

## VOICE SERVICES

DATA SERVICES

VIDEO SERVICES

COMMUNICATION SERVICES

MANAGED SERVICES

ENTERPRISE SOLUTIONS



# Business Phone

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.

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.

## BUSINESS-LEVEL RELIABILITY

Business Phone provides up to 12 lines of 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.

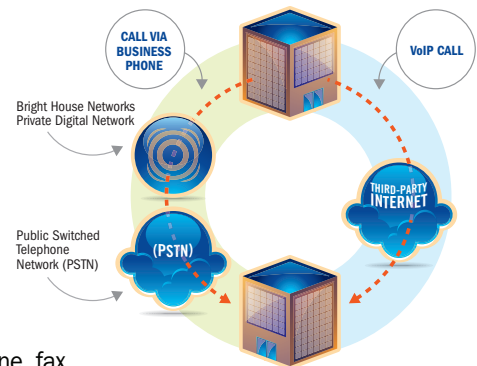
- Calls are routed through Bright House Networks state-of-the-art private network.
- The Bright House Networks infrastructure is built to survive weather threats through a redundant self-healing network and customer-premise battery backup to prevent service interruption.
- Business Phone does not route calls over a third-party 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.

## 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 a third-party Internet, Business Phone assures business-level reliability and voice quality.

## 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.



**BRIGHT HOUSE NETWORKS**  
**business solutions**



Where business gets personal.

## CONVENIENCE, SECURITY, PRIVACY

<b>CONVENIENCE</b>	<b>Audio Conferencing</b> .....	you receive one free Audio Conferencing toll-free number and one toll number for those calling from outside the United States. Buckets of minutes are available for an additional charge.
	<b>Automated Attendant</b> .....	acts as a virtual operator/receptionist without the intervention of a live operator. Answers calls and presents callers with a menu of options and associated prompts to route and connect calls to extensions or voice mail.
	<b>Business Voice Mail</b> (optional feature) .....	retrieves and saves messages. Multiple Voice Mail Boxes available for multiple users
	<b>Call Forwarding</b> .....	provides the ability to forward all calls to a specified telephone number
	<b>Call Forwarding, Busy</b> .....	provides the ability to forward calls to your voice mail or another number if your line is busy.
	<b>Call Forwarding, No Answer</b> .....	provides the ability to forward calls to your voice mail or another number if a call is unanswered.
	<b>Caller ID and Call Waiting ID</b> .....	displays the name and number of the calling party, even when another call is in progress
	<b>Call Return</b> .....	allows you to hear the number of the last incoming call by simply pressing *69
	<b>Call Waiting</b> .....	alerts the user to another incoming call with a special tone
	<b>Directory Assistance with Call Completion</b> .....	provides access to 411 directory information and call completion by the operator (additional charges apply)
	<b>Distribution Lists</b> .....	enables you to edit or hear an existing list and create a new list
	<b>Hunt Groups</b> (also known as rollover numbers) .....	incoming calls can be routed to different extensions automatically, either sequentially, circularly or via uniform call distribution
	<b>Repeat Dialing</b> .....	allows you to have your last outbound call automatically redialed when your first attempt reaches a busy number, by simply pressing *66
<b>Speed Dial</b> .....	allows for 1-digit dialing to frequently dialed numbers	
<b>Three Way Call Conferencing and Transfer</b> .....	allows you to add a third party to a call (Three Way Conferencing), or to transfer the call to another phone (Three Way Call Transfer)	
<b>SECURITY</b>	<b>Anonymous Call Rejection</b> .....	blocks unwanted calls from callers who restrict sending caller ID information
	<b>Caller ID Blocking/Unblocking</b> .....	blocks/restores the delivery of the customer's name and number when a call is placed
<b>PRIVACY</b>	<b>Account Codes</b> .....	allows you to assign codes to charge calls to user projects, departments or other special accounts
	<b>Additional Charges Blocking</b> .....	blocks various call types that generate additional charges (e.g., 411)
	<b>Block Inbound Calls</b> .....	restricts inbound calls. Line will allow outbound calls only
	<b>Block Outbound Calls</b> .....	restricts outbound calls. Line will allow inbound calls only
	<b>Enhanced 911</b> .....	automatically provides business name, telephone number and address to 911 emergency dispatchers
	<b>Inbound/Outbound Call Restriction Options</b> .....	allows a customer to restrict certain types of inbound and/or outbound calls on a per-line basis (e.g., international and 900 calls)
<b>Operator Assistance</b> .....	provides specialized assistance in placing calls or call interruption in case of emergency (additional charges apply)	

## PARTNERING FOR YOUR SUCCESS

Bright House Networks Business Solutions is your community's undisputed leader in business communications services. We pride ourselves on our continued innovation and investment in network equipment and technology, offering highly reliable, easily scalable, customized solutions.

Our advanced Data and Voice services empower you to enhance and grow your business, and your Dedicated Account Executive and professional Customer Care and Technical Support are always working to maximize your success. You can rest easy knowing expert, local Customer Care is just a call away — 24/7/365. Experience the advantage of one reliable partner providing all your business communications on one easy, affordable monthly bill.

## LEARN MORE

Contact us at **1-877-424-9246** or visit [brighthouse.com/business](http://brighthouse.com/business) to discover how Business Phone from Bright House Networks Business Solutions can help your business do more for less.

**BRIGHT HOUSE NETWORKS**  
**business solutions**



Where business gets personal.