



# **always be there for your customers**

Generate business leads, serve customers and receive feedback, with our **Toll Free Services**

At the heart of every business is the customer and interacting with them on a regular basis can help you gain insights about your business, understand areas that need improvement, and even generate new leads. Our Toll Free Services (TFS) are designed to help your teams interact with customers seamlessly and effortlessly.

**Depending on your business needs, choose from 5 different service types**

### **Domestic Toll Free Service (DTFS)**

DTFS are numbers with 1800 series, a gateway for your customers to reach out to you from anywhere in India, free of charge. You also get the option to choose from easy-to-remember numbers, which means better recall and more business opportunities. Our Toll Free Numbers can be dialled from all operators across the country.

### **Universal Access Number (UAN)**

Universal Access Number's (UAN) are 1860 series numbers, where callers pay only local charges across the country. Besides giving your customers and leads across India a convenient way to call your business, you could also use these services to make it easy for your employees across the country to access centralised helpdesks.

### **International Tollfree Service (ITFS)**

International Toll Free Service (ITFS) allows customers from across the globe to reach you easily, free of charge. You can avail our International Toll Free Numbers from India and pay for all charges in Indian Rupees, thus avoiding the hassle of coordinating with multiple service providers across the world.

### **Universal International Freephone Number (UIFN)**

Universal International Freephone Number (UIFN) Service, allows your overseas customers to contact you as easily as your India-based customers. You get a common Toll Free number in more than 60 countries that will help your customers not only remember the number but also easily access your business, without incurring any call charges.

### **International DID Service**

International DID service allows your overseas customers to contact you by dialing a local access number of their country. You can avail International DID numbers from India for more than 80 countries, thus avoiding the hassle of coordinating with multiple service providers across the world.

## With our Toll Free Services, you can



Establish a corporate identity and build your brand



Generate leads



Increase responsiveness



Consolidate new businesses



Establish better service standards Pan-India

## Be all-inclusive with DTFS



Allow customers to call for free



Allow users with zero balance to reach you

## ITFS & UIFN & International DID services augment reach



Extend services across the world, with one common global number



Get access to advanced routing features to carry calls to different destinations

## Through a host of convenient features



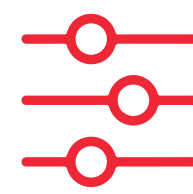
Time-based routing



Call redirection



Load Balancing



Sequence-based

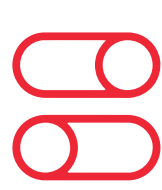


Business Continuity

## With DTFS and UAN services, you also get access to



Origin-based routing



Black/White listing of numbers

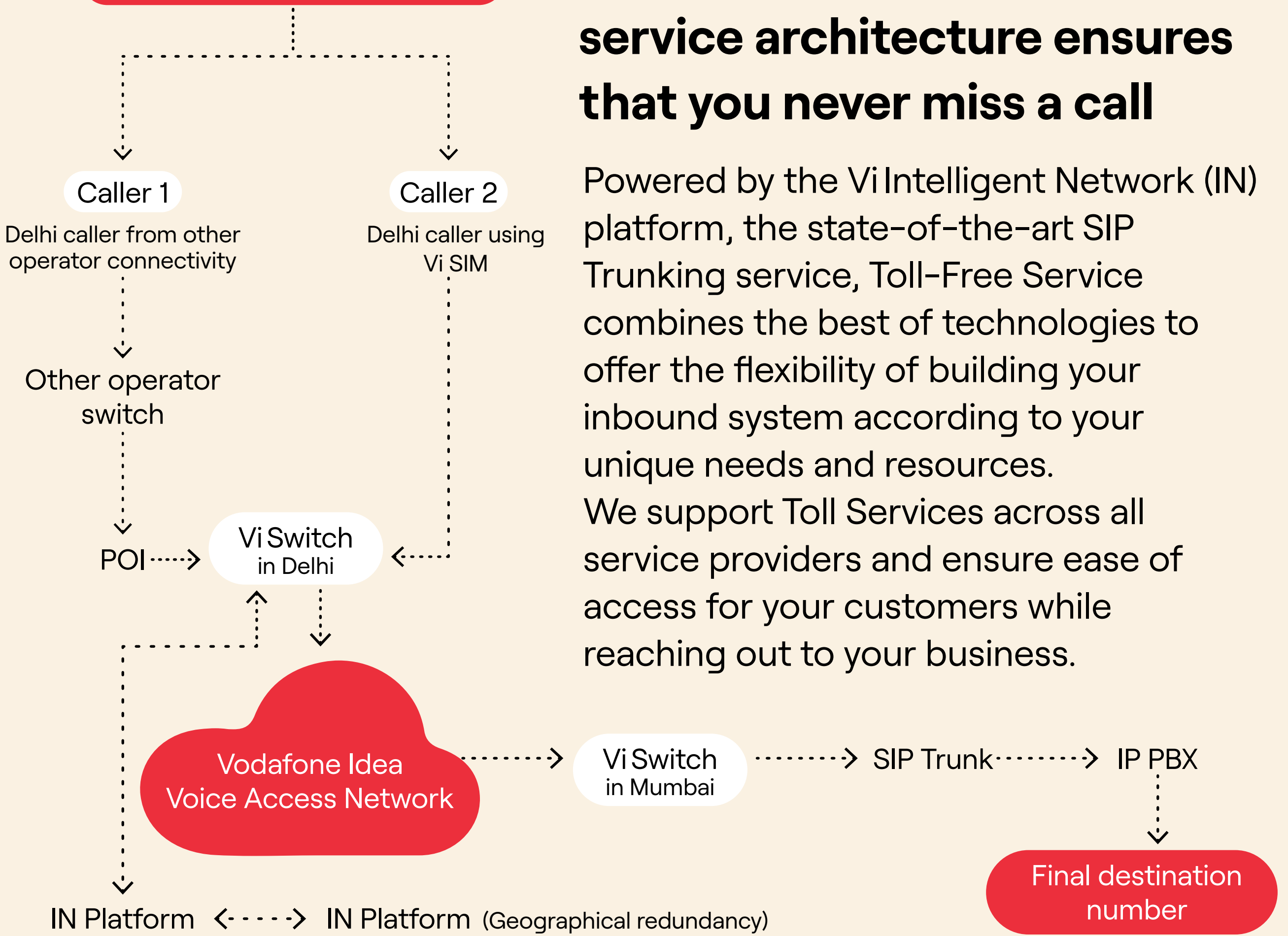


Self-Care Portal



Reporting

Call made on 1800 123 123 123



## Our **state-of-the-art** service architecture ensures that you never miss a call

Powered by the Vi Intelligent Network (IN) platform, the state-of-the-art SIP Trunking service, Toll-Free Service combines the best of technologies to offer the flexibility of building your inbound system according to your unique needs and resources. We support Toll Services across all service providers and ensure ease of access for your customers while reaching out to your business.

Call flow of the scenario where a Delhi user is calling a Toll free number that lands in Mumbai



**Enterprise Mobility**



**Communication**



**Connectivity**



**Security**



**IoT**



**Cloud**

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