

# Lightpath

## Toll Free Service

### Boost Response Rates While Lowering Costs

Lightpath enhanced Toll Free Service is provided over our fully owned, 100% fiber network for unsurpassed service levels, resiliency, reliability, and security.

Choose the toll free plan that fits your business. Simplify how you manage, route, and receive customer calls. Choose a toll free plan that fits your needs, all backed by our fiber network and expert customer support.

Increase productivity with our toll free features:

- Intuitive customer portal
- Reports by call details, call execution, outbound rejected calls, call routing distribution
- Summaries by number dialed and phone routed
- Routing by area code and exchange
- NPA/NXX routing
- Percentage allocation
- Time and day manager

Experience the ease of Ethernet and our 100% fiber network:



**Unsurpassed reliability.** High-performance fiber-to-the-premises network architecture protects your critical data and provides superior availability and resiliency.



**True simplicity.** Seamless installation and award-winning Customer Care make it easier to manage your network.



**Superior customer support.** Our Customer Care Center and Network Operations Center are available to you 24/7/365, providing you with expert support.

## Toll Free service features on the Lightpath Portal

Automatic Number Identification	CDR report displays the ANI (Automatic Number Identification) of the caller's phone as captured by the CCS Network.
Dialed Number Identification Services	Supports sending a DNIS (Dialed Number Identification Service). The CCS network includes the DNIS in the packet of information that accompanies each inbound call.
Area Code Routing	'GEO-Route' feature allows the set up of routes for incoming calls - based on the originating area code.
Exchange Routing	'GEO-Route' feature allows the set up of routes for incoming calls - based on the originating NXX exchanges.
NPA/NXX Routing	Allows creation of up to 6 routing packages per toll free number for future use.
NPA/NXX Blocking	'GEO-Route' feature allows the set up routes for incoming calls - based on the originating NXX exchanges. These calls can be pointed to the prompt that plays and hangs up on bad-actors.
Percentage Allocation	Allows the routing of calls to multiple destinations based on % allocation of calls received.
Day Manager	Allows Toll Free calls to be routed differently based on Day of the week.
Time Manager	Allows Toll free calls to be routed differently based on Time of Day.

## About Lightpath?

Lightpath is revolutionizing how customers connect to their digital destinations by combining our next-generation network with our next-generation customer service. Lightpath's advanced fiber-optic network offers a comprehensive portfolio of custom-engineered connectivity solutions with unparalleled performance, reliability, and security.

Our consultative customer service means we work with you to design, deliver, and support the solution for your unique needs, faster and more easily than ever before. For over 30 years, thousands of enterprises, governments, and educators have trusted Lightpath to power their organization's innovation. Learn how Lightpath can connect you to your digital destinations.

To Learn More About Lightpath visit:  
**[Lightpathfiber.com](http://Lightpathfiber.com)**