

ENSURE ROUND  
THE CLOCK  
ACCESS FOR  
EVERY  
STAKEHOLDER

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## TOLL SERVICES

• CALL-FREE • CALL-LOCAL

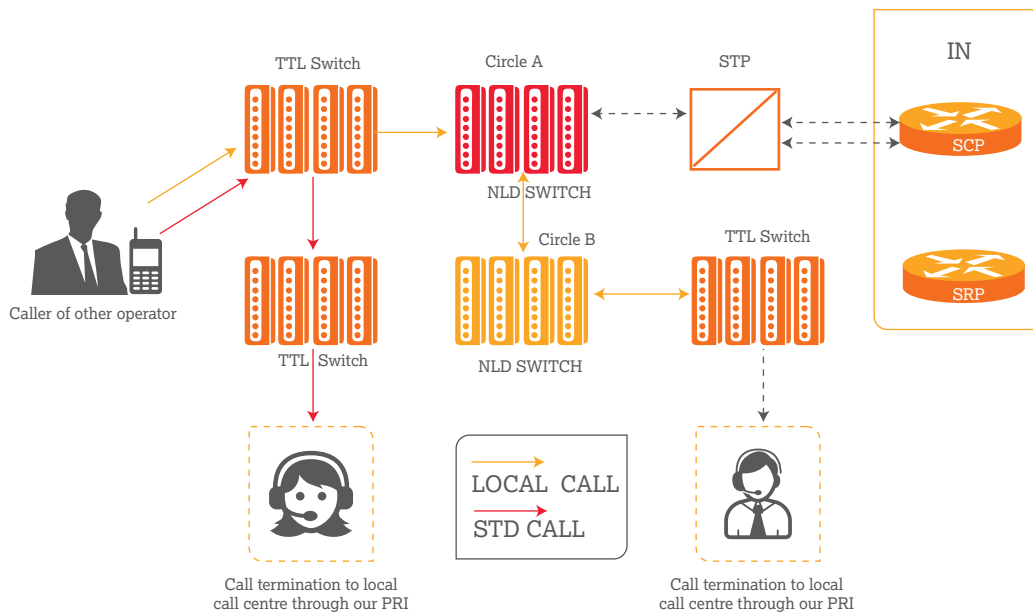


Customers, stakeholders and even employees often need to directly reach businesses or service providers. A Toll Service is a number or a set of numbers, which callers may reach by dialling in, either for free or at a nominal cost.

# SINGLE NUMBER ACCESS ACROSS INDIA

Our Toll Services cater to enterprise customers across the country. Dispensed on our state of the art, intelligent network platform, we support Toll Service across all service providers and ensure ease of access for your customers while reaching out to your business.

## Service Architecture



## BUSINESS ADVANTAGE

- Provide instant access to customers from across locations
- Enjoy flexible subscription options from any post-paid wireless or wireline service
- Define, choose and change your routing preferences at any time
- Manage all important aspects of call routing real-time through our user-friendly interactive web interface
- Enhance your service delivery through detailed call analysis reports
- Increase customer satisfaction by ensuring that your business is always reachable

Our Toll Services are available in two variants, which may be deployed depending on your specific requirements.

## CALL FREE AND CALL LOCAL

# VARIANT COMPARISON

Features	Call Free	Call Local
Cost to customer	Free	Local call cost
Cost to company	Full cost	Per minute as per agreement
Number series	1800	1860

# ADDITIONAL FEATURES

Features	Benefits
Geography-based/Point-of-call routing	- Real time customized call treatment - Immediate cascading of objectives
Time-based routing	- Manage time and day distribution accurately - Optimize call centre and manpower costs
Proportional call distribution	- Balance call load at various locations - Optimizes call centre and manpower costs
Condition-based routing	- Caller never hears a busy signal - No calls are missed - Customer serviced all 365 days
PIN-based routing option	- Customised treatment to each caller - Screen all incoming calls - Optimize call centre and manpower costs

## WHY OUR TOLL SERVICES?

- With our pan-India geographic coverage, you can receive calls from any service provider, anywhere
- Our service enables efficient use of phone lines that allow mixing inbound and outbound calls on the same dedicated access line
- With us you get 24x7 monitoring by our Network Operating Centre
- Our state-of-the-art digital network allows quick and easy rerouting during emergencies
- We have proven technology with successful deployments and happy customers across India
- Our service standards are second to none
- We value relationships

## WHY US?

- With the widest suite of products & services, you don't need to look any further
- Our relationship managers & solution architects design what is best for you
- We are a dedicated team of over 2000 professionals working tirelessly to serve you
- Our reach is unparalleled with 125,000 km of network, 750+ partners, 1600+ channel teams
- Our customers trust us and the industry recognizes our innovations
- We have been successfully meeting customer's business needs for over 20 years



Find us on:



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