

Revision History

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| --- | --- | --- | --- |
| **Date** | **Revision** | **Author** | **Comments** |
| 6/26/14 | 1 | Donna Cotton | Initial Document |
| 8/4/14 | 2 | Accelerated Business Results | Changed title to Business Class Voice Product Overview |
| 12/23/14 | 3 | Donna Cotton | MOU Packages, BCP Global Calling Plan, International LD, 3,000 DIDs (removed Sept 2014) |
| 3/12/15 | 4 | Donna Cotton | Toll Free changes, New value Props, benefits – changed to match new power positioning docs for PRI, SIP |

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| [Business Class Phone](https://www.twcbc.com/midwest/Products/Phone/default.ashx) Service |
| Business Class Phone is a reliable digital phone service designed for businesses with up to 50 employees. BCP is also known as POTS (Plain Old Telephone Service).  **BCP is comprised of 3 calling plans as follows:**   * Unlimited Local and Long Distance Calling   + Includes domestic long distance calls and calls to US territories including: Puerto Rico, US Virgin Islands, Guam and Saipan. Also includes calls to Canada. * Unlimited In-state Calling * Unlimited Local Calling |
| Business Class Phone Value Proposition |
| * Business Class Phone   + Feature rich voice product with simple long distance options   + Easy to use portal to help manage user features and the account which customers can use at their convenience   + Global Calling Plan added to help customers manage international call costs   + Combined with TWCBC HSD, great value and savings achieved by the customer from one provider * Business Class Phone Enhancements   + Significant new features added at no extra charge to help customers better manage their business   + Mobility package allows customers to access their work phone service when they are away from their desk without expensive phone upgrades |

## Business Class Phone Global Calling Plan

The Global Calling Plan provides a discounted rate to 51 countries for a monthly charge per BCP line. The BCP Global Calling Plan may only be sold with BCP and not on a standalone basis or with another service.

* Plan includes calls to 51 countries
* 21/51 countries also include calls to mobile lines
* Calls to countries that are not included in the plan and to mobile lines that are not included in the plan will pay standard international rates
* Per Minute Rates for Global Calling Plan destinations located:

<http://business.timewarnercable.com/content/dam/business/pdfs/resource-center/product-information/Global%20Calling%20Plan%20Slick.pdf>

* Standard International rates located at: <http://business.timewarnercable.com/content/dam/business/pdfs/support/Correct%20International%20Rates%20(Standard)%2010%207%2014.pdf>

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| Toll Free | | |
| With **Business Class Toll Free**, we give customers another way to enhance the professionalism of their business. Callers can reach them free of charge when they dial the toll free number (e.g., 800, 888, 877). It can be the difference which gives them the edge over their competition. Our Toll Free service provides the flexibility of adding features as their business grows.  TWC’s Business Class Toll Free service may be provided as any combination of basic (no features) or advanced (with routing features) service as dictated by the customer’s requirements. Numbers may be ported in from another toll free carrier or new numbers may be obtained from TWC. | | |
| **Monthly Recurring Charges**   * Feature Charge * Toll Free Listings   **Usage charges**   * Accrue per minute for each call received by the Business Class Toll Free customer * Interstate calls (state to state) * Intrastate calls (within a state) * Canadian origination calls (from Canada to U.S. toll free number) | The following restrictions apply to the Business Class Toll Free product:   * One ring-to number must be a Business Class telephone number * Other ring-to numbers may include non-TWC numbers (Off-Net) if approved via ICB * Business Class Voice service must be installed before we can port existing toll-free service or install new toll-free service | |
| Business Class Toll Free Value Proposition | | |
| * No charge for the Toll Free telephone number – most carriers charge a nominal fee (from $1.00 - $5.00) * Same price for all usage traffic – interstate and intrastate – many carriers charge higher rates for intrastate calls * Lower usage rate for businesses with PRI or SIP Trunk service to improve mid-market competitiveness * Full range of features – some carriers do not sell features to SMBs * Billing simplicity – clean invoice with all the detail available online * Free TF traffic analysis reports | | |
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| Billing Elements and Billing | | |
| Business Class Phone billing includes the following items:   1. Non-recurring charges (NRC) 2. Monthly recurring charges (MRC) 3. Usages charges  |  |  |  |  | | --- | --- | --- | --- | | Additional Surcharges and Taxes Billing Element | MRC | NRC | Usage | | BCP Calling Plan | X |  |  | | Overage (In State & Local Plans) |  |  | X | | Global Calling Plan | X Per line |  | X | | International Calls |  |  | X | | Billable Feature Options | X |  |  | | Directory Assistance |  |  | X | | Operator Assisted Calls |  |  | X | | Service Installation |  | X |  | | Additional Surcharges & Taxes | MRC | NRC | Usage | | Federal Subscriber Line Charge (FSLC) | X |  |  | | Universal Service Fund (USF) | X |  |  | | Federal Excise Tax | X |  |  | | State Telecom Excise Tax | X |  |  | | Gross Receipts Tax | X |  |  | | E911 Surcharge | X |  |  | | State and Local Sales Taxes | X |  |  | | Regulatory Recover Fee | X |  |  | | | |
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## Business Class Phone - Features, Definitions and Benefits

Additional feature information and rules can be found in the BCP Product Guide

| * Feature | * Definition | * Feature Benefits | * Rules/Limitations |
| --- | --- | --- | --- |
| Account Codes (Verified & Non-Verified) | * Allows charge of calls to user projects, departments, or other special accounts. | * Easy to track for chargeback on calls and accuracy is important. Viewable in the Call Detail Records. |  |
| Anonymous Call Reject (\*77/\*87) | * Blocks unwanted calls from callers who restrict sending caller ID information | * Unidentified calls will be rejected keeping lines available |  |
| Call Forward (\*72)/ Cancel Call Forward (\*73) | * Allows all calls to be forwarded to a specific phone number. (Note: international terminations are prohibited.) Cancels the forward feature and returns call to Subscriber handset. | * Forward your call to an alternate number and never miss a call |  |
| Call Forward Busy/No Answer | * Allows calls that are not answered or busy calls to be forwarded to another number. | * Forward your calls to another number and never miss a call when the phone is busy or not answered. |  |

| * Feature | * Definition | * Feature Benefits | * Rules/Limitations |
| --- | --- | --- | --- |
| Call Waiting /Cancel Call Waiting (\*70)/ Call Waiting ID | * A special tone alerts the user when another caller is trying to reach him/her and user is already on the phone * Blocks Call Waiting on a per call basis * The Name and Number of the incoming call is shown on the subscriber’s caller ID display | * Customer never needs to miss a call * Improves chances that customer will be reached immediately |  |
| Caller ID Blocking - Per Call (\*67) & Per Line | * Blocks on a per call basis the delivery of the Subscriber’s Name and Number when a call is placed * Blocks the delivery of the subscriber’s name and number for all calls made from the telephone number | * Enables you to make calls without identifying yourself | * Blocks for one call only |
| Caller ID Unblocking (\*82) | * Restores on a per call basis the Caller ID information when Subscriber makes a call. (Applies to customers who have requested “Privacy” only.) | * Enables you to reveal your identity for a particular call |  |
| Call Transfer (Flash or switch hook) | * Transfer a call to another line | * Enables you to transfer calls | * Two types, blind transfer or transfer once third party answers |
| Hunting (Sequential, UCD, Circular) | * Allows sharing of a group of lines by many individuals for incoming calls * When a pilot number is dialed and is busy, hunting will be invoked | * Allows customer to send the call to the next available line * Improves chances that customer will be reached immediately |  |
| Selective Call Forward | * Selective Call Forward checks all incoming calls against a list of up to 30 numbers | * Selective Call Forward checks all incoming calls against a list of up to 30 numbers. |  |
| Selective Call Rejection | * Selective Call Rejection checks all incoming calls against a list of pre-determined numbers | * Reject calls from an identified unwanted source | * States message "The party you are calling is not accepting calls" |
| Speed Dial (\*74) | * Call frequently dialed numbers using one digit dialing. Up to 8 numbers can be stored. | * Store frequently called numbers so that you can use one digit to place the call | * Up to 8 numbers (2-9) |
| Three-Way Call (Flash or switch hook) | * Allows a user to add a third party or second call to an existing two party call | * Allows three people to have a conference call |  |
| Inbound/Outbound Call Restriction Options | On a per line basis, a customer may opt to restrict the following combinations:   * Blocking options for *inbound* calls are:   • Block third party  • Block collect calls  • Block both third party *and* collect calls  • No blocking   * Blocking options for *outbound* calls are:   + Block all outbound calls   + Block all international calls   + Block all 900/976 calls   + \* Block all 900/976 and international calls   + Block all calls that incur additional charges | * Control the types of inbound and outbound calls that can be made per line to control costs |  |

## Mobility Package - Features, Definitions and Benefits

Available for new customers provisioned after 4/4/2014. Existing customers will have access to the Mobility Package after they are migrated to the new platform in 2015.

| * Feature | * Definition | * Feature Benefits | * Rules/Limitations |
| --- | --- | --- | --- |
| Mobility Package  ($ MRC) | * Includes Simultaneous Ring, Sequential Ring, Office Anywhere and Personal Attendant. | * See below | Must be purchased per line |
| Mobility Package - Simultaneous Ring | * Rings numerous phone numbers at the same time when BCP line is dialed | * Improves chances that customer will be reached immediately * Can reach any 10 digit phone number, not just TWC numbers | * Up to 5 additional numbers - can be numbers that are not part of account such as cell #s |
| Mobility Package - Sequential Ring | * Rings numerous phone numbers in sequence when BCP line is | * Improves chances that customer will be reached immediately * Can reach any 10 digit phone number, not just TWC numbers | * Up to 5 additional numbers - can be numbers that are not part of account such as cell #s |
| Mobility Package – Office Anywhere | * Allows customer to make calls as if they are at their BCP line even when they are at another location or are mobile (using a cell phone). * Caller ID shows as BCP line | * Extends customer’s office to anywhere the customer is working while using the identity of the company | * Call made by accessing toll free number and providing PIN |
| Mobility Package - Personal Attendant | * Allows customer to answer calls with a custom greeting and provides two choices, press one or press two. Each choice can be one of three options including: route to voicemail, route to another telephone number (can be non BCP number) or route to a second announcement. * The feature applies at the line level and functions like a personal auto attendant. | * Provides a more professional greeting for incoming calls * Provides individual employees the ability to customize how they want to address and route incoming callers | * Greetings set up by user and can be customized. Feature functions at the line level. Multiple greetings and dialogs can be saved |

## Enhanced - Features, Definitions and Benefits

New customers are provisioned on a new platform with these features after 4/4/2014. Existing customers will be migrated to the new platform in 2015.

| * Feature | * Definition | * Feature Benefits | * Rules/Limitations |
| --- | --- | --- | --- |
| **Custom Caller ID** | * Customer can choose which TN to use for outbound caller id (any TN including RCF) | * Allows customer to determine which telephone number appears to be the source of the outbound call (e.g. Hunt groups, Doctor calling out) |  |
| **Custom Ring ($ MRC)** | * Allows up to four alternate phone numbers in addition to the main phone number, associated with a single line * Distinctive ring for each TN | * Enables customers identify calls via a distinct ringtone which allows them to identify call |  |
| **Call Logs** | * Provides for a list of calls by TN grouped by Missed, Dialed, and Received calls | * User friendly way to review recent calling activity | * Managed at the line level, can receive up to 20 dialed, 20 missed and 20 received. Will delete older than 30 days. |
| **Call Return (aka \*69)** | * By pressing \*69, allows customer to call the last number that called the TWC TN | * Convenient / fast way to re-connect with a customer if a call was missed or dropped. |  |
| **Do Not Disturb** | * Allows customer to set their phone to a busy status | * Allows customers to indicate they are busy when they choose * Allows hunt group members to “check out” without breaking sequence | * Line will ring busy |
| **Intercept Message**  **($ MRC)** | * . Play to the caller a pre-defined message: “The number you have dialed has been changed. The new number is NPA-NXX-XXXX”. New number supplied by the customer. | * Lets customer notify callers that the number they are dialing has been changed and provides the new number | * First 30 days are free, can be extended to 60 or 90 days for a charge. For disconnects only. |
| **Last Number Redial** | * Allows customer to redial the last outgoing number that was made from a BCP line | * Convenient / fast way to re-connect with a customer if a call was missed or dropped, or call back is needed |  |
| **Hotline** | * Any time phone goes off hook, a pre-set number is automatically dialed * Allow for all calls, except 911 to be suspended | * Niche applications where customers want to restrict outbound calling, more control for customers |  |
| **Suspended Line** | * Allows for the suspension of a line for inbound and outbound calls. Allows 911 calls * Caller receives announcement: The number you have dialed will not accept your call | * Restricts use of phone line to prevent unauthorized use in case of staff moves, changes or when a business is temporarily closed. | Does not suspend billing |

## Tool Enhancements – Features, Definitions and Benefits

New customers are provisioned on a new platform with these features after 4/4/2014. Existing customers will be migrated to the new platform in 2015.

| * Feature | * Definition | | * Feature Benefits | * Rules/Limitations |
| --- | --- | --- | --- | --- |
| **Call Scheduler (User Profiles)** | * Allows customer to develop time of day, day of week profiles for activating call features | * Improves productivity by letting customer activate features only once | | * Up to 3 schedules. Features that can be set up with Call Scheduler are: CF, CFB, CFNA, Selective Call Forward, Personal Attendant, Sequential Ring, Simultaneous Ring |
| **Voice Manager Connect** | * Downloadable client * Real time call control - See incoming call notifications on their computer anywhere * Transfer incoming calls to voicemail or another phone line * Access voicemail * Click to Dial | * Real time call control * Anytime, anywhere access * Business Continuity | | * Voice Manager Connect Windows 7.0 version and MAC only |

## **Optional** Services – Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits | * Rules/Limitations |
| --- | --- | --- | --- |
| Auto Attendant | * Automatically answers a call and plays a pre-recorded menu | * A virtual receptionist service to answer calls during or after business hours | * Menu can direct callers to: another BCP line, dial by name directory, dial by extension, to a TWC voice mailbox, to another auto attendant or to the auto attendant general mailbox. Must have 2 lines. Cannot go back to attendant once selection is made. |
| Business Group Feature package  ($ MRC) | * 4 Digit Dialing, Call Hold / Release Call Hold, Direct Outward Dialing, Directed Call Park & Directed Call Retrieve, Directed Call Pick-Up | * Good for workgroup. Call Park allows one to move around and pick up a call on another line | * Business Group must be activated by TWC |
| Remote Call Forward  ($ MRC) | * RCF is a virtual number which automatically forwards all calls to another TWC telephone number | * Allows a business to keep a number that has changed or to create a presence with a local phone number | * Must terminate in a TWC number |
| Voicemail – Single User ($ MRC) | * Single user voicemail box | * Private voicemail messages for single users |  |
| Voicemail – Shared  ($ MRC) | * One voicemail shared between multiple users | * Multiple users can get shared messages | * Maximum 5 users |
| Voicemail – Group  ($ MRC) | * Up to 10 mailboxes can be set up per line | * One mailbox can have 10 sub mailboxes | * Up to 10 mailboxes per BCP telephone number |

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## Ancillary Services – Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits |
| --- | --- | --- |
| 911/Enhanced 911 (911/E-911) | * Time Warner Cable complies with all applicable regulations and requirements associated with 911/E-911 functionality | * The call will reach the appropriate Public Safety Answering Point (“PSAP”) where a dispatcher will handle the call and interface with local emergency medical, fire, and law enforcement agencies. |
| Basic Toll Free Service  ($ Usage) | * No charge for the Toll Free number, flat rate for all switched toll free traffic | * Increases sales by shifting its customers’ long distance costs to the business * Helps enhance business’ professional image * One low competitive rate for interstate, intrastate or Canadian calls saves the customer money |
| Advanced Toll Free Service  ($ MRC & Usage) | * Business Class Phone numbers, flat rate for all switched toll free traffic | * Increases sales by shifting its customers’ long distance costs to the business * Comprehensive set of customizable features to effectively manage calls and increase productivity * One low competitive rate for interstate, intrastate or Canadian calls saves the customer money |
| Calling Name (CNAM) | * Information that appears in the Caller ID display of the recipient of a call placed by a TWCBC customer. | * Customers call will not be blocked due to not being identifiable |
| Directory Assistance | * Listed in the Directory Assistance databases. | * Customers are able to dial 411 to get listings information |
| Directory Listings | * White Pages: Primary Listing in the white pages of the local phone directory * Private Listings: The business’ directory listing and directory assistance information is not placed in any Directory databases | * Select the type of directory listing that will fit the business needs |
| Telecom Relay Service (TRS) | * Provides hearing-impaired end users the ability to communicate with others using a telephone or TTY terminal * TWC provides toll-free access to the TRS number whether the customer dials TRS directly or by dialing 711 | * Customers using 711 do not receive any additional charges for the service making it easier to call your company |



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| Business Class PRI | |
| * Time Warner Cable Business Class PRI is a voice trunk that uses ISDN Primary Rate Interface (PRI) to connect a business’ PBX or key system to the Public Switched Telephone Network (PSTN). Unlike a phone line, a PRI trunk is a high capacity voice connection designed to carry up to 23 simultaneous calls per PRI. * Businesses have been leveraging PRI for years as an extremely cost-effective, well-proven way to connect traditional PBXs and key systems to the PSTN. | |
|  | |
| * Target Customer:   + Has purchased or plans to purchase a PRI=capable PBX or key system   + Has approximately 25 to 500 employees   + Requires 8 to 92 voice channels at a single location   + Requires up to 3,000 Direct Inward Dialing (DID) numbers at a single location | |
|  | |
| PRI Value Proposition | |
| Business Class PRI is a scalable and cost-effective voice trunk service that uses ISDN Primary Rate Interface (PRI) to connect a PBX or key system to the Public Switched Telephone Network, enabling high-capacity voice connections.  **Benefits:**   * **Enable Multiple Configurations**: Match trunk capacity to business requirements with 23B+D channels plus fractional configuration options of 8B, 12B and 16B+D channels per PR**I** * **Leverage Dedicated Voice Bandwidth:** PRI includes dedicated bandwidth for voice calls, so your voice traffic no longer competes for bandwidth with your data service * **Manage Voice Services in Real Time:** Our Trunk Admin Portal enables secure access to usage details and reporting capabilities and allows you to configure Alternate Routing and Trunk Overflow features in real time * **Control Long Distance and International Call Charges:** Optional Minutes of Use packages are scalable from 3,000 to 100,000 minutes and include long distance and international calling to over 50 of the most popular worldwide calling destinations\* * **Maximize Business Continuity:** Alternate Routing enables calls to be received even in the event of a service disruption * **Optimize Productivity:** Leverage Trunk Overflow to meet business demands by rerouting overflow calls. Utilize valuable features such as Caller ID, call blocking (e.g., international calling) and Alternate Routing * **Experience Reliability:** All traffic is carried over our fiber-rich network, which leverages our highly competitive service-level agreement (SLA) to help ensure reliability with 24/7 proactive monitoring * **Streamline Billing and Operations:** Bundle Internet, Voice, Television, Network Services and Cloud Services with a single-source provider * **Utilize Optional Toll-Free Service:** Make it easy for your business contacts and customers to reach you – at no charge to them – with Toll-Free Service options * **Get Local and Professional Support:** Our dedicated Account Executives will develop a customized, scalable and cost-effective technology plan to help meet connectivity and budget requirements | |
| Billing Elements and Billing | |
| Business Class PRI billing includes the following items:   1. Non-recurring charges (NRC) 2. Monthly recurring charges (MRC)    * Billing for monthly recurring charges (MRC) are based on the number of channels and term (1,2,3,4,5,7 years) 3. Usages charges 4. Additional Surcharges and Taxes | |
| |  |  |  |  | | --- | --- | --- | --- | | Billing Element | MRC | NRC | Usage | | PRI (Based on channel configuration)   * Caller ID (Name and Number) for inbound & outbound calls * Unlimited local calling * Alternate Routing feature * One white page listing/telephone number * E-911 | X |  |  | | Domestic and International (select destinations) LD Minutes of Use Packages (choose one per trunk group)   |  |  | | --- | --- | | Long Distance Minutes per month | | | * 3,000 (zero dollar MRC) | * 30,000 | | * 5,000 | * 50,000 | | * 10,000 | * 75,000 | | * 20,000 | * 100,000 | | X |  |  | | Value add/optional chargeable features   * Trunk Overflow * DID Number Blocks (20, 100) * Advanced Toll-Free * Remote Call Forwarding (per forwarded number) | X |  |  | | Domestic long distance calls (intrastate and interstate calls) if not included in MOU packages or over MOU threshold |  |  | X | | International calls (landline and cellular) not included in MOU packages or over MOU threshold |  |  | X | | Directory Assistance |  |  | X | | Operator Assisted Calls |  |  | X | | Service Installation |  | X |  | | Additional Surcharges & Taxes | MRC | NRC | Usage | | Federal Subscriber Line Charge (FSLC) | X |  |  | | Universal Service Fund (USF) | X |  |  | | Federal Excise Tax | X |  |  | | E911 Surcharge | X |  |  | | State and Local Sales Taxes | X |  |  | | Telecommunications Relay Service | X |  |  | | Regulatory Recover Fee | X |  |  | | |
| Toll Free | |
| With **Business Class Toll Free**, we give customers another way to enhance the professionalism of their business. Callers can reach them free of charge when they dial the toll free number (e.g., 800, 888, 877). It can be the difference which gives them the edge over their competition. Our Toll Free service provides the flexibility of adding features as their business grows.  TWC’s Business Class Toll Free service may be provided as any combination of basic (no features) or enhanced (with routing features) service as dictated by the customer’s requirements. Numbers may be ported in from another toll free carrier or new numbers may be obtained from TWC. | |
| **Monthly Recurring Charges**   * Advanced Features Charge for routing, e.g., time of day, and NPA/NXX selection options * Toll Free Listings   **Usage charges**   * Accrue per minute for each call received by the Business Class Toll Free customer * Interstate calls (state to state) * Intrastate calls (within a state) * Canadian origination calls (from Canada to U.S. toll free number) | The following restrictions apply to the Business Class Toll Free product:   * One ring-to number must be a Business Class telephone number * Other ring-to numbers may include non-TWC numbers (Off-Net) if approved via ICB * Business Class Voice service must be installed before we can port existing toll-free service or install new toll-free service |
|  |  |
| Business Class Toll Free Value Proposition | |
| * No charge for the Toll Free telephone number – most carriers charge a nominal fee (from $1.00 - $5.00) * Same price for all usage traffic – interstate and intrastate – many carriers charge higher rates for intrastate calls * Lower usage rate for businesses with PRI or SIP Trunk service to improve mid-market competitiveness * Full range of features – some carriers do not sell features to SMBs * Billing simplicity – clean invoice with all the detail available online * Free TF traffic analysis reports | |

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| PRI Configurations |
| **Account (Service Location)**   * Location of the PRI-served business - 1   PRI Trunk Group   * A collection of similarly provisioned PRI trunks   + 1 – 4 PRI trunks per trunk group   + All trunks within a trunk group are configured the same   + Note: DIDs must be unique to a trunk group, i.e. cannot be shared between different trunk groups * Direct Inward Dial-able (DIDs) - Public telephone numbers that terminate to stations on the PBX   + Minimum 1 telephone number per trunk group   + Min 1 and Max 3,000 DIDs per account   + DIDs may be native, ported from another service provider or a combination of the two   + Note: ported DIDs must be within the account’s rate center   PRI Configuration and Delivery Method   * 8, 12, 16 or 23 two-way voice channels per PRI   + DOCSIS: Max 1 PRI per account   + Fiber: Max 4 PRIs per account |
| **Note:**  All PRIs in a trunk group must be of the same number of PRI channels   * Example to obtain a total of 32 channels a customer could have:   + 2 x 16 channel PRI Trunks **OR**   + 4 x 8 channel PRI Trunks   *Cannot have:*   * + 2 x 8 channel PRI Trunks **and** 1 x 16 channel PRI Trunks |

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## Business Class PRI - Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits | |
| --- | --- | --- | --- |
| Alternate Routing | * The Alternate Routing feature automatically reroutes all calls attempting to terminate to a customer’s PRI service (all trunk groups on the account) to a predetermined telephone number in the event of a service outage, PBX outage or power outage affecting inbound call processing. | * Real time call control * Anytime, anywhere access * Business Continuity * Helps enhance business’s professional image |
| Call Blocking Inbound/Outbound | * Blocking options for *inbound* calls are: * Block third party * Block collect calls * Block both third party *and* collect calls * No blocking * Blocking options for *outbound* calls are: * Block all international calls * Block all outbound calls * Block all 900/976 calls * Block all 900/976 calls and international * Block all calls that incur additional charges | * Controls the types of inbound and outbound calls allowed on the PRI account to control fraud and limit costs |
| Privacy (aka Caller ID Blocking) | * Options allow for blocking Caller ID at the account level (on all calls) or allowing the PBX to block Caller ID on a per call basis. | * Allows for privacy when making calls. |
| Caller ID (name & number) for inbound calls | * Ability to send the calling party’s name and number to a customer’s PBX and station equipment. | * You can find out who is calling before you answer |
| Caller ID (Name & Number) for outbound calls | * Ability to provide your company’s name and number on outbound calls. | * Your customers can identify that it is your business calling * Calling Name information can be set or changed at the DID level |
| Direct Inward Dialing (DID) ($ MRC) | * Ability to provide each station user with a telephone number, vs. extension | * Allows incoming callers to directly dial the station user and bypass an attendant * Improves chances that customer will be reached immediately |
| Remote Call Forwarding (RCF) ($ MRC) | * RCF is a virtual number which automatically forwards all calls to another TWC telephone number | * Allows a business to keep a number that has changed or to create a presence with a local phone number |
| Trunk Overflow (inbound) ($ MRC) | * The Trunk Overflow feature automatically reroutes all inbound calls to another phone number when all channels in the trunk group are in use. * The customer can control Trunk Overflow at the Account level via the Trunk Admin portal. * For customers with multiple trunk groups, all channels in all trunk groups must be busy before Trunk Overflow is invoked. | * Enables calls that would normally receive a busy signal due to no free PRIs to be automatically re-routed to customer’s alternate answering location. |
| Trunk Admin Portal | * The Trunk Admin Portal is an online tool which enables customers to: * Manage and configure the Alternate Routing and Trunk Overflow features in real time. * View up to four months of call detail history * View various reports including peak calling traffic | * Understand and manage calling behavior * Real time call control * Anytime, anywhere access * Business Continuity |
| Long Distance Minutes of Use (MOU) package  ($ MRC) | * LD MOU packages give customers a monthly pool of long distance minutes. * MOU packages apply to outbound PRI intrastate, interstate, and select International destination calling (not Toll Free calling). * Available as 3K, 5K, 10K, 20K, 30K, 50K, 75K, or 100K MOU per month. * Select international destinations currently include 50+ countries. | * Predictable monthly expense for LD calling * Lower cost of LD calling versus usage charges |
| International Long Distance | * See Long Distance Minutes of Use (MOU) packages * After the MOU maximum threshold is reached:   + International calls to destinations on the list will revert to TWCBC standard trunk international rate per minute (exception for 100,000 MOU package)   + The 100,000 minute plan will bill any plan-included usage over the 100,000 minute threshold at a flat per minute rate of $0.0170 for out-bound intrastate, interstate and applicable international calls | * Predictable monthly expense for LD calling * Lower cost of LD calling versus usage charges |

## Ancillary Services – Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits |
| --- | --- | --- |
| 911/Enhanced 911  (911/E-911) | * Time Warner Cable complies with all applicable regulations and requirements associated with 911/E-911 functionality * Support for multi-location E-911 within same rate center. | * The call will reach the appropriate Public Safety Answering Point (“PSAP”) where a dispatcher will handle the call and interface with local emergency medical, fire, and law enforcement agencies. |
| Directory Assistance | * Listed in the Directory Assistance databases. | * Customers are able to dial 411 to get listings information |
| Directory Listings | * White Pages: Primary Listing in the white pages of the local phone directory * Government (Blue) Pages: Government pages section of the telephone directory is reserved for federal, state, local and county government entities * Private Listings: The business’ directory listing and directory assistance information is not placed in any Directory databases * Yellow Pages: Receive one free yellow page “straight line” listing for each Business Class PRI number they decide to publish | * Select the type of directory listing that will fit the business needs |

## Business Class Toll Free - Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits |
| --- | --- | --- |
| Basic Toll Free Service  ($ Usage) | * No charge for the Toll Free telephone number, flat rate for all switched toll free traffic | * Increases sales by shifting its customers’ long distance costs to the business * Helps enhance business’ professional image * One low competitive rate for interstate, intrastate or Canadian calls saves the customer money |
| Advanced Toll Free Service  ($ MRC & Usage) | * Business Class Phone numbers, flat rate for all switched toll free traffic | * Increases sales by shifting its customers’ long distance costs to the business * Comprehensive set of customizable features to effectively manage calls and increase productivity * One low competitive rate for interstate, intrastate or Canadian calls saves the customer money |
| NPA Selection  (Part of Advanced Toll Free Service) | * Allows businesses to receive or block toll-free calls by originating NPA (i.e., the caller’s area code) for every area code in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands. | * Allows a business to target a specific area or exclude it * Can be used to reduce costs by blocking calls from the local NPA * Calls from blocked area codes will receive an announcement that informs the caller “The toll-free number you have dialed is not available from your calling area.” |
| NPA/NXX Selection  (Part of Advanced Toll Free Service) | * Allows the same function described above but allows customers to restrict more specific calling areas such as city. | * Allows a business to target a specific area or exclude it * Can be used to reduce costs by blocking calls from the local NPA * Calls from blocked area codes will receive an announcement that informs the caller “The toll-free number you have dialed is not available from your calling area.” |
| NPA Routing  (Part of Advanced Toll Free Service) | * NPA (Area Code) Routing sends calls for a single toll-free number to different terminating numbers based upon the caller’s area code. | * Area Code Routing is used to provide geographic routing to a customer’s nearest site. |
| NPA/NXX Routing  (Part of Advanced Toll Free Service) | * If the more targeted routing is needed, NPA/NXX routing should be used. For example, if we continue the example from the previous section and calls from Downtown Chicago went to 512-234-5555 and calls from all other areas in Chicago went to 512-234-6666, NPA/NXX routing would be used to direct the calls appropriately. | * Both of these features route the call based on where the caller is located. |
| Time-of-Day  (Part of Advanced Toll Free Service) | * Routing allows businesses to change the destination of calls for a single toll-free number at different times of day. | * Allows a business to route calls to locations in different time zones based on time of day, e.g., east coast location closes at end of day and routes calls to its west coast location. |
| Day-of-Week  (Part of Advanced Toll Free Service) | * Routing allows calls to a single toll-free number to be routed to different destinations based on the day of the week the call is made. | * Allows a business to route calls to one location, for example on Monday through Friday and a different location on weekends. |
| Day of Year Routing  (Part of Advanced Toll Free Service) | * Day of Year routing sends calls to a specific number based on a calendar date. * Typically used for holiday routing. * We can store up to 200 days for each toll free number. | * Allows a business, for example, to route calls to a different location on holidays. |
| Call Allocation  (Part of Advanced Toll Free Service) | * Call Allocation enables businesses to distribute incoming call attempts for a single toll-free number to alternative Business Class numbers on a percentage basis. * We allow up to 100 locations for each toll free number. |  |
| Ring-To Numbers for Advanced Service  (Part of Advanced Toll Free Service) | * As described in the preceding sections, toll free numbers can ring to multiple Business Class telephone numbers. * Other ring-to numbers may include non-TWC numbers (Off-Net) * These numbers are not limited to a single billing account. |  |
| Toll Free Listing ($ MRC) | * Customers may request directory listing treatment for Business Class Toll Free. * A listing in the National 411 database managed by AT&T is offered as an optional, chargeable item. |  |
| Local White & Yellow Pages Listings | * Many customers may want their 8xx number listed in the local white pages or with their Yellow Pages advertising |  |

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| SIP Trunks | |
| The Time Warner Cable Business Class SIP Trunks offer an IP-based, voice-only trunk service that uses Session Initiation Protocol (SIP) to connect an IP PBX to the Public Switched Telephone Network (PSTN). SIP Trunks are Time Warner Cable’s first Voice over IP (VoIP) product, offering customers an economical IP trunk interface for their IP PBX equipment with scalable capacity from 6 to 200 call paths, aka concurrent calls.  Businesses are increasingly implementing IP-based systems with SIP Trunks to converge their voice and data networks in order to lower costs and gain greater flexibility in supporting unified messaging/unified communications technologies.  **Target Customer**   * Has or plans to purchase an IP PBX * Has approximately 25 to 800 employees * Is looking for a very scalable voice solution * Requires 200 or fewer call paths * Requires up to 3,000 Direct Inward Dialing (DID) numbers | |
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| SIP Trunks Value Proposition | |
| Business Class SIP Trunks are provisioned over our extensive fiber-rich IP network and include allocated bandwidth so that voice traffic no longer compromises the speed of a complementing data service. | |
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| Features | |
| * 6 to 200 call paths (DOCSIS 6-23) * Unlimited local calling * From 3,000 to 100,000 outbound Minutes of Use packages, including nationwide long-distance and international calling to Canada, Mexico and 50 of the most popular worldwide calling destinations\* * Inbound/outbound call blocking options of collect, third-party, 900 and international calls to help prevent unauthorized usage charges | * Caller ID to identify name and number of the calling party for inbound calls * Trunk Overflow option to support inbound calls when the primary trunk is busy * Alternate Routing to reroute inbound calls in the event of a service or PBX outage * IP PBX interoperability tested and approved with major manufacturers and/or through an internal process prior to closure of sale * Trunk Admin Portal to manage Alternate Routing and Trunk Overflow features as well as to access call usage and on-demand reporting |
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| Billing Elements and Billing |
| Business Class SIP Trunks billing includes the following items:   1. Non-recurring charges (NRC) 2. Monthly recurring charges (MRC)    * Billing for monthly recurring charges (MRC) are based on the number of call paths and term (1,2,3,4,5,7 years) 3. Usages charges |
| |  |  |  |  | | --- | --- | --- | --- | | Billing Element | MRC | NRC | Usage | | Number of Call Paths   * Caller ID (Name and Number) for inbound & outbound calls * Unlimited local calling * Alternate Routing feature * One white page listing/telephone number * E-911 | X |  |  | | Domestic and International (select destinations) LD Minutes of Use Packages (choose one per trunk group)   |  |  | | --- | --- | | Long Distance Minutes per month | | | * 3,000 (zero dollar MRC) | * 30,000 | | * 5,000 | * 50,000 | | * 10,000 | * 75,000 | | * 20,000 | * 100,000 | | X |  |  | | Value add/optional chargeable features   * Trunk Overflow * DID Number Blocks (20, 100) * Toll Free * Remote Call Forwarding (per forwarded number) | X |  |  | | Domestic long distance calls (intrastate and interstate calls) if not included in MOU packages or over MOU threshold |  |  | X | | International calls (landline and cellular) if not included in MOU packages or over MOU threshold |  |  | X | | Directory Assistance |  |  | X | | Operator Assisted Calls |  |  | X | | Service Installation |  | X |  | |
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| Toll Free | |
| With **Business Class Toll Free**, we give customers another way to enhance the professionalism of their business. Callers can reach them free of charge when they dial the toll free number (e.g., 800, 888, 877). It can be the difference which gives them the edge over their competition. Our Toll Free service provides the flexibility of adding features as their business grows.  TWC’s Business Class Toll Free service may be provided as any combination of basic (no features) or enhanced (with routing features) service as dictated by the customer’s requirements. Numbers may be ported in from another toll free carrier or new numbers may be obtained from TWC. | |
| **Monthly Recurring Charges**   * Advanced Features Charge for routing, e.g., time of day, and NPA/NXX selection options * Toll Free Listings   **Usage charges**   * Accrue per minute for each call received by the Business Class Toll Free customer * Interstate calls (state to state) * Intrastate calls (within a state) * Canadian origination calls (from Canada to U.S. toll free number) | The following restrictions apply to the Business Class Toll Free product:  ness Class Toll Free product:   * One ring-to number must be a Business Class telephone number * Other ring-to numbers may include non-TWC numbers (Off-Net) if approved via ICB * Business Class Voice service must be installed before we can port existing toll-free service or install new toll-free service |
|  | |
| Business Class Toll Free Value Proposition | |
| * No charge for the Toll Free number – most carriers charge a nominal fee (from $1.00 - $5.00) * Same price for all traffic – interstate and intrastate – many carriers charge higher rates for intrastate calls * Lower price for businesses with PRI service to improve mid-market competitiveness * Full range of features – some carriers do not sell features to SMBs * Billing simplicity – clean invoice with all the detail available online * Free TF traffic analysis reports | |

## Business Class SIP Trunk - Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits | |
| --- | --- | --- | --- |
| Alternate Routing | * The Alternate Routing feature automatically reroutes all calls attempting to terminate to a customer’s PRI service (all trunk groups on the account) to a predetermined telephone number in the event of a service outage, PBX outage or power outage affecting inbound call processing. | * Real time call control * Anytime, anywhere access * Business Continuity * Helps enhance business’s professional image |
| Call Blocking Inbound/Outbound | * Blocking options for *inbound* calls are: * Block third party * Block collect calls * Block both third party *and* collect calls * No blocking * Blocking options for *outbound* calls are: * Block all international calls * Block all outbound calls * Block all 900/976 calls * Block all 900/976 calls and international * Block all calls that incur additional charges | * Controls the types of inbound and outbound calls allowed on the PRI account to control fraud and limit costs |
| Privacy (aka Caller ID Blocking) | * Options allow for blocking Caller ID at the account level (on all calls) or allowing the PBX to block Caller ID on a per call basis. | * Allows for privacy when making calls. |
| Caller ID (name & number) for inbound calls | * Ability to send the calling party’s name and number to a customer’s PBX and station equipment. | * You can find out who is calling before you answer |
| Caller ID (Name & Number) for outbound calls | * Ability to provide your company’s name and number on outbound calls. | * Your customers can identify that it is your business calling * Calling Name information can be set or changed at the DID level |
| Direct Inward Dialing (DID) ($ MRC) | * Ability to provide each station user with a telephone number, vs. extension | * Allows incoming callers to directly dial the station user and bypass an attendant * Improves chances that customer will be reached immediately |
| Remote Call Forwarding (RCF) ($ MRC) | * RCF is a virtual number which automatically forwards all calls to another TWC telephone number | * Allows a business to keep a number that has changed or to create a presence with a local phone number |
| Trunk Overflow (inbound) ($ MRC) | * The Trunk Overflow feature automatically reroutes all inbound calls to another phone number when all channels in the trunk group are in use. * The customer can control Trunk Overflow at the Account level via the Trunk Admin portal. * For customers with multiple trunk groups, all channels in all trunk groups must be busy before Trunk Overflow is invoked. | * Enables calls that would normally receive a busy signal due to no free PRIs to be automatically re-routed to customer’s alternate answering location. |
| Trunk Admin Portal | * The Trunk Admin Portal is an online tool which enables customers to: * Manage and configure the Alternate Routing and Trunk Overflow features in real time. * View up to four months of call detail history * View various reports including peak calling traffic | * Understand and manage calling behavior * Real time call control * Anytime, anywhere access * Business Continuity |
| Long Distance Minutes of Use (MOU) package ($ MRC) | * LD MOU packages give customers a monthly pool of long distance minutes. * MOU packages apply to outbound SIP intrastate, interstate and international calling to select destinations (not Toll Free minutes). * Available as 3K, 5K, 10K, 20K, 30K, 50K, 75K, or 100K MOU per month. * Select international destinations currently include 50+ countries. | * Predictable monthly expense for LD calling * Lower cost of LD calling versus usage charges |
| International Long Distance | * See Long Distance Minutes of Use (MOU) package ($MRC) * After the MOU maximum threshold is reached:   + International calls to destinations on the list will revert to TWCBC standard trunk international rate per minute (exception for 100,000 MOU package)   + The 100,000 minute plan will bill any plan-included usage over the 100,000 minute threshold at a flat per minute rate of $0.0170 for out-bound intrastate, interstate and applicable international calls | * Predictable monthly expense for LD calling * Lower cost of LD calling versus usage charges |

## Ancillary Services – Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits |
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| 911/Enhanced 911  (911/E-911) | * Time Warner Cable complies with all applicable regulations and requirements associated with 911/E-911 functionality * Support for multi-location E-911 within same rate center | * The call will reach the appropriate Public Safety Answering Point (“PSAP”) where a dispatcher will handle the call and interface with local emergency medical, fire, and law enforcement agencies. |
| Directory Assistance | * Listed in the Directory Assistance databases | * Customers are able to dial 411 to get listings information |
| Directory Listings | * White Pages: Primary Listing in the white pages of the local phone directory * Government (Blue) Pages: Government pages section of the telephone directory is reserved for federal, state, local and county government entities * Private Listings: The business’ directory listing and directory assistance information is not placed in any Directory databases * Yellow Pages: Receive one free yellow page “straight line” listing for each Business Class PRI number they decide to publish | * Select the type of directory listing that will fit the business needs |

## Business Class Toll Free - Features, Definitions and Benefits

| * Feature | * Definition | * Feature Benefits |
| --- | --- | --- |
| Basic Toll Free Service  ($ Usage) | * No charge for the Toll Free number, flat rate for all switched toll free traffic | * Increases sales by shifting its customers’ long distance costs to the business * Helps enhance business’ professional image * One low competitive rate for interstate, intrastate or Canadian calls saves the customer money |
| Advanced Toll Free Service  ($ MRC & Usage) | * Business Class Phone numbers, flat rate for all switched toll free traffic | * Increases sales by shifting its customers’ long distance costs to the business * Comprehensive set of customizable features to effectively manage calls and increase productivity * One low competitive rate for interstate, intrastate or Canadian calls saves the customer money |
| NPA Selection  (Part of Advanced Toll Free Service) | * Allows businesses to receive or block toll-free calls by originating NPA (i.e., the caller’s area code) for every area code in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands. | * Allows a business to target a specific area or exclude it * Can be used to reduce costs by blocking calls from the local NPA * Calls from blocked area codes will receive an announcement that informs the caller “The toll-free number you have dialed is not available from your calling area.” |
| NPA/NXX Selection  (Part of Advanced Toll Free Service) | * Allows the same function described above but allows customers to restrict more specific calling areas such as city. | * Allows a business to target a specific area or exclude it * Can be used to reduce costs by blocking calls from the local NPA * Calls from blocked area codes will receive an announcement that informs the caller “The toll-free number you have dialed is not available from your calling area.” |
| NPA Routing  (Part of Advanced Toll Free Service) | * NPA (Area Code) Routing sends calls for a single toll-free number to different terminating numbers based upon the caller’s area code. | * Area Code Routing is used to provide geographic routing to a customer’s nearest site. |
| NPA/NXX Routing  (Part of Advanced Toll Free Service) | * If the more targeted routing is needed, NPA/NXX routing should be used. For example, if we continue the example from the previous section and calls from Downtown Chicago went to 512-234-5555 and calls from all other areas in Chicago went to 512-234-6666, NPA/NXX routing would be used to direct the calls appropriately. | * Both of these features route the call based on where the caller is located. |
| Time-of-Day  (Part of Advanced Toll Free Service) | * Routing allows businesses to change the destination of calls for a single toll-free number at different times of day. | * Allows a business to route calls to locations in different time zones based on time of day, e.g., east coast location closes at end of day and routes calls to its west coast location. |
| Day-of-Week  (Part of Advanced Toll Free Service) | * Routing allows calls to a single toll-free number to be routed to different destinations based on the day of the week the call is made. | * Allows a business to route calls to one location, for example on Monday through Friday and a different location on weekends. |
| Day of Year Routing  (Part of Advanced Toll Free Service) | * Day of Year routing sends calls to a specific number based on a calendar date. * Typically used for holiday routing. * We can store up to 200 days for each toll free number. | * Allows a business, for example, to route calls to a different location on holidays. |
| Call Allocation  (Part of Advanced Toll Free Service) | * Call Allocation enables businesses to distribute incoming call attempts for a single toll-free number to alternative Business Class numbers on a percentage basis. * We allow up to 100 locations for each toll free number. |  |
| Ring-To Numbers for Advanced Service  (Part of Advanced Toll Free Service) | * As described in the preceding sections, toll free numbers can ring to multiple Business Class telephone numbers. * Other ring-to numbers may include non-TWC numbers (Off-Net) * These numbers are not limited to a single billing account. |  |
| Toll Free Listing ($ MRC) | * Customers may request directory listing treatment for Business Class Toll Free. * A listing in the National 411 database managed by AT&T is offered as an optional, chargeable item. |  |
| Local White & Yellow Pages Listings | * Many customers may want their 8xx number listed in the local white pages or with their Yellow Pages advertising |  |

# Additional Resources

Additional resources can be found on BC Source, Products and Services page:

* [Business Class Phone](http://bcsource.twcable.com/products/Voice2/BCP/Pages/default.aspx?RootFolder=%2fproducts%2fVoice2%2fBCP%2fDocuments%2fProduct%20Guide&FolderCTID=&View=%7b77874B49%2d0F63%2d49FE%2d83BF%2dBAEACCB598E8%7d)
* [Business Class PRI](http://bcsource.twcable.com/products/Voice2/PRI/Documents/Forms/AllItems.aspx)
* [Business Class SIP Trunks](http://bcsource.twcable.com/products/Voice2/SIP/Pages/default.aspx)
* [Voice Value Added Services and Ancillary Services](http://bcsource.twcable.com/products/Voice2/ValueAdded/Pages/default.aspx)