Inbound Call-Types	Feature/Capability	Description
Toll Free only	Extended Call Coverage	Origination from select areas in Canada.
Toll Free only	Tailored Call coverage/Call Area Selection	Customer can block incoming calls based on originating state or area code.
Toll Free only	Geographic/Point of Call Routing	Route calls to pre-determined locations.
Toll Free only	Exchange Routing	Route calls based on NPA or NPA/NXX or state.
Toll Free only	Disconnect Message Referral	Recorded message for change of number.
Toll Free only	Multi-Manager/Multi-Carrier	Allows Customer to split traffic between two or more Long Distance Carriers. Verizon must be the controlling RespOrg (Responsible Organization) of the number(s) for this feature to be offered.
Toll Free only	National Toll Free Listing	Customer's toll free number(s) are posted in the toll free Directory Assistance database. Upon Customer's request, up to 10 listings per number will be loaded into the directory database.
Toll Free only	Payphone Blocking	Block payphone or specific toll-free calls.
Toll Free only	Cross Entity Routing and Billing	Route and/or Billing of calls from one Customer Entity to a different Customer Entity.
Toll Free and Local Origination	Supplemental Codes/ID and Accounting	Digits entered by caller after number is dialed, which can be verified
Toll Free and Local Origination	Quota Routing/ Maximum Calls Allowed/ Most Available Agent/Next Available Agent	Provides statistical routing of calls (not a 'calls in progress' counter), to one or multiple sites driven by capacity tables that are predefined by the customer via Toll Free Network Manager (TFNM) for a particular day and hour.
Toll Free and Local Origination	Time of Day/Time Interval Routing	Routing configured based on time the call is placed.
Toll Free and Local Origination	Day of Week Routing	Routing configured based on day the call is placed.
Toll Free and Local Origination	Day of Year/Holiday Routing	Routing configured based on specific day.
Toll Free and Local Origination	Real Time ANI (Private IP only)	Identifies the Calling Party's telephone number.
Toll Free and Local Origination	Super Routing & Set Routing	Super Routing groups multiple Toll Free or Local Origination numbers and provides routing of all traffic to a single terminating location. Set Routing Plans provides the capability to group 'sets' of numbers (subgroups) and terminate the traffic of different sets to different locations. Super Routing and Set Routing can both be in place for a customer's application.

Toll Free and Local Origination	Dialed Number Identification Service (DNIS) (Private IP only)	Customers can identify the number dialed by the caller when multiple toll free numbers terminate in a single Private IP-access location.
Toll Free and Local Origination	Enhanced Dialed Number Identification Service (EDNIS) (Private IP only)	Provides customers with more than 1500 DNIS the ability to provision network (logical) termination associated with the VoIP Inbound service.
Toll Free and Local Origination	Dynamic DNIS (Set Dynamic User - SDU) (Private IP only)	Dynamic override the user portion of an IP Termination (URI) from within a routing plan during call processing. Customers may choose from two DNIS delivery options per IP location: via Proprietary Headers and/or via Dynamic User (aka Dynamic DNIS/URI).
Toll Free and Local Origination	User to User Interface (UUI)	A method of passing information from one user agent to another via SIP. UUI information is transmitted in a SIP Header during a REFER transfer between two IP End-points.
Toll Free and Local Origination	Network Event Notifications (NFY)	Allows customers to define specific events, within a routing plan for a Toll Free or Local Origination Number, to trigger an event notification email to a pre-defined address. Customers define event attributes and select their placement/trigger within a number's routing plan.
Toll Free and Local Origination	Basic CNAM	Calling Party Name (CNAM) enables Customer to receive Calling Party Names retrieved from the Verizon database when calls are delivered to Customer's IP-terminated devices.
Local Origination only	VoIP Inbound Directory Listing	One standard directory listing in LEC white / yellow pages.
International Toll Free Service & Universal International Freephone Number (ITFS-UIFN) only	ITFS-UIFN Country Access	Access via per-country or multiple-country toll- free numbers for call from 100+ ITFS-UIFN countries.
ITFS-UIFN only	Tailored Call Coverage	Block receiving calls from specified countries.
ITFS-UIFN only	Geographic or Country of Origin Routing	Route calls to pre-determined locations.
ITFS-UIFN only	Time of Day Routing	Routing configured based on time the call is placed.
ITFS-UIFN only	Day of Week Routing	Routing configured based on day the call is placed.
ITFS-UIFN only	Holiday Routing	Routing configured based on specific day.
Toll Free, Local Origination, and ITFS-UIFN	Alternate Routing	Back-up routing plan(s) to pre-established location(s).
Toll Free, Local Origination, and ITFS-UIFN	Percent Allocation	Route a set percentage of calls to specific locations.

Toll Free, Local Origination, and ITFS-UIFN	Network Call Redirect (In-Line Overflow)	Redirect or overflow calls in real-time according to outage, busy, or other customer-specific conditions using both SIP error and ISUP (ISDN User Part) cause factors.
Toll Free, Local Origination, and ITFS-UIFN	SIP REFER Transfers	Network Orchestrated SIP Transfers (RFC 3515 –unattended; and RFC 3891 – attended).
Toll Free, Local Origination, and ITFS-UIFN	Network Protocol Conversion	Carrier-grade Network Gateways to dynamically process signaling between PSTN and SIP (ISUP-to-SIP and SIP-to-ISUP).
Toll Free, Local Origination, and ITFS-UIFN	Network Session Border Controllers	Network security and improved availability via customer-specific load sharing and failover provisioning of network SBCs to ensure transactional capacity and automated routing in case of failures.
Toll Free, Local Origination, and ITFS-UIFN	Dynamic Codec Negotiation	IP CPE driven support for either Uncompressed voice G. 711 Codec or Compressed voice using the G.729 and G.729A codec to optimize bandwidth utilization.
Toll Free, Local Origination, and ITFS-UIFN	T38 delivery of Fax over Internet Protocol	Fax communications utilizing ITU recommendation T.38 as the delivery method.
Toll Free, Local Origination, and ITFS-UIFN	Toll Free Network Manager, including the Integrated Call Tree GUI for Customer Managed IPIVR Network Apps	Network Management tools that allow customers to provision and modify the Routing Plans for their VoIP Inbound Toll Free, Local Origination and ITFS/UIFN routing from their desktops.
Toll Free, Local Origination, and ITFS-UIFN	Verizon Enterprise Center Traffic Monitoring and Traffic Reporting	Traffic Monitoring provides customers the ability to monitor inbound and outbound traffic activity in near real-time, and Traffic Reporting provides them information needed to manage their IP Contact Center (IPCC) traffic.
Local Origination only	Additional Local Directory Listings **Additional charges apply**	Additional Local Origination Directory non-listed, non-published listings.
Toll Free and Local Origination	Enhanced Calling Party Name **Additional charges apply**	When enabled by customer, Enhanced Calling Party Name (ECNAM) enables Customer to receive the Calling Party Names retrieved from 3rd-Party database when calls are delivered to Customer's IP-terminated devices.
Toll Free, Local Origination, and ITFS-UIFN	Integrated Network Applications (Intelligent Call Routing and Treatment) **Additional charges apply**	IPIVR (Standard, Self-Service or Premium), Intelligent Call Routing Gateway, Intelligent Call Routing Integration, and Voice Call Back Apps.