RCN BUSINESS SERVICES

Hosted Voice

RCN FOR BUSINESS

Business Challenge

In our fast-paced economy, today's businesses need to be mobile, nimble, and responsive to customers while fostering collaboration among employees. A phone system is more than a tool to facilitate conversations; as a communication solution, it drives the customer experience and commerce forward.

We are in the midst of a business revolution – one where customer interaction with your company can be the difference between success and failure. However, when it comes to improving communications, most companies are struggling to improve business efficiencies while battling restrictive budgets and facing limited technical competencies. Can you support the needs of today's workers with yesterday's technology?

> More than 30 business productivity features over our wholly owned, fiber-rich network.

The Solution

RCN Hosted Voice is a fully managed cloud-based solution delivered over our wholly owned, fiber-rich network customized to fit your organization's specific needs. It offers intuitive features that helps improve productivity while providing flexible, cost-effective features to fit any budget.

We provide a completely scalable solution that offers advanced PBX features to companies of any size, and the flexibility to add user end-points quickly and effortlessly with no capital outlay. Our hosted voice platform provides a powerful online portal for rapid provisioning that leverages a feature-rich VoIP network and data technologies to integrate your communications tools.

CE 2.0 MEF CERTIFIED

RCN Business is one of the first U.S. carriers to have received the Metro Ethernet Forum's (MEF) rigorous Carrier Ethernet 2.0 (CE 2.0) certification, ensuring RCN Business's ability to deliver today's most advanced Ethernet services, customized and tailored to meet the unique and changing business requirements.

Key Benefits & Results

OPTIMIZE THE USER EXPERIENCE
Dedicated and secure data connection over our privately owned and operated all fiber network delivers a more reliable experience.

REDUCED COSTS
Our OPEX vs. CAPEX model is less expensive than maintaining an outdated, on-premises solution.

IMPROVED RESOURCE UTILIZATION
You can redeploy human resources on more strategic initiatives and stay focused on your core business.

FUTURE PROOF YOUR BUSINESS
Leading edge technology and automatic upgrades ensures you have the most recent technology at all times.

RELIABILITY
Full redundancy ensures improved reliability and disaster recovery ability compared to traditional premise-based systems.

FULLY HOSTED AND MANAGED SOLUTION
We provide an alternative to expensive onsite hardware-based PBX or Key Systems which allows you to rest easy knowing experts are managing and monitoring your phones with 24/7/365 local support.

SCALABILITY AND FLEXIBILITY
You may add phones for quick growth when necessary, or cost savings when you need to consolidate.

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Critical Differentiators

Wholly owned, fiber-rich network delivers superior uptime

Calls travel unencumbered along RCN's secure network over a continuous connection that means less packet loss and higher reliability. RCN Business operates a sophisticated network with network backbone featuring a smaller node size and robust fiber capacity..

Custom, robust solutions

RCN Business takes a consultative approach by first understanding your distinctive needs and delivers a unique solution designed especially for you.

24/7/365 local support

You can rest assured the person on the other end of the support call understands your business, local market, and urgency to solve your concern. RCN Business is dedicated to minimizing any impact to your business.

Speed to market

Unlike larger competitors, RCN Business focuses on rapid installations and upgrades and, as the sole owner of a fiber-rich network, does not rely on third parties to meet deadlines.

RCN Hosted Voice Features

PLATFORM
• Auto Call Distribution (ACD)
• Media on hold
• Auto Attendant
• Call recording
• Overhead Paging Interface*
• Conference Bridge*
• Directed Call Pickup
	FORWARD
	• Incoming Call Manager
	• Call Forwarding
	• Follow Me
	• Sim Ring
	• Busy / No Answer Call Forwarding
	• Selective Call Forwarding
		HUNTING
		• Basic Line Hunting
		• Multiline Hunt Groups
		  • Linear
		  • Circular
		  • Ring all
		  • Uniform (Round Robin)
		  • Uniform (Longest idle)

MESSAGING • Voicemail • Voicemail to E-mail • E-Fax with dedicated number*	**CALL PARK** • Call Park / Retrieval • Enhanced Park Orbit Monitoring • Group Call Pickup	**CONTACT** • 3 Way Calling / Call Transfer • Speed Dialing • Click to Dial • Extension Dialing
SCREENING • Anonymous Call Rejection • Selective Call Rejection	**CALLER ID** • Caller ID • Caller ID Blocking • CLID Permanent Blocking	**LINE CLASS** • Barring • Hot line • Warm line

* Available at additional cost

For more information visit **www.rcn.com/business**
or call **1.877.726.7000** or tweet **@RCNBusiness**