Toll Free Service

Toll Free Service (TFS) enables agency customers to make long distance calls to the agency at no charge to the customer.   TFS can be used to support the agency's mission and enhance the agency's customer service by encouraging customers and citizens to call free-of-charge from locations around the world. Call management capabilities include voice applications, network based Interactive Voice Response (IVR) announcements, use of agency-based databases to facilitate call routing to the appropriate party, and caller self-service options.

TFS uses the agency's underlying voice service for connectivity and interoperates with the Public Switched Telephone Network (PSTN) including both wireline and wireless services. There are two ways an agency can obtain a toll free number: (1) the agency may require the contractor to assign and create the number; or (2) the agency may re-use an existing toll free number with the same or enhanced routing capabilities and advanced features.

TFS calls must terminate at a domestic location but may originate at non-domestic locations. An agency may request a single, unique toll-free number that is the same throughout the world (where available commercially from participating countries). The agency would need to describe in detail their requirement(s) if the TFS is required to support other services such as Contact Center Services (CCS).

Category: Voice Service

Complementary Services Needed: In order to use TFS, the agency may need one or more of the following EIS services or equivalent: Access Arrangements (AAs), Circuit Switched Voice Service (CSVS), IP Voice Service (IPVS), or Contact Center Service (CCS).

Definitions: Please see EIS contract Section J.12 Glossary of Terms for clarification of technical terms and acronyms.

Figure 1—Toll Free Service
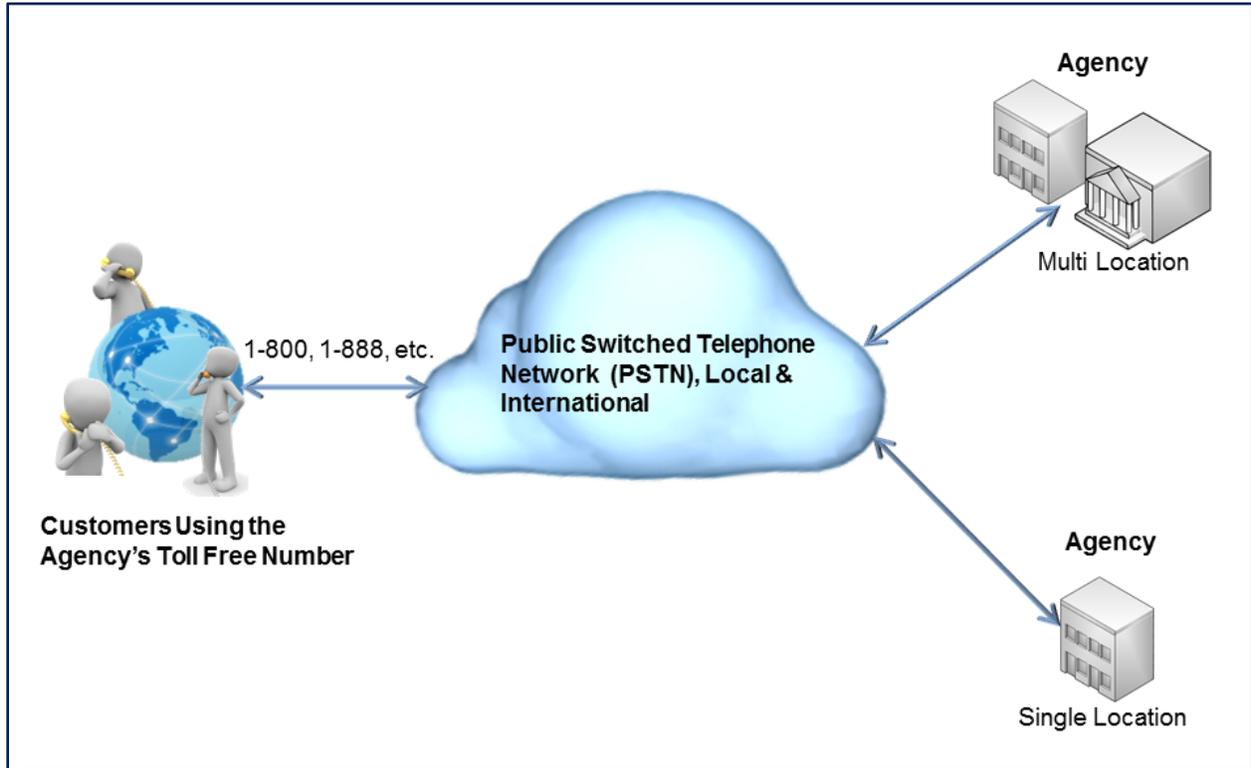
1. Why an Agency Might Select this Service

- Enables agency customers and citizens to call the agency at no charge, regardless of their location.

- TFS advanced routing capabilities can enhance customer service by directing customers to the appropriate action office for satisfying specific requests.

- TFS access enables agency customers to call from locations around the globe to initiate and complete transactions using an interactive voice response system.

- TFS allows agencies to transfer an existing toll free number to a new service provider to realize a better rate or obtain enhanced functionality.

NOTE: Agencies considering this service may also want to review Contact Center Services (CCS), as these two services are often used together.

2. Examples of How TFS Could be Used

- **Toll Free Calling to Specific Department:** A toll free number may be assigned for the general public to reach a specific department such as the public affairs office or help desk.

- **Vanity Toll Free Numbers:** Agencies can use TFS to establish an easy-to-remember, vanity, toll free number to assist customers in connecting with the agency.

- **IRS Toll Free Assistance Line:** The IRS uses toll free service extensively to assist personal and business taxpayers with free help in preparing and filing their annual Federal Income Tax Returns.[1]

- **U.S. Navy Counseling Line:** The Navy uses toll free service to provide sailors and their families with a variety of no-cost counseling services provided by licensed clinicians through the Fleet and Family Support Center (FFSC) system.[2]

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[1] "Let Us Help You," U.S. Internal Revenue Service, accessed August 12, 2016,
[2] "Counseling and Assistance," U.S. Naval Support Facility Indian Head, accessed August 12, 2016,

3. Key Technical Specifications

NOTE: This portion of the service guide has been abridged due to space considerations. For full technical details on TFS, please refer to EIS contract Section C.2.2.3 Toll Free Service.

Table 1—TFS Technical Capabilities

Capability	*Description*
1. Responsible Organization	The contractor acts as the responsible organization for assignment and maintenance of toll free numbers if requested by the ordering agency.
2. Toll Free Number Portability	Toll free number portability is supported.
3. Vanity Numbers	The contractor will accommodate any presently assigned agency toll free numbers or "Vanity" numbers (e.g., 1-800-MEDICARE).
4. Universal International Free Phone Number (UIFN)	If requested by an ordering agency, the contractor provides Universal International Toll free Number service (also known as Universal International Free Phone Number - UIFN). This enables the agency to request a single, unique toll free number that is the same throughout the world (where available commercially from participating countries).
5. TFS Termination at Single or Multiple Locations	Contractor can configure a single toll free number to terminate at multiple locations, or multiple toll free numbers to terminate at a single location.
6. Recorded Announcement/Busy Signal During Congestion	The service provides a busy signal or recorded announcement for all calls that encounter network congestion and/or terminating egress congestion, as determined by the ordering agency.
7. Network Intercept	The service provides a network intercept to recorded announcements as an inherent network capability when a call cannot be completed. At a minimum, such generic announcements are provided for the following conditions: 1. Time out during dialing 2. Denial of access to features and other related conditions 3. Denial of access to non-domestic or restricted calls

Capability	*Description*
8. Customized Network Intercept Recorded Announcements	The service includes the capability for customized network intercept recorded announcements. An announcement can be: 1. Recorded by the contractor 2. Recorded remotely by the ordering agency
9. Recorded Annoucement in English and Spanish	All announcements can be recorded in English and/or Spanish. Check the specific contractor's EIS contract for other language options.
10. Referral Telephone Number	The service provides a referral message to callers of a disconnected toll free number. Upon a submission of a TFS disconnect order, the agency has the option for a referral telephone number to be provided in an announcement message to callers of the disconnected toll free number.
11. Dialed Number Identification Service (DNIS)	The service includes Dialed Number Identification Service (DNIS). DNIS enables multiple toll free numbers to be routed and uniquely identified on a shared trunk group. Upon agency request, the service can transmit DNIS digits, prior to the delivery of a TFS call, to uniquely identify the dialed toll free number. The DNIS digit length is between three and ten digits.
12. Automatic Number Identification (ANI)	The service provides the Automatic Number Identification (ANI) for each calling party to assist agencies with identifying malicious or emergency calls.

NOTE: *Table 2* **below contains information on 14 of the 28 TFS features, and many of these have been abridged for this document because of their length. Please refer to EIS contract** **Section 2.2.3 Toll Free Service, and specifically to Section C.2.2.3.2 [TFS] Features, for the complete list and descriptions of all Toll Free Service features.**

Table 2—TFS Features

Feature	Description
1. Agency-based routing database (also known as Host Connect)*	The service can route TFS calls or provide information based upon one or more queries of information provided by a database located at the ordering agency premises.
2. Alternate Routing (also known as "Cascade" routing)	TFS calls can be re-routed on a pre-determined plan based upon availability of trunks (busy) at the terminating location, a maximum number of calls allowed in progress, or a pre-defined ring-no-answer condition. If none of the alternate terminations are able to receive the call, then the call is terminated to (1) a predefined announcement, or (2) a busy signal, at the ordering agency's option.
3. Automatic Number Identification (ANI)	The service allows transmission of the TFS caller's real time ANI information (full 10-digit number or non-domestic equivalent) to the TFS user agency.
4. ANI Based Routing	TFS calls are routed based upon the originating ANI of the caller. Default routing defined by the ordering agency is used if ANI is not available.
6. Announcements*	The service provides TFS network-based announcements with both generic and customized recordings.

Feature	Description

8. Call Redirection*	The contractor's network can transfer a TFS call from the called party/agent to another toll free number, or any PSTN number by using any one of the three following modes of network-level call transfer:
	    1. Blind transfer (unsupervised)
	    2. Verification by the agent and then transfer (supervised)
	    3. Three-way conference and then transfer*
	The agency decides which of the three modes are used.
	The contractor can do this re-direction no matter the platform from which the call is being re-directed.

10. Custom Call Records	This feature is used in conjunction with the TFS Interactive Voice Response and Call Prompter features, and provides individual call detail data records, which include, at a minimum, the following data: 1. Date and time of TFS call 2. Call duration 3. Specific details regarding the call attempt (e.g., menu options selected in an IVR or Call Prompter application) 4. Call entered digits 5. Call disposition (busy, complete, no answer, blocked) 6. Caller information (ANI - if available or DNIS) 7. Toll free number dialed 8. Flexible custom fields according to agency needs A detailed description of each call detail record field, including definitions of the data elements, is provided to customers prior to activation of the feature. The call record data can be easily imported into agency databases or applications. The call records and a summary report are available electronically on a daily, weekly or monthly basis as requested by the ordering agency.
14. Interactive Voice Response (IVR)*	The service includes an automated application that provides TFS callers with information based upon input from either (a) DTMF key entries or (b) Natural speech recognition.

Feature	Description
16. Network Call Distributor (NCD)*	The service provides advanced, intelligent call routing capabilities based upon real time status of each contact center's operating conditions, agent skills, and/or agency-specified business rules. The NCD function polls the agency's PBX/Automatic Call Distributor (ACD) at regular intervals to capture real-time ACD operating status information. This information is used to update a call routing processor that uses call routing logic/algorithms that have been predefined by the agency, to determine the best location or resource to deliver the inbound call.
18. Numbering Plan Area/Numbering Plan Exchange (NPA/NXX) Routing	This feature enables TFS calls to be routed to different terminations based upon the calling party's originating NPA or NPA/NXX or country code. Where NPA/NXX is not available, calls are routed to an agency-defined default location.
20. Real Time Reporting*	This feature enables the agency to monitor and report on summary and detail data relating to the status of TFS calls on a near real-time basis (minimum required refresh rate of 30 seconds and at other contractor proposed intervals).
23. Speech Recognition	Feature includes network based natural speech recognition applications with the ability to recognize spoken vocabulary, digits, zip codes, credit card numbers, account numbers, alpha numeric numbers, etc. At a minimum, this function can handle English and Spanish speech recognition. Check Section C.2.2.3.2 of the specific contractor's EIS contract for other languages that may be offered.
24. Tailored Call Coverage	Feature enables the agency to restrict TFS calls originating from specific areas (country, state), telephone numbers (NPA, NPA/NXX, or ANI), or call type (Payphones). The caller hears a standard announcement informing them of the restriction.
28. Vanity Toll Free Number	The agency can obtain "vanity" toll free numbers (e.g., 1-800-CALL-GSA), if available.

* The description for this feature has been shortened for this service guide because of its length. Please refer to EIS contract Section 2.2.3 Toll Free Service, and specifically to the TFS Section C.2.2.3.2 Features, for complete details on this and other TFS features.

4. Pricing Basics for TFS

Please visit the EIS Resources Listing and locate the Basic EIS Pricing Concepts Guide to gain an understanding of EIS pricing fundamentals.

4.1 Access Arrangements

Appropriate access arrangements must be selected for each endpoint. Note that switched access is included in the TFS transport charge, while dedicated access must be separately obtained. Please visit the EIS Resources Listing and locate the Access Arrangements Guide for more detailed information.

4.2 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required at each location.
  NOTE: SRE uses catalog-based pricing.

- The agency should request that the contractor provide pricing for any SRE that would be required, in addition to the agency's existing infrastructure, to deliver the service.

- Please visit the EIS Resources Listing and locate the Service Related Equipment Service Guide for more detailed information.

4.3 TFS Price Components

The price structure for TFS consists of the components shown in *Table 3* below.

Table 3—TFS Pricing Components

Component	Charging Unit
TFS Transport Usage (Switched, Dedicated, or IP access termination)	Per 6 seconds increments
TFS Flat Rate (Switched, Dedicated, or IP access termination up to TBD minutes)	Per Month
TFS Overage (Switched, Dedicated, or IP access termination over TBD minutes)	Per 6 seconds increments
Payphone Surcharge	Per call
Features	Features may be NRC, MRC, or Usage-based

Figure 2 below shows how the pricing components in *Table 3* are combined to produce the total cost for the service.

Figure 2—This figure shows how the various pricing components in Table 3 would be combined to calculate the total TFS charges. NOTE: One or more of these components may not be needed to price a particular service.
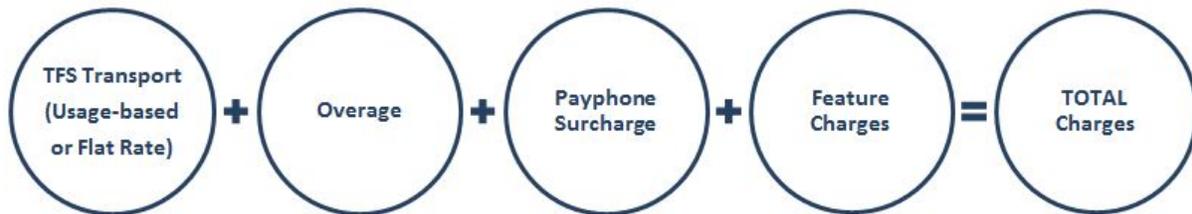
The charges for the different components in *Figure 2* are calculated using details provided in the pricing tables in EIS contract Section B.2.2.3 Toll Free Service. (Please visit the EIS Resources Listing and locate the Basic EIS Pricing Concepts Guide for instructions on using the pricing tables to compute the cost of a service.)

NOTE:

(1) TFS Transport and Overage fees are dependent on whether the underlying transport service is switched, dedicated or IP-based.
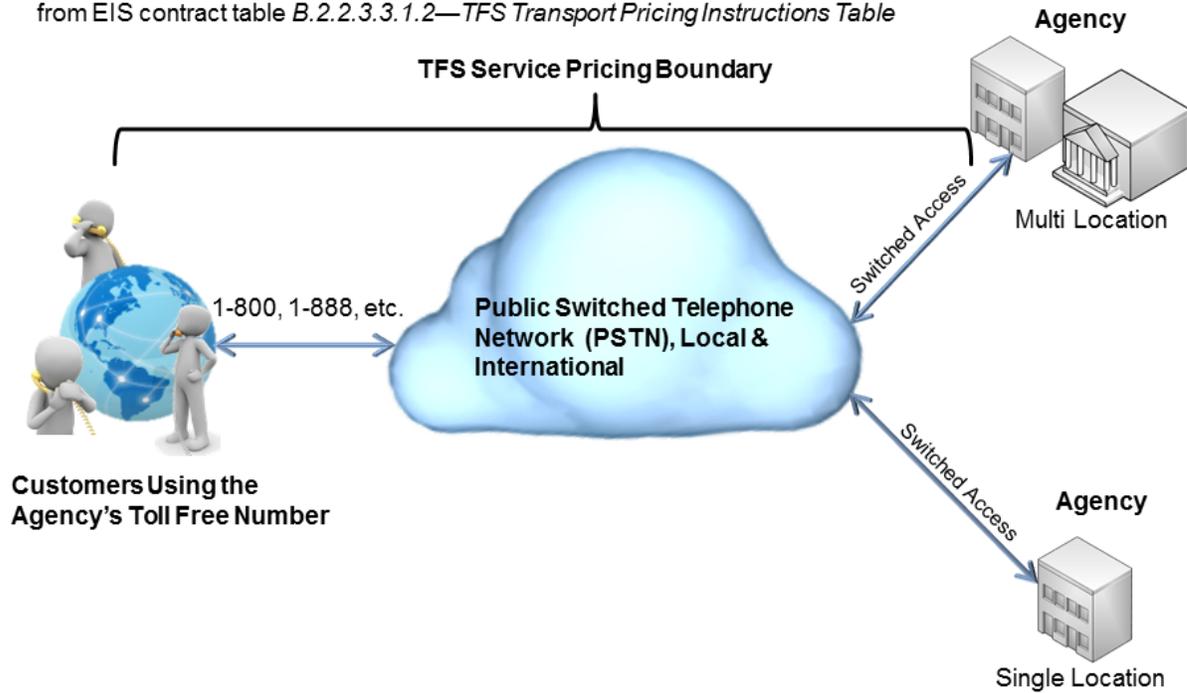
(2) A contractor may offer a custom variation of the service to meet an agency's unique requirements. Such a customization would be identified with a Task Order Unique CLIN (TUC), and would include charges that would have to be added to the components in *Figure 2* to determine the total cost of the service.

4.4 TFS Pricing Examples

Example 1: TFS with Switched Access Termination, Usage-Based

Figure 3—Usage-Based Toll Free Service with Switched Access Termination
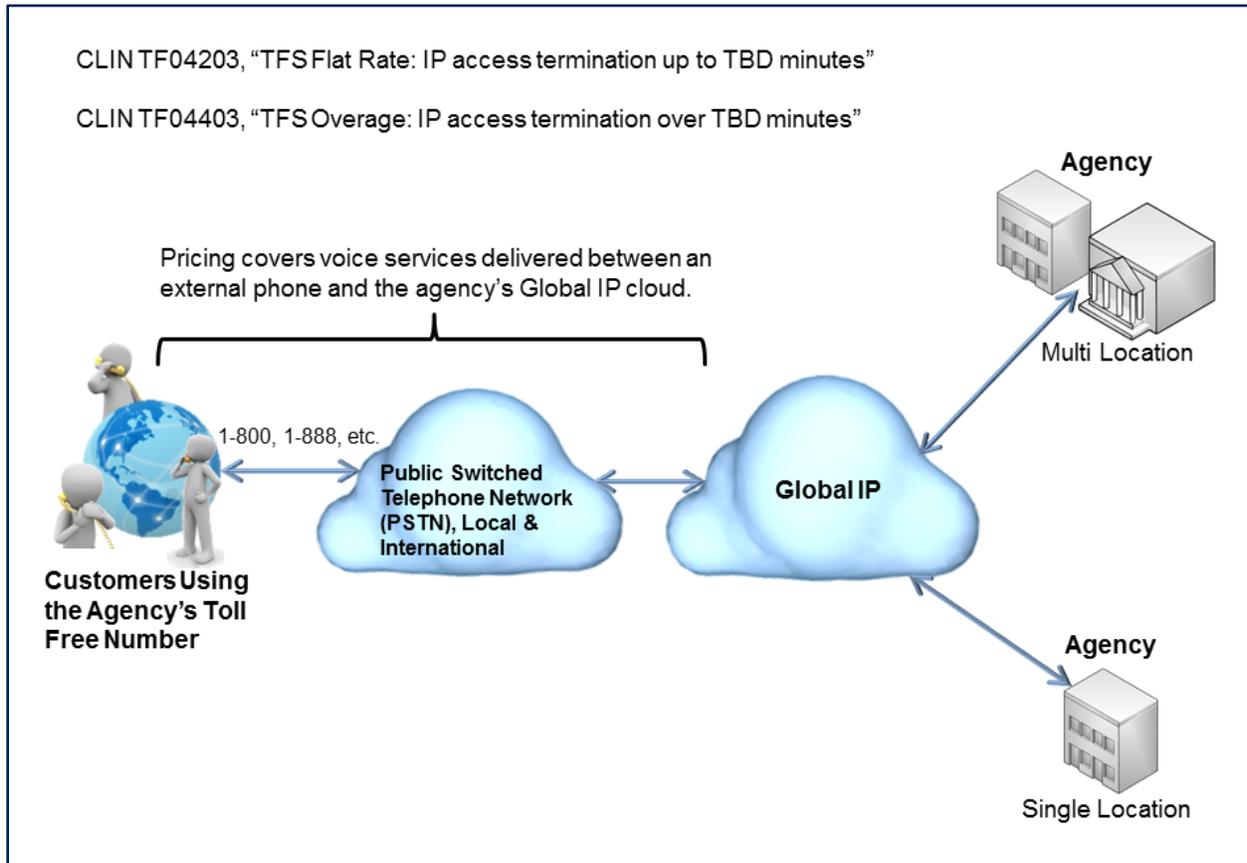

Service CLINs

- Choose CLIN TF04001 "TFS Transport Usage – Switched access termination" (see EIS contract table *B.2.2.3.3.1.2—TFS Transport Pricing Instructions Table*).

- NOTE: The cost of access is included with the Transport fee.

Example 2: TFS with IP Access Termination, Flat Rate

The services in this example provide voice service between an agency's Global IP cloud and an external phone.

Figure 4—Flat Rate Toll Free Service with IP Access Termination

Service CLINs

- Choose CLIN TF04203 "TFS Flat Rate: IP access termination up to TBD minutes" (see EIS contract table *B.2.2.3.3.2.2—TFS CONUS, Alaska, and Hawaii Flat Rate Pricing Instructions Table*).

- IP access is not included in price and must be separately obtained.

- Each contractor determines its value for "TBD" in flat rate pricing. Usage over "TBD" is CLIN TF04403, "TFS Overage: IP access termination over TBD minutes," (see EIS contract table *B.2.2.3.3.2.4—TFS CONUS, Alaska, and Hawaii Overage Pricing Instructions Table*).

5. References and Other Sources of Information

- For more technical details and information on TFS, please refer to EIS contract Section C.2.2.3; for pricing details, Section B.2.2.3.

- For more information on service-related items, please see:

  - EIS contract Section B.2.10 Service Related Equipment

  - EIS contract Section B.2.11 Service Related Labor

- Please refer to a contractor's individual EIS contract for specifics on the contractor's TFS offerings.

- For additional EIS information and tools, visit the EIS Resources Listing.

- For guidance on transitioning to EIS, please visit EIS Transition Training where you'll find several brief video training modules.