



Bright House Networks Business Phone is a digital quality phone service for businesses like yours. Bright House Networks highly reliable, private, hybrid fiber-coaxial network incorporates the latest technology to bring you crystal-clear calls, while providing you an affordable and reliable alternative to the phone company. It provides up to 12 lines of phone service without the requirement of expensive PBX equipment to be installed.

Bright House Networks Business Solutions manages and maintains all of the switching equipment and optional Voice Mail services in our Network Operations Centers – freeing your business from the necessity of managing or maintaining this equipment.

Business Phone

BUSINESS-LEVEL RELIABILITY

At Bright House Networks Business Solutions, we understand that your phone service is your business lifeline. That's why our infrastructure and processes are designed from the ground up to ensure that Business Phone consistently delivers reliable, high-quality communications.

- Calls are routed through Bright House Networks state-of-the-art private network.
- The Bright House Networks infrastructure is built to survive weather threats through a redundant self-healing network and customer-premise battery backup to prevent service interruption.
- Business Phone does not route calls over the public Internet, where they could be subject to latency and routing delays that can cause echoes and lost communications.
- Bright House Networks Operations Centers consistently monitor key network components to prevent most network problems before they occur.



COMBINING THE BEST OF NEW AND ESTABLISHED TECHNOLOGIES

- Business Phone combines the best of TDM (circuit) and VoIP (packet) service.
- It works in much the same way as service from other conventional telephone companies.
- Business calls are converted from analog signals to digital packets that are sent over a private IP network and then routed to the Public Switched Telephone Network (PSTN).
- By sending calls over our private network instead of the public Internet, Business Phone assures business-level reliability and voice quality.

BUSINESS-LEVEL ACCOUNT SERVICE

- A Dedicated Account Executive for your business
- 24/7 technical support and local Customer Care
- Priority technical assistance – Business Phone customers are at the front of the line

GETTING STARTED IS EASY

- Keep your current local and Toll Free numbers
- Keep your existing telephone, fax and POS equipment
- Keep your current yellow pages and other directory listings
- Save money and simplify administration by combining Business Phone with other communications services from Bright House Networks Business Solutions.

Full-Featured Business Level Voice Features

- **Unlimited local and long-distance calling** - anywhere in the U.S., Puerto Rico and Canada.
- **Call Forwarding** - provides the ability to forward all calls to a specified telephone number.
- **Call Waiting** - alerts the user to another incoming call with a special tone.
- **Caller ID and Call Waiting ID** - displays the name and telephone number of the calling party, even when another call is in progress.
- **Hunt Groups (also known as rollover numbers)** - allows incoming calls to be routed to different extensions automatically either sequentially or via uniform call distribution.
- **Business Voice Mail** - retrieves and saves messages. Multiple Voice Mail Boxes available for multiple users (optional feature).
- **Speed Dial** - allows for 1-digit dialing to frequently called numbers.
- **Three-Way Calling with Call Transfer** - allows a user to add a third party to an existing two-party call. Call originator can hang up and the remaining two parties can continue the conversation.
- **Directory Assistance with Call Completion** - provides access to 411 directory information and call completion by the operator (additional charges apply).
- **Distribution Lists** - enables you to edit or hear an existing list and create a new list.
- **Caller ID Blocking/Unblocking** - blocks/restores the delivery of the customer's name and number when a call is placed.
- **Anonymous Call Rejection** - blocks unwanted calls from callers who restrict sending Caller ID information.
- **Enhanced 911** - automatically provides name, telephone number and address to 911 emergency dispatchers.
- **Additional Charges Blocking** - blocks various call types that generate additional charges (e.g., 411).
- **Block Inbound Calls** - restricts inbound calls. Line will allow outbound calls only.
- **Block Outbound Calls** - restricts outbound calls. Line will allow inbound calls only.
- **Inbound/Outbound Call Restriction Options** - allows a customer to restrict certain types of inbound and/or outbound calls on a per-line basis.
- **Operator Assistance** - provides specialized assistance in placing calls or call interruption in case of emergency (additional charges apply).
- **Account Codes** - allows you to assign codes to charge calls to user projects, departments, or other special accounts.
- **Repeat Dialing (*66)** - allows you to have your last outbound call automatically redialed when your first attempt reaches a busy number.
- **Call Return (*69)** - allows you to hear the number of the last incoming call and automatically dial that number.