

## Cox Digital Telephone and Voice Mail

The reliable and customizable business voice solution



### Why you should choose Cox Digital Telephone® and Voice Mail services

*Cox Digital Telephone is a business-grade local phone service designed to manage the full range of voice needs for your business. With Cox Digital Telephone, you get flexible packaging options, a complete array of calling features, and optional Cox Voice Mail services. And your business can enjoy the savings and convenience of getting your local and long distance service from one company, with one bill and one point of contact.*

### How your business benefits from Cox Digital Telephone

When you choose Cox Digital Telephone, you enjoy a host of benefits:

- **More flexibility.** With a choice of packages and calling features, you can customize your service to ensure you have exactly the tools you need to support your growing business.
- **Seamless integration.** Cox Digital Telephone integrates easily with your current telephone equipment, from desktop phones to large PBXs. Or add Centrex\* service for the benefit of a PBX system without the hassles of one.
- **Easy switchover.** You can keep your current numbers as well as your equipment to make switching easy and hassle-free.
- **Cost-effectiveness.** Choose only the services you need and the features you want with our competitive and simply priced plans and options – plus, save up to 20% compared to the local incumbent.\*
- **Easy upgrading.** Add capacity with such options as Cox Connect 1.5 for a T-1 connection or Cox Connect PRI services for ISDN clear channel connectivity. We can tailor your communication services to meet your specific needs.
- **Dependable transmission.** Our network protects against communications failure by using fully redundant architecture and battery and generator backup. Plus we monitor our networks around the clock to make sure you're getting the best possible service at all times.

- **Crystal-clear connections.** Quality digital transmission means quality digital sound for all your critical voice communications.
- **More convenience.** Add Cox Business Internet<sup>SM</sup> to your communications, and enjoy the added convenience and efficiency of one bill from one provider and one local team meeting all your business communications needs.
- **Added services.** Get just what you need, from voice mail and long distance to toll free, directory assistance, and more.

### How your business benefits from Cox Voice Mail

Businesses today rely on voice mail service to operate effectively and compete successfully. The challenge is finding truly reliable voice mail service. The solution: Cox Voice Mail. Built to be both dependable and easy to use, Cox Voice Mail delivers service you can trust with your most important messages.

- **Quick and simple.** Access your voice mail quickly in the office or on the road.
- **Dependable.** Cox's service is reliable so you won't have to worry about missing an important message or any messages getting lost.
- **Easy to use.** User-friendly functionality saves you valuable time.
- **More options.** Choose from three mailbox options so that you get the type that fits your business style.



## Build a customized business telephone package that fits your needs and budget.

Cox Digital Telephone can provide a customized, cost-effective solution, whatever the size of your business or the scope of your needs – from a small, growing business that wants only a few lines without the capital expenses ... to a medium-sized operation requiring phone, fax and voice mail ... to a large, established enterprise with a full range of needs including high-volume long distance, toll free and international calling plans.

### Cox Digital Telephone Feature Packages

Business Value Package	Business ID Package	Business Solutions Package
Call Forwarding	Call Forwarding	Call Forwarding
Three-Way Calling	Three-Way Calling	Three-Way Calling
Call Waiting	Call Waiting	Call Waiting
Speed Calling 8 or 30*	Speed Calling 8 or 30*	Speed Calling 8 or 30*
Busy Line Redial	Busy Line Redial	Busy Line Redial
Call Transfer*	Call Transfer*	Call Transfer*
	Caller ID	Caller ID
		Call Return
		Selective Call Acceptance
		Selective Call Forwarding
		Selective Call Rejection
		Call Forwarding Busy
		Call Forwarding No Answer
		Call Forwarding on Call Waiting

### Cox Digital Telephone Additional A La Carte Features

Select your features A La Carte from the list above or from the additional features listed below for even greater flexibility and customization.

900/976 Number Blocking <sup>1</sup>	Restricts specific types of calls from being made from your phone.
Anonymous Call Rejection	Refuse calls from those who have blocked their numbers.
Automatic Ring Down*	Get in touch immediately without dialing a number.
Block Call Return	Protect your business identity.
Call Screening Monitor Intercept*	Screen calls by listening to voice mail messages as they are being left.
Call Forwarding Remote Access	Change your call forwarding number even when not in the office.
Selective Call Forwarding	Forward specific phone numbers to another number.
Caller ID Per-Call Blocking	Prevent your number, call by call, from being displayed to others.
Caller ID Per-Line Blocking	Prevent your number from being displayed to others.
Call Hunting	Enable incoming calls to search for an idle line.
Call Trace	Enable authorities to trace harassing calls.
Cox One Dial*	Transfer a call to another person.
Distinctive Ringing	The ring will alert you to key business calls.
Last Number Redial	Redial a number quickly.
Long Distance Alert*	Immediately know a long distance call.
Priority Ringing	A special ring will announce specific incoming phone numbers.
Privacy Control*	Avoid anonymous callers.
Remote Call Forwarding	Give your business a local presence, regardless of where you're located.
Toll Restriction <sup>1</sup>	Restricts long distance calling from specific phones.
Uniform Call Distribution	Ensure workload balance for inbound calls.

## Cox Voice Mail

Cox Voice Mail is feature-rich and easy to use. User-friendly voice and help prompts, plus many personal options, save valuable time and promote a high level of user efficiency and productivity.

### Standard Features

<u>Feature</u>	<u>Function</u>
<b>Automatic Call Back within the Voice Mail System*</b>	Allows you to reply to a voice mail message if the caller's number is captured in the voice mail system.
<b>Extended Absence Greeting Unskippable</b>	Creates a message that your callers can't bypass.
<b>Future Delivery</b>	Enables you to create up to 3 voice mails for delivery up to 15 days in the future.
<b>Group Lists</b>	Create up to 15 group lists with 25 numbers each to send messages simultaneously to everyone on the list.
<b>Message Forwarding/Sending</b>	Allows you to forward or send a voice mail message to another mailbox within the system.
<b>Message Recovery</b>	Lets you recover deleted messages before you exit the voice mailbox.
<b>Message Redirect</b>	Allows you to forward a message to another mailbox or group list.
<b>Message Replay Quick Keys</b>	Lets you fast forward or rewind messages with the press of a button.
<b>Message Time/Date Stamp</b>	Keeps you informed of the day and time of each message.
<b>Multiple Greetings</b>	Each number in your mailbox can have its own personal greeting, recorded name, busy greeting and extended absence greeting.
<b>Prompts for Unplayed Messages</b>	Reminds you of any unplayed messages each time you enter your voice mailbox.

### Optional Features

<u>Optional Feature</u>	<u>Function</u>
<b>Automatic Message Forwarding</b>	Lets you forward messages received in your mailbox to another mailbox or phone number.
<b>Customized Bulletin Board Applications*</b>	This "listen only" feature allows you to provide information about your business, such as hours of operation, directions, fax numbers, website address, etc.
<b>Fax Administration</b>	Enables you to receive voice mail and faxes in the same mailbox. You choose to automatically or manually direct faxes to print at a primary or secondary line location.
<b>Message Notification to Pager,* Telephone or Cellular Device</b>	Alerts you to new voice mail messages.
<b>Urgent Message Notification Only</b>	Allows you to limit notification messages to only those marked "Urgent."
<b>Primary and Temporary Notification Schedules</b>	Lets you set up days, times and message types for notification.
<b>Automated Attendant*</b>	Allows callers to route themselves to an extension, company directory, or operator using touch tone keys in response to a voice prompt.

### Mailbox Options

Choose from additional mailbox options to make sure you get the type of mailbox that fits your business.

<b>Business Extension Mailbox</b>	This option has one main mailbox and multiple extension mailboxes all reached from one primary phone number. Each extension mailbox allows for a separate greeting and private messages accessed with a unique, user-created password. When a client calls your company, the main mailbox greets callers with a professional announcement and presents them with the list of extension mailboxes for easy and direct access.
<b>Group (Multiple Number) Mailbox</b>	This option allows multiple phone numbers to access one central mailbox. Each number will hear a single greeting, prompting the caller to leave a voice message in the central mailbox. This type of mailbox is convenient and cost-effective for a single user who wants to maintain separate numbers for several businesses, but wants to access all messages from one mailbox.

With all the options to choose from, you're sure to find the ones that work best for your business. Your local Cox Business representative is there to help you decide.

\*Product or feature may not be available in all areas. <sup>1</sup>These features are included at no charge.



\*Services and features not available in all areas. Up to 20% savings based on Cox's basic business lines with a Cox term agreement as compared to the incumbent provider's basic month-to-month rate. In some markets, telephone modem equipment may be required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Other restrictions may apply. Telephone services provided by Cox Telecom, LLC. ©2007 Cox Communications, Inc. All rights reserved.