



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 4 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 reach you easily, free of charge. You can avail our International Toll Free Number's from India, 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.

And a distinct **Managed Toll Free Services solution**, for better monitoring and management of large call volumes

Managed Toll Free Services (MTFS) provides you with a transparent view of your Toll Free traffic, real-time call usage reports and analytics, with



Real-time view of the network



Access to faster corrective actions by augmenting the SIP Trunk/PRI channels in case of failed calls due to congestion



Help enterprises call back on the missed call numbers during network congestion or if agents at contact centre are unavailable

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

With our DTFS services, you can also:



Allow customers to call for free



Allow even users with zero balance reach you

While with our ITFS & UIFN services, you can also:



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:



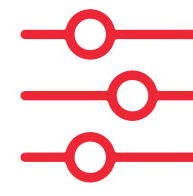
Time-based routing



Call redirection



Load Balancing



Sequence-based

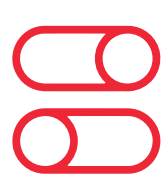


Business Continuity

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



Origin-based routing



Black/White listing of numbers



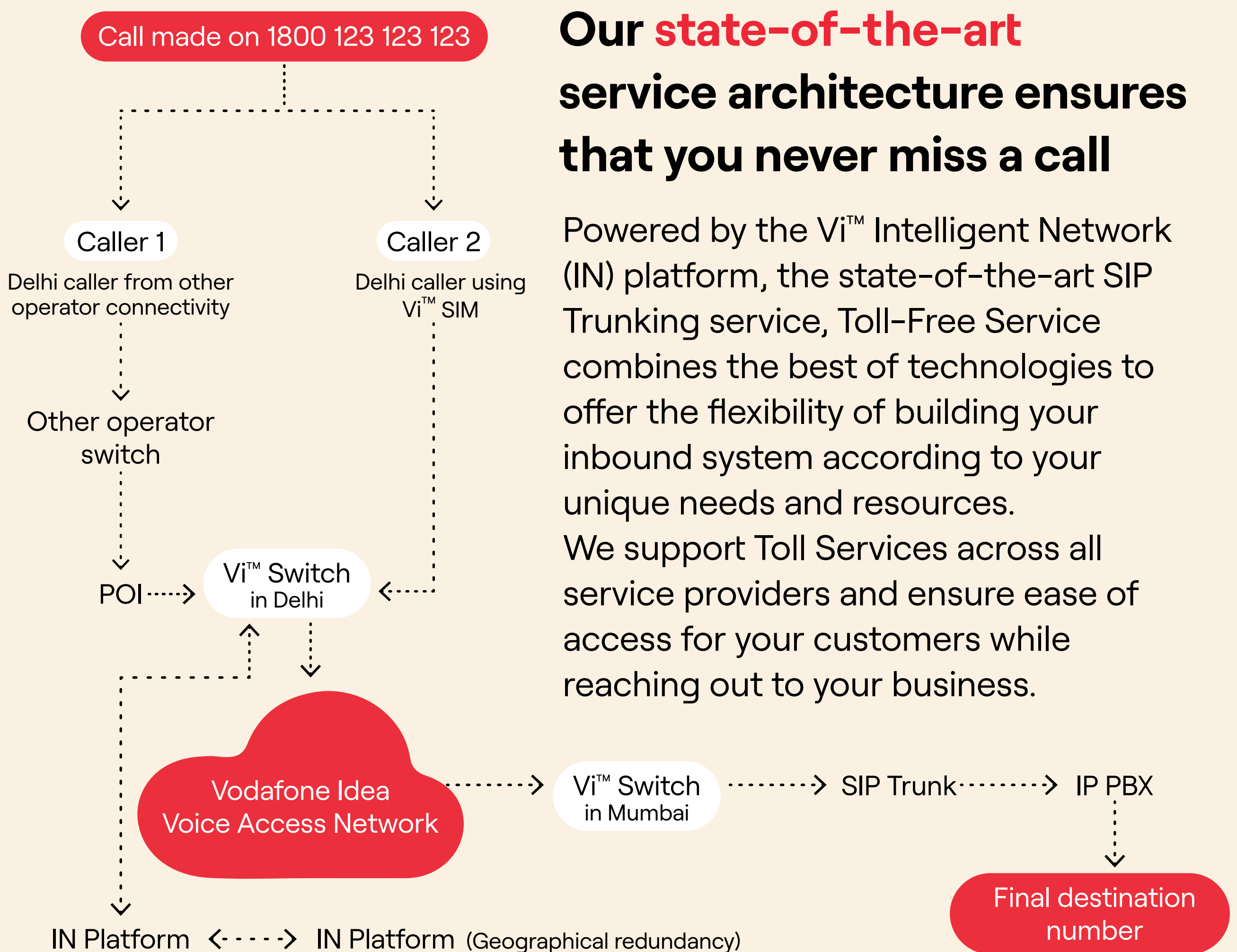
Self-Care Portal



Reporting

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

To know more, visit myvi.in/business or reach out to us at **1800 123 123 123**



Enterprise Mobility



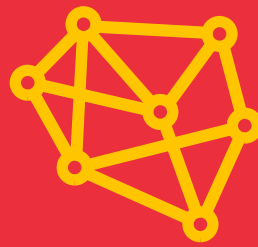
Communication



Connectivity



Security



IoT



Cloud

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