

# Comcast Business Voice

Crystal clear IP-based Voice service with the features of landline phones and more.

With Comcast Business Voice, you get more than just a reliable, IP-based business voice service that's best in call clarity.\* You also get all the features of landline phones, unlimited local and nationwide long distance calling and advanced business voice management features designed to help you be more professional and competitive. All of this is included at no extra cost and delivered via the Comcast Business Network, a private managed network that segments voice and data traffic for peak performance. Plus, 24x7 Dedicated Business Support and a dedicated local Account team.

Finally, an IP-based business voice service you can count on to help enhance productivity, with the features your business needs.

## More Value, Less Costs

- Unlimited local and nationwide long distance calling.
- Calls to Canada, Puerto Rico and other U.S. territories included at no additional charge.
- Great international calling rates.
- Includes One Business Directory Listing.
- Toll-free service available.
- No need to purchase additional equipment.

## Big Business Features on a Small Business Budget

### Individual Features:

- Call Forwarding – Selective, Always, Busy, No Answer
- Voice mobility features that link your business phone to your iOS and Android mobile devices, so you're always connected
- Caller ID and Call Waiting
- Sequential Ring, Simultaneous Ring
- Call Hold with Music On Hold
- Call Transfer
- 3-Way Calling
- Do Not Disturb

### Group Features:

- Hunt Group
- Call Pick Up
- Extension Dialing

## Add Voicemail for Employee Flexibility

- Email notification of voicemail.
- Listen to voicemail from any phone or online.
- Check call history and manage voicemail online.
- Delivery of voicemail to email via .wav file.

## Service and Support

- Retain your current phone number.
- View your Call Detail Records online via the Business Voice Portal.
- Access, review and pay your bill online.
- 30 Day Money Back Guarantee.
- Professional installation.
- Support Everywhere: phone, web, onsite.
- 24x7 Dedicated Business Support.

## Comcast Business Voice – Added Value

As the 4th largest fixed voice service provider in the U.S., Comcast's IP-based phone services offer a robust suite of popular calling features to help businesses operate efficiently and effectively. Comcast makes it easy for Small Businesses by:

- Allowing businesses to keep their existing Telephone Number.
- Providing options for Full Featured and Basic phone lines.
- Integrating with FAX, Alarm and/or Point-of-Sale applications.
- Providing 24/7 Business-Class customer service support and Local Tech Ops presence.
  - > Free battery back-up (up to 8 hours) for the eMTA, ongoing monitoring of the battery and free replacement if battery is low or missing.



COMCAST  
**BUSINESS**  
BEYOND FAST

Full Featured Lines	The ideal IP-based solution for small business telecommunications needs
Admin Portal	Allows your Company's management to manage your phone and internet services from any computer, anytime, anywhere.
Anonymous Call Rejection	Announces to callers who block their Caller ID that you are not accepting anonymous calls.
Call Forwarding Always	Forwards all incoming calls to any domestic phone number.
Call Forwarding Busy	Only forwards incoming calls if the called number is busy.
Call Forwarding No Answer	Forwards all incoming calls if the called number does not answer.
Call Forwarding Not Reachable	Disaster Recovery feature that automatically re-routes all incoming calls to a pre-determined number when phone connectivity is lost.
Call Forwarding Selective	Forwards select incoming calls to any domestic phone number.
Call History	Also known as Call Logs, Call Detail Records, displays all phone calls associated with a telephone number.
Call Hold	Places a call on-hold.
Call Park	Allows a call to be placed on hold and retrieved by another extension.
Call Return	Redials the last incoming telephone number.
Call Transfer	Sends phone calls from the current line to another number.
Call Waiting	Notification of an incoming call while already on a phone call. Take the second phone call without disconnecting the current call.
Cancel Call Waiting	Cancel Call Waiting temporarily so no disruptions when on an important phone call.
3-Way Calling	Connect and collaborate with more people on the phone at the same time
Call Return	Return a call that was just missed.
Caller ID	Displays your company name and phone number on outgoing calls AND let's you know "Who's calling?" before you answer incoming calls.
Customized Caller ID	Businesses may customize their Caller ID at no charge.
Directory Assistance (411)	Complimentary listing with Directory Assistance.
Directory Listing (published & online)	One complimentary straight-line simple listing in white and yellow pages as well as online directories.
Disaster Recovery	Call Forwarding Not Reachable automatically re-routes all incoming calls to a pre-determined number when phone connectivity is lost.
Distinctive Ring	Priority Alert allows you to assign up to 12 telephone numbers that will ring distinctively when they call you.
Do Not Disturb	Sends calls directly to voicemail if you don't want to be disturbed.
E911	Supports 911.
Extension Dialing	Dial anyone within your company location using 4 digit dialing.
Hunt Groups — 3 Types	Automatically routes a phone call to the next available telephone extension. Three types of Hunt Groups are available: Sequential, Simultaneous or Circular.
Hunt Group Busy	All telephone numbers in the Hunt Group are busy so all extensions can break for important meetings/training sessions, after work hours.
Last Number Redial	Redials the last telephone number called.
Long Distance Calling	Unlimited local and Domestic Long Distance calling is included. This includes calls within the domestic U.S., Canada, Puerto Rico and the U.S. Territories.
Music On Hold	Upload music or a customized message for callers to hear when on hold.
Repeat Dialing	Continue to dial a busy number until the line is available.
Remote Access for Call Forwarding	Update Call Forwarding feature remotely by dialing an access telephone number or through the Business Portal.
Selective Call Acceptance	Accepts phone calls only from a pre-designated list of telephone numbers.
Selective Call Rejection	Rejects phone calls from a pre-designated list of telephone numbers.
Sequential Ring	Find Me/Follow Me feature that routes an incoming call to a pre-designated sequence of phone numbers until the call is answered.
Simultaneous Ring	Rings multiple telephone numbers at once.
Speed Dial	Speed dial your most frequently called numbers.
Business Portal	Employees with telephone extensions can manage their phone services through any computer, anytime, anywhere.
Voicemail	Voicemail is available on Full Featured or Basic lines for only \$5.00 per month extra.
Voicemail Notification to Email	Sends a notification message to pre-defined email addresses letting you know you have a voice message.
Voicemail to Email	Sends a copy of the voice message (.wav file) to a pre-defined email address.
User Portal	Manage your voicemail service from any computer, anytime, anywhere.