

# Comcast Business VoiceEdge®

## The future of voice.

## COMCAST BUSINESS

**Comcast Business VoiceEdge®** is our hosted, cloud-based, award-winning VoIP solution. It is a virtual PBX and an ideal alternative to traditional PBX or key systems and packed with calling features to increase the productivity of your business. With VoiceEdge™, management of communications services across multiple locations is simple. Updates to your service can be made quickly and easily. In addition you can scale your voice services as your business grows by purchasing the exact number of seats you need today, and easily add users in the future. VoiceEdge™ is:

**Cost Effective:** Avoid buying expensive hardware and hiring additional personnel to maintain your system. Unlimited local and domestic long distance calling make monthly costs predictable.

**Reliable:** Calls can be re-routed in the case of an outage or natural disaster to ensure business voice continuity.

**Scalable:** It's a simple and powerful communications solution that grows with you.

**Accessible:** Seamless connectivity lets you manage voice communications from your desktop, laptop, tablet or smart phone.

**Customizable:** Choose the right package to cater your communication system to each individual in your organization.

**Current:** Comcast Business will keep your technology current with automatic upgrades as they become available.

### VoiceEdge™ Offers

- Complete packages, including state-of-the-art Poly® Phones with high definition audio quality and video options as well as Panasonic wireless DECT Phones
- A dedicated line for voice service so your voice traffic does not compete for bandwidth with your data traffic
- Software and feature updates to all business locations over the network, with no on-site assistance needed
- Collaboration Tools like Audio Conferencing enabled via your desktop or mobile phone
- Video calling (requires a video-enabled device)
- Instructor-led online training sessions, instant access to instructional videos, and onsite training options are available
- Access to the Comcast Business Alexa Skill, which is compatible with all of Amazon's Echo devices – use a variety of voice commands to easily manage your VoiceEdge™ functions

### Optimal Quality

Comcast has the largest private VoIP network in the nation, and is the fourth largest voice provider in the US. The Comcast network is fully redundant to give you the reliability you need. To help ensure your satisfaction, Comcast provides:

- A comprehensive assessment to optimize your network before your first call is placed
- Installation of quality, certified equipment known to deliver end-to-end results
- Proactive, real-time monitoring to continuously track quality and performance

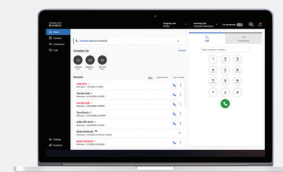
The **Comcast Business App** and the **VoiceEdge Desktop App** put your business phone system within reach anywhere, anytime.



With the Comcast Business App on your smartphone, advanced features allow work to be completed remotely and help ensure that calls are not missed, regardless of where you are. You can seamlessly operate an audio conference, move an active phone call from your desk phone to your mobile

phone, check your business voicemail, access your company directory, make outbound calls showing your business number, and more.

The Comcast Business App is available for iOS and Android platforms.



The new companion Desktop App provides access to unified communications features that make collaboration

easy, like softphone, readable voicemail, screen sharing, and more. Manage voice features, initiate or receive calls, launch audio-conferences, even move or transfer calls across mobile and desktop devices. And with the Google Chrome extension, you can make calls directly from the browser.

As a VoiceEdge™ customer, you can access the Desktop App for no additional charge through the Comcast Cloud Solutions Marketplace.



## VoiceEdge™ Features and Add-ons

VoiceEdge™ is priced based on the number of users you have. For each user, you will receive a Unified Communications seat. VoiceEdge™ service includes:

- Unlimited inbound, local and domestic long distance calling
- Simple Directory Listing
- Caller ID

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### Unified Communications Seat

- |   |                       |                                       |  |
|---|-----------------------|---------------------------------------|--|
| • 1 Phone per seat included with 3 year contract term | • Hunt Group          | • Softphone                           | • Readable Voicemail (included free with seat)               |
| • Local Telephone Number                              | • Automated Attendant | • Hold Music                          | • Audio Conferencing   |
| • 3-6 Digit Extension Number                          | • Call Waiting        | • Be Anywhere Voice Mobility          | • Shared Call Appearance (available with Poly® devices only) |
| • Customer Portal                                     | • Call Transfer       | • Remote Office                       | • Remote Call Forward  |
| • Business Voice Continuity                           | • Do Not Disturb      | • Comcast Business Mobile Application |  |
| • 3-way calling                                       | • Speed Dial          | • VoiceEdge™ Desktop Application      |  |
| • Call Park and Pick-up                               | • Last Number Redial  |                                       |  |
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### Additional Options Available

With VoiceEdge,™ you can choose from a variety of additional options to add to your service, including:

- Toll-Free Numbers
- Additional Telephone Numbers
- International Calling Activation (usage-based)
- Multiple IP and wireless phone models to choose from
- Additional Automated Attendants
- Additional Hunt Groups
- Call Queues
- Standard and advanced routing
- Receptionist Console (*available with Poly® devices only*)

Learn more at [business.comcast.com/phone/voiceedge](https://business.comcast.com/phone/voiceedge).