

Qwest Domestic Toll Free Service

Maximize efficiency and minimize operational costs

Qwest® Toll Free Service is a technologically advanced 8XX offering that provides a complete set of routing features to effectively distribute and manage calls to contact centers reducing your operational costs and maximizing the efficiency of your business while providing quality service for your customers. Qwest Toll Free Service offers your organization the advantages of leading technologies, customized to power your business operations on our applications-aware network.

Description

Qwest Toll Free Service is a competitively priced, full-featured service offering that helps your business maintain close contact with your customers. Toll Free Service provides a cost-effective way to facilitate pre- and post-sale customer contact, order taking, product support and other key customer-service functions. In addition to the basic toll-free service that enables your customers to dial an 8XX number and connect to your business, Qwest Domestic Toll Free Service offers a powerful set of enhanced features that allow you to tailor the service to your needs.

Features

- Custom pricing plans with a variety of origination, routing and termination features
- International toll-free origination
- Seamless integration with other Qwest voice and IP products
- 24/7 customer support
- Comprehensive service level agreements
- Integrated billing and custom reporting capabilities
- Tailored call coverage
- Payphone blocking
- Project account codes (PAC)
- Transfer and release (TnR)
- Dialed number identification service (DNIS) delivery
- Real time automatic number identification (ANI) delivery
- Linking features
- Ring-to level billing
- Extensive routing features
 - Time-of-day, day-of-week and holiday routing
 - Geographic routing (originating number plan area (NPA), NPA-NXX or 10-digit automatic number identification (ANI), state or LATA of caller)
 - GeoPlus routing (customized geo-coded routing)
 - Percentage-allocation routing
 - Direct termination overflow (DTO) routing
 - SuperTrunk (DTO) routing
 - In-switch OverflowTrunk (DTO) routing
 - Busy ring-no-answer (BRNA) routing
 - Alternate call plan routing
- Web-based configuration management tool allows you to modify and schedule changes to many existing call plan features (Qwest Control®).

Benefits

- Maximize customer satisfaction and increase customer retention by providing your customers with immediate and personal access to your company.
- Reduce transport costs and increase contact-center effectiveness with Qwest's suite of Enhanced Toll Free Services.
- Don't worry about your toll-free services. Qwest provides reliable, uninterrupted service.

- Change your toll-free services with the ebb and flow of your business. Qwest provides flexible and tailored plans for your changing business needs.
- Get a higher Qwest Total Advantage® (QTA)/Qwest Voice Advantage® (QVA) discount. Qwest toll-free service contributes to the aggregate Qwest services spending needed for the QTA/QVA discount.

How it works

A toll-free number is a virtual address that can point to one or more locations using intelligent network databases for routing criteria. The called party pays for the call (hence toll-free to the caller). The toll-free number can terminate to either switched or dedicated terminating addresses (TAs). A switched number is a 10-digit public switched telephone network (PSTN) dialable number that points to a single physical location in the network. A dedicated number is an internal identifier to the Qwest network that points to a single physical location.

Why buy from Qwest?

- With Qwest Domestic Toll Free Service, your toll-free calls are quickly carried to you over the Qwest self-healing IP network that stretches more than 25,500 miles.
- The Qwest network is a fast, reliable platform, not only for toll-free voice traffic, but for data and IP-based solutions as well. As voice, data and video converge become the standard currency for communications, align your business with the network capacity and services to support this technology.
- Qwest has the experience you want. Qwest has been providing toll-free service for over 20 years.
- Qwest provides a dedicated staff to provision toll-free service. You can quickly get answers to any questions you may have.

Other products available from Qwest

In addition to Qwest Domestic Toll Free Service, Qwest has an array of products to meet your telecom needs, including:

- ITFS-International Toll Free Service
- UIFN-Universal International Free Phone Number
- Qwest Control®
- Qwest Long Distance Advantage (QLDA)
- QTA
- Qwest Web Contact Center® (QWCC®)
- QWCC Developer Network Program
- Q Routing™
- EZ Route
- Qwest iQ Networking®
- Application Hosting
- Qwest® OneFlex® Hosted VoIP
- Business Protection Services (disaster recovery)
- Qwest Professional Services for solution design, integration, training and network security planning

Qwest Domestic Toll-Free service provided by Qwest Communications Corporation (QCC) is available for origination from anywhere in the United States, including Alaska and Hawaii, and in Canada, Puerto Rico and the U.S. Virgin Islands, with switched and dedicated termination anywhere in the contiguous United States and switched termination to Canada, Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands. Additional local loop equipment may be required for dedicated termination only.