None

## Quick links:

[Basic Toll Free Service](#Basic)

[Enhanced Toll Free Service](#Enhanced)

## Related Knowledge Management Articles:

* [Re-Route a Toll Free Number](http://insidetwc.car.twcable.com/commercial/CommercialCustomerCare/Shared%20Documents/CARE%20-%20Work%20Processes%20-%20Enterprise%20Standardization/Re-Route%20a%20Toll%20Free%20Number.pdf)

### Basic Toll Free Service

The simplest and most common form of toll free service, Basic Toll Free is where an 8xx number rings 24x7 (365 days) to a single Business Class Phone number. Basic service is sufficient to meet the needs of many Business Class Phone customers.

### Enhanced Toll Free Service

Enhanced Toll Free Service offers the customer a choice of various features that can be tailored to their business needs. Enhanced Toll Free Service includes the following features:

| Feature | Description |
| --- | --- |
| NPA Selection / NPA/NXX Selection | NPA is the number plan area (area code). NPA/NXX is the area code plus the local exchange (first three digits of the local phone number). |
| NPA Selection | The NPA Selection allows businesses to receive or block toll-free calls by originating NPA (i.e., the caller's area code) for every area code in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands. Calls from blocked area codes will receive an announcement that informs the caller "The toll-free number you have dialed is not available from your calling area." |
| NPA/NXX Selection | NPA/NXX Selection allows the same function described above and allows customers to restrict more specific calling areas such as city. |
| Custom Routing Features | Routing features modify where a call is delivered (i.e., the point to number). With routing features, all calls are accepted, but they are terminated to different telephone numbers based on the parameters specified by the customer. Customers may choose from any of the following features and features may be combined to achieve the exact call delivery pattern desired. |
| NPA Routing | NPA (Area Code) Routing sends calls for a single toll-free number to different terminating numbers based upon the caller's area code. For a given toll-free number, each area code can have a designated point to number. Usually, Area Code Routing is used to provide geographic routing to a customer's nearest site.  For example, if calls were to be routing to various sales agents based on the state of the originating call, NPA Routing could be used to achieve this:  http://www.twcvault.com/v2/vault2/ArticleImages/990781_1.jpg |
| NPA/NXX Routing | NPA/NXX is used when more targeted routing is needed. For example, if we continue the example from the previous section and from Downtown Chicago went to 512-234-5555 and calls from all other areas in Chicago went to 512-234-6666, NPA/NXX routing would be used to direct the calls appropriately. (Note: NXX is the exchange portion of the phone number. In the above Business Class Phone picture, 234 is the NXX and 512 is the area code or NPA). Both of these features route the call based on where the caller is located. |
| Time of Day / Day of Week Routing | Time-of-Day Routing allows businesses to change the destination of calls for a single toll-free number at different times of day. Customers must provide a schedule of time intervals per day and designate a routing destination for each interval. Intervals can be as small as 10 minutes. This schedule applies 7 days a week unless combined with Day-of-Week or Day-of-Year.  Day-of-Week routing allows calls to a single toll-free number to be routed to different destinations based on the day of the week the call is made. Customers must specify the schedule for these routing changes. The schedule applies to all weeks of the year. Day-of-Year routing can preempt Day-of-Week Routing.  An example of Time of Day/Day of Week used in conjunction is below:  http://www.twcvault.com/v2/vault2/ArticleImages/990781_2.jpg  Both calls would go to 512-234-5555 during normal business hours and to 512-234-6666 after hours and on weekends. This is a typical example of how these features are used. |
| Day of Year Routing | Day of Year routing sends calls to a specific number based on a calendar date. This is typically used for holiday routing. We can store up to 200 days for each toll free number. The dates are \*not\* year specific; they are month/day only so it is necessary to review and update these on an annual basis. For example, if a company recognizes Independence Day on a Monday when July 4th fell on a Sunday, the routing must specify Monday's date of July 5th for the holiday rather than July 4th. Day of Year routing will override Day of Week or Time of Day routing as it is assumed that the holiday routing should have precedence. |
| Call Allocation | Call Allocation enables businesses to distribute incoming call attempts for a single toll-free number to alternative Business Class Phone number on a percentage basis. We allow up to 100 locations for each toll-free number. The actual distribution is a percentage specified by the customer (in increments of 1% and the sum must equal 100 percent). The purpose of this feature is to match call volume with call handling capacity. |
| National Directory Listing | Customers may request directory listing treatment for Business Class Toll Free. A listing in the National 411 database managed by AT&T is offered as an optional, chargeable item. If selected, the customer will be listed in the database and callers to 1-800-555-1212 will be given the Business Class Toll Free number for the appropriate customer. The number will also be listed on the Internet site: www.tollfreeda.com.  Most customers will not select this option since the use of the Internet and other advertising mediums can be more effective depending on the desired distribution for the toll free number. If customers do request this they can choose to list their toll free number under multiple names, but the monthly recurring fee will be incurred once for each listing.  Many customers may want their 8xx number listed in the local white pages with their regular Business Class Phone number information. At this time, Sprint does not support listing of an 8xx number in the local white pages so this option cannot be offered. |

## Review / Change / Approval Log

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| --- | --- | --- | --- |
| Version | Author  (List Role / Names) | Date | Review Outcome |
| 1.0 | KM Team – [Dustin Howard] | 10/07/2014 | Final Document. |