

## COMPARISON GUIDE

Home Office Phone Service and your existing Customer Connect service share many of the same features. Both allow you to forward your calls to your current location, receive voicemail and faxes on the same number and host conference calls.

The primary difference between the Home Office Phone Service and your Customer Connect service is with Home Office Phone Service, controlling your Call Forwarding is done via the Web only where Customer Connect allows you to activate Call Forwarding through any touch tone phone as well as the Web.

The following table highlights the primary similarities and differences: (Differences are highlighted in yellow.)

Feature	Customer Connect Number (Find Me/Follow Me)	Home Office Phone Service
Call Forwarding	Redirect calls via the Web, <b>phone or Weekly Schedule.</b>	Redirect calls via Web.
Simultaneous Ringing	Receive a call on multiple phones at the same time.	Receive a call on multiple phones at the same time.
Call Screening	Voice Screening and Urgency Screening.	Voice Screening and Urgency Screening.
Voicemail with Corporate Voicemail Integration	Built-in voicemail box with group messaging.	Built-in voicemail box with group messaging.
Greeting	Played up front- "Hello, you have reached Paul Smith..."	Not played up front. Played only before voicemail deposit
Fax Store and Forward	Receive, store, view and forward faxes.	Receive, store, view and forward faxes.
Conference Calling	Host Scheduled and On-Demand Conference Calls.	Host Scheduled and On-Demand Conference Calls.
Home Office Phone Line	n/a	<b>One line of VoIP Phone Service.</b>
Caller ID	n/a	<b>When you place a call from your Home Office Phone Service, the Caller ID shown is the same as your inbound phone number.</b>
Home Office Fax Line	n/a	<b>Optional Fax line for your fax machine.</b>

## GETTING HELP

If you have any questions regarding your AccessLine Home Office Phone Service, please contact:

**AccessLine Customer Care**  
**877-757-2607**

# HOME OFFICE PHONE SERVICE WEB PAGES

The screenshot shows the 'Busy/Unanswered Call Setup' page. The user is logged in as Jane Doe on Tuesday, Nov 10, 2009. The page has a sidebar with links for VOICEMAIL, FAX, and CONFERENCE CALLS. The main content area is titled 'Busy/Unanswered Call Setup' with a 'HELP' link. It explains that the setup allows determining what happens if a call to the office is busy or unanswered. It states that calls are currently forwarded to the office. A section titled 'How do you want busy or unanswered calls handled?' has two radio button options: 'Busy or unanswered calls will not be forwarded.' (unselected) and 'Busy or unanswered calls will be forwarded using the option selected below.' (selected). Below this, 'Busy/Unanswered Call Options' are listed. The first option is 'Select how many times your Office will ring before the Busy/Unanswered Calls Setting below takes effect:', with a dropdown menu set to '3' rings. The second option is 'Select one of the following settings to determine how calls that are busy or go unanswered will be forwarded:', with five radio button options: 'To Voicemail.' (selected), 'To a specific phone number:', 'To a specific phone number (then Voicemail):', 'To multiple phone numbers at the same time (then Voicemail):', and 'To multiple phone numbers in order (then Voicemail):'. A 'Save' button is at the bottom.

## Busy/Unanswered Call Setup Page on Web

*Determine what should happen if your Home Office Phone is Busy or Unanswered.*

The screenshot shows the 'Call Forwarding' page. The user is logged in as Jane Doe on Tuesday, Nov 10, 2009. The page has a sidebar with links for VOICEMAIL, FAX, and CONFERENCE CALLS. The main content area is titled 'Call Forwarding' with a 'HELP' link. It explains that call forwarding allows receiving calls at another phone, multiple phones at the same time, or sending callers straight to Voicemail. It states that call forwarding is currently turned on. A section titled 'Your call forwarding is currently:' has two radio button options: 'On' (selected) and 'Off (Calls will ring at your Office)'. Below this, 'Send all my calls to: (Select one)' has five radio button options: 'Voicemail (Do not Disturb).', 'A specific phone number:', 'A specific phone number (then Voicemail):', 'Multiple phone numbers at the same time (then Voicemail):', and 'Multiple phone numbers in order (then Voicemail):'. A 'Save' button is at the bottom.

## Call Forwarding Page on Web

*Call Forward your Home Office Phone Number to voicemail, another phone number or multiple phones.*

The screenshot shows the 'Call Screening' page. The user is logged in as Jane Doe on Tuesday, Nov 10, 2009. The page has a sidebar with links for VOICEMAIL, FAX, and CONFERENCE CALLS. The main content area is titled 'Call Screening' with a 'HELP' link. It explains that call screening allows better management of inbound calls. It states that call screening is currently turned on. A section titled 'Your call screening is currently:' has two radio button options: 'On' (selected) and 'Off'. Below this, 'Screening Options:' are listed. The first option is 'Urgency Screening - Asks callers to touch 0 to connect to you if the call is urgent. Otherwise they may leave a message.' The second option is 'Voice Screening - Asks callers to state their name which is played to you so you may select to take the call or send the caller to Voicemail.' A 'Save' button is at the bottom.

## Call Screening Page on Web

*Enable or disable Call Screening.*