



Toll Free Services

Are you easily accessible to potential customers?

DigitalIsland*

Our customised pricing means that Digital Island can tailor a toll free solution designed specifically to suit your business's unique calling requirements, at the lowest possible cost.

Free monthly management reports are included with our toll free services, providing summary statistics on usage and costs, plus details such as timing of calls, geographic origin of calls and missed calls – all vital information for measuring the effectiveness of marketing campaigns, staffing levels, busy times and telecommunications requirements.

TOLL FREE FEATURES

- ▶ Full toll free number portability means that you can continue to use your existing toll free number when you move to Digital Island.
- ▶ Both national and international toll free numbers are available at highly competitive prices.
- ▶ **Geographic Routing:** depending on the origin of a call it will go to a particular office or number.
- ▶ **Menu Options:** an IVR type service which directs callers to dial 1 for the operator, 2 for bookings, 3 for accounts, etc.
- ▶ **Courtesy Response:** allows a pre-recorded message to be played before the call is forwarded to the terminating number.
- ▶ **InfoCall:** callers will hear a pre-recorded message rather than speaking to a person.
- ▶ **Distinctive Tone:** a beep sounds to notify that the call that the caller dialled the toll free number.
- ▶ **Follow Me:** users can switch the 0800 to divert to their cell phone.
- ▶ **Time Based Services:** after hours you can divert the 0800 service to ring to a different location.
- ▶ **Blocking Cell Phone Calls:** customers can elect to block calls from cell phones.
- ▶ **Percentage Call Distribution:** allows the customer to distribute a set percentage of calls to various locations.
- ▶ **Additional features include:** Call Distribution Plans, Confidential PIN, Suspended Service, and Pending Toll Free Service.