

National Version



Connect to Success
Welcome to Charter Business Telephone® Service!

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THANK YOU FOR CHOOSING CHARTER BUSINESS TELEPHONE®

Staying in touch with your customers is important, and **Charter Business®** makes it easier than ever by offering flexible calling packages, long-distance plans, high-quality service, and customer care.

Please use this Interactive Telephone Welcome Kit as a guide to help you make the most of your **Charter Business Telephone®** service and all the features included. By clicking through the navigation at the top of this page, you'll find easy-to-follow instructions on how to use our most popular services, as well as directions for features that you may not use as frequently.

We encourage you to store this guide in a convenient location so that you may reference it in the future. This welcome kit may also be found on our website: Charter-Business.com/CustomerSupport

Also make sure to click the "Additional Info" link for viewable inserts that you can use for reference.

Should you have any additional questions or concerns regarding your new telephone service, our highly trained customer service representatives and technical support personnel can be reached by calling **800.314.7195**. We look forward to meeting all your communications needs with one simple connection for telephone service, cable television and high-speed internet.

Thank you for choosing Charter Business.

**Turn your contacts on to
affordable, powerful solutions
from Charter Business and
earn a \$50 credit on your bill.**

Click on **ADDITIONAL INFO** tab for more information.



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1 HOW TO MAKE CALLS

1.1 USING YOUR PHONE SERVICE

Domestic Calls*

For calls within your own service area:

Dial the 7- or 10-digit phone number

For calls outside your service area:

Dial **1** + area code + 7-digit phone number

International calls

Dial **001** + the country code + the phone number

1.2 OPERATOR-ASSISTED CALLS

Collect Calls

The operator contacts the answering party and requests payment for the call.

Person-to-Person Calls

The operator must reach a particular person to connect the call.

Bill-to-Third-Party Calls

The operator contacts one phone number and requests that the call be charged to another designated phone number. To contact your operator, dial **0**. Operator-assisted calls are billed on a per-use basis. These charges depend on the service requested.

If you block third-party and / or collect calls, please keep in mind that your billing name and address information may be released to other telecommunication service providers if you choose to accept these calls.

For prices, or to restrict collect, person-to-person, and third-party calls, contact the Charter Business Customer Care number located in the Additional Info section of this guide.

International Calls

Charter Business Telephone local and long-distance service includes calls to the contiguous United States, Alaska, Hawaii, Canada, and Puerto Rico. Calls made to other international countries will be subject to additional charges. Please contact Charter Business Customer Care for rate information.



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2 WHERE TO CALL FOR HELP

2.1 911 EMERGENCY CALLS

Dialing 911 reaches an emergency operator who can connect you with the appropriate service. Remember, dial 911 immediately in case of any emergency.

2.2 211 SOCIAL-SERVICE CONNECTION

Dialing 211 provides callers with information about and referrals to human services for everyday needs and in times of crises. Services offered through 211 vary from community to community, but may include basic human needs resources; physical and mental health resources; employment support; support for older Americans and persons with disabilities; support for children, youths, and families; volunteer opportunities; and donations.

Note: This service is not available in all areas.

2.3 DIRECTORY ASSISTANCE

Directory Assistance calls are charged on a per-use basis. Just dial 411 for access to both local and long-distance numbers. Directory Assistance Call Completion is also available on a per-use charge basis for these calls.

2.4 SPECIALIZED DIRECTORY ASSISTANCE

The following services are available for a monthly recurring charge:

- A “nonlisted” phone number is not listed in the phone book, but is available through Directory Assistance.
- A “nonpublished” phone number is not listed in the phone book and is not available through Directory Assistance.

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3 YOUR BUSINESS'S SAFETY

3.1 CHARTER BUSINESS TELEPHONE® 911 SERVICES

To help you quickly respond to emergencies, Charter Business provides access to emergency 911 services much like traditional telephone companies. Should you ever need to access emergency services—fire, police, or ambulance—just dial the familiar digits 911, using your **Charter Business Telephone** service. Your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you—your telephone number and address are electronically routed to the operator the moment your call goes through.

Charter Business Telephone provides your office with phone service using a Multimedia Terminal Adaptor (MTA) or a telephone modem, that requires electrical power in your office. As is the case with cordless phones, your Charter Business Telephone equipment will not work in the event of a power outage and you will not be able to make or receive calls, including 911 calls. You may choose to install a battery backup in order to provide power for your service in the event of a power outage.

Charter Business will provide battery backup or uninterruptable power supply (UPS) with the intent of providing telephone service in the event of a power outage. However, continued telephone service in the event of a power outage is not guaranteed. If the battery backup or UPS does not work, or if a customer has Charter Business Telephone without battery backup installed, contact Charter Business Customer Care at **800.314.7195** to replace the defective battery or add a battery or UPS if needed. A dispatch fee may be incurred for those customers who do not currently have a battery or UPS and request that addition.



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3 YOUR BUSINESS'S SAFETY

To ensure that 911 calls are properly routed:

**FOR EMERGENCY
DIAL 911**
POLICE · FIRE · MEDICAL

E911 service will not function properly if the Multimedia Terminal Adaptor (MTA) is moved without prior notice to Charter Business®. Contact Charter Business Customer Care prior to any changes of physical location. In the event of a power outage, 911 service would be available only if you install a backup battery or uninterruptible power supply (UPS).

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- Do not move the equipment installed in your office to another location*. If you use our service from an address that is different from the one you initially provided, the E911 service will not work (Enhanced 911 automatically associates a physical address with the calling party's telephone number, and routes the call to the most appropriate Public Safety Answering Point).
- When you plan to move and need to change your service address, please call Charter Business Customer Care so that we can properly move your service.
- Please note that you are responsible for directing emergency personnel to the specific location of the person in need and to any other physical location if all telephones are not located at the address on the account.
- To help remind you about the availability of 911 service, we've provided stickers to be placed on or near your telephones.

*One of the most important elements of Enhanced Universal Emergency Number Service E911 is automatic location information (ALI). ALI informs the Public Safety Answering Point (PSAP) of the 911 caller's name and address. In cases where the 911 caller is unable to provide this information, for whatever reason, ALI furnishes this information instantaneously, thereby facilitating the PSAP to respond appropriately. For the services you are ordering, the location provided will be the same for all lines on the same account. Your Charter installed telephone equipment must not be moved without first contacting Charter. If it is relocated, in the event you dial 911, your location information will not be transmitted properly and you will be required to supply the emergency operator with the address of the emergency. In the event the battery life of your UPS/battery backup is exhausted and your power is out, you will not be able to use your service including 911. Charter Business® does not support multiple address locations on one account. The only address sent to the 911 operator for all telephone numbers is the service address listed on the account. You agree to advise all individuals who may place calls using your Charter service from a location which cannot be seen or identified at the address on the account of this limitation. You will be responsible for directing any emergency personnel, related to a 911 call, to the correct building, room, location, or person in need of emergency assistance.

3.2 BUSINESS SECURITY SYSTEM

Charter Business Telephone will work with most monitored security systems. However, if you have a security service, we recommend that you test the proper operation and communication aspects of the alarm system after your Charter Business Telephone installation.



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4 CALLING FEATURES

Charter Business Telephone offers more than a dozen calling features so you can communicate the way you want. Not all features may be included in your calling plan. Please contact Charter Business Customer Care if you have questions about activating additional calling features.

4.1 3-WAY CALLING

With 3-Way Calling, you can speak to two different parties at the same time. You can also place one party on hold while you speak privately to the other and then return to the 3-way call.

To Use: Place a call to the first party. Once that person is on the line, press the switch, hook, or flash button briefly. The first party is placed on hold and you receive a dial tone. Then dial the second number.

If the second party answers, you can speak privately to them, or press the switch, hook, or flash button once briefly to create a 3-way connection. If the second party does not answer, press the switch, hook, or flash button twice to return to the first party. To disconnect the second party, press the switch, hook, or flash button once; the first party remains on the line.

To disconnect all parties, hang up the phone.

4.2 ANONYMOUS-CALL REJECTION

This feature enables you to reject calls from anyone whose Caller ID information is blocked. The caller will automatically receive a message that you are not accepting Caller ID-blocked calls and will be advised to unblock their number and try the call again.

To Activate: Lift the handset, listen for dial tone, then press *** 7 7**.

To Deactivate: Lift the handset, listen for dial tone, then press *** 8 7**.

4.3 BLOCK 900/976

900/976 calls are automatically blocked. At this time, unblocking is not available. The following numbers are also blocked: 473.328.XXXX, 473.444.XXXX, 473.938.XXXX, 473.468.XXXX, 473.473.XXXX, 01168, and 011685. At this time, unblocking is not available for these specific numbers.

4.4 BLOCK COLLECT

This provides the ability to block incoming collect calls.



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4.5 DIRECTORY- AND OPERATOR- ASSISTANCE CALLS

This allows users to block operator - assisted and directory - assistance calls. Contact Charter Business Customer Care to activate this feature.

4.6 BLOCK LONG-DISTANCE

This service provides you the ability to block the following outbound long-distance calls that begin with: 1+, 0+, as well as 10-10-XXX for no additional charge. This option does not block toll-free calling. Contact Charter Business Customer Care to activate this feature.

4.7 BLOCK INTERNATIONAL LONG-DISTANCE CALLS

This service provides you the ability to block outbound international long-distance calls for no additional charge. This option does not block toll-free calling. Contact Charter Business Customer Care to activate this feature.

4.8 BLOCK REPEAT DIALING

This prevents the use of the repeat dialing feature. Contact Charter Business Customer Care to activate this feature.

4.9 BLOCK THIRD-PARTY CALLS

This provides the ability to block third parties from billing calls to your phone number. Contact Charter Business Customer Care to activate this feature.

4.10 CALL FORWARD BUSY

This forwards incoming calls when your line is busy. Contact Charter Business Customer Care to activate this feature.

4.11 CALL FORWARD BUSY/NO ANSWER

This forwards all incoming calls when your line is busy or unanswered. Contact Charter Business Customer Care to activate this feature.

4.12 CALL FORWARD NO ANSWER

This forwards incoming calls when your line is unanswered. Contact Charter Business Customer Care to activate this feature.

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4.13 CALL FORWARD SELECTIVE

This feature enables you to forward incoming calls from up to 12 selected phone numbers to the location of your choice.

To Activate: Lift the handset, listen for dial tone, then press ***63**. A menu of options will guide you to add, delete, or review the numbers on your list. Call Forward Selective lets you add the last number that called you to your forwarding list.

To Deactivate: Lift the handset, listen for dial tone, then press ***83**. Your selected numbers are retained for future reactivation. A menu of options will guide you to deactivate Call Forward Selective (For certain markets, use ***63**).

4.14 CALL FORWARD VARIABLE

If you do not want to miss an important call, you can forward incoming calls from your business phone number to another number where you may be reached.

To Activate: Lift the handset, listen for dial tone, press ***72**, then listen again for dial tone. Next, dial the number for the forwarding location. Call Forward Variable is activated as soon as someone answers. If no one answers the other line, repeat the above steps and Call Forward Variable will be activated (a tone confirms activation).

To Deactivate: Lift the handset, listen for dial tone, then press ***73** (a tone confirms deactivation). If you leave Call Forward Variable on and receive a call after returning to your office, you will hear a “ring splash” (a short ring indicating that the call is being forwarded). You cannot answer the ring splash. It merely reminds you to deactivate Call Forward Variable now that you are in the office.

4.15 CALL FORWARD VARIABLE—REMOTE ACCESS

This allows you to change your Call Forwarding Variable destination phone number while away from the office. This service requires that you have the Call Forward Variable feature on at least one line.

Charter Business will provide a special access number and a default Personal Identification Number (PIN) of 1234, which should be changed as soon as the feature is active. When you call the special-access phone number (long-distance charges may apply), voice prompts will guide you to activate, deactivate, or change the Call Forwarding destination number. For the initial log-in, the user must dial ***97** from the line that has this feature. You will be asked to enter the feature you wish to change, then dial ***98** for Remote Access Call Forward. It will then ask you to enter your PIN (use the default) and press **#**. Then you will be prompted to enter a new PIN (you will need to press **#** after each PIN entry).

After the initial login, you do not need to dial these PIN number change codes again, unless the PIN needs to be changed. To use this feature, dial the access number provided in the list based on your city, state, or region, enter your 10-digit number followed by your 4-digit PIN. You will then be prompted to enter the feature to activate, ***72** (to activate call forwarding). Then enter the number you wish to forward calls to. Enter ***73** to deactivate the feature.

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Please refer to the list below to find the telephone number that you need to use to remotely access your Call Forwarding Variable feature. Dial the phone number in your city or region and follow the prompts to activate/change your Call Forwarding Variable feature.

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STATE	CITY OR REGION	CALL FORWARD VARIABLE REMOTE ACCESS NUMBERS
Alabama	Birmingham Area	205-639-1010
	Montgomery	334-593-0010
	Phoenix City and Lafayette Areas	678-765-0010
California	Riverside	951-823-0010
	San Luis Obispo	805-439-0010
	All Other Cities and Regions	562-612-1010
Connecticut	All Other Cities and Regions	203-304-1108
Georgia	N.E. & South Atlanta, Jackson Area	678-759-0010
	N.W. Atlanta, All Other Cities in the Atlanta Area	678-765-0010
	Dalton Area	706-229-0010
Illinois	All Other Cities and Regions	618-416-0010
Louisiana	All Other Cities and Regions	985-288-0010
Massachusetts	All Other Cities and Regions	508-459-2010
Michigan	Kalamazoo / South MI Area	269-762-8010
	Saginaw / North MI Area	989-607-5600
	Marquette / Upper Peninsula MI Area	906-273-0101
Minnesota	All Other Cities and Regions	320-217-2010
Missouri	St. Louis and all Other Cities and Regions outside of St. Charles	314-394-9999
	St. Charles	636-493-9999
	All Other Cities and Regions	320-217-2010

(Continued)

Features may not be available in all areas.
*Applies to calls within your local area only.

Please check this website for a complete list of access numbers by region:
Charter-Business.com/remotearchaccessnumbers

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STATE	CITY OR REGION	CALL FORWARD VARIABLE REMOTE ACCESS NUMBERS
Nebraska	All Cities and Regions	775-622-0010
Nevada	Charlotte Area	864-991-8010
North Carolina	Manteo and Roanoke Rapids Areas	252-715-0010
	Hickory Area	828-572-2001
	All Other Cities and Regions	541-499-0010
Oregon	All Cities and Regions	864-991-8010
Tennessee	Chattanooga / Southeast TN Area	423-790-0010
	Johnson City / Northeast TN Area	423-765-2010
	Clarksville / Other Cities in West TN	931-378-7010
Texas	All Other Cities and Regions	817-386-3810
Virginia	Bristol VA Area	276-494-0010
	Suffolk VA Area	757-809-0010
Washington	All Other Cities and Regions	509-388-9005
Wisconsin	Madison and Southwest Regions	608-230-6099
	Sheboygan and North / East Regions	920-287-7100



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4 CALLING FEATURES

4.16 CALL RETURN*

With Call Return, a recording tells the number of the last caller and provides the option of automatically calling the party back. This feature is billed on a per-use basis.

To Activate: Lift the handset, listen for dial tone, then press ***69**. If available, you will hear a recording of the phone number of the last incoming call.

*Not available in some areas or on some calls. Works only within your service area. Call Return does not work for calls that have been forwarded or for calls from 800 or 900 numbers.

4.17 CALL SCREENING

This automatically routes up to 12 selected incoming phone numbers to a polite message stating calls are not being accepted at this time.

To Activate: Lift the handset, listen for dial tone, then press ***60**. A menu of options will guide you to activate Call Screening.

To Deactivate: Lift the handset, listen for dial tone, then press ***80**. A menu of options will guide you to deactivate Call Screening. (For certain markets, use ***60**).

4.18 CALL TRACE (CUSTOMER INITIATED—NOT RELATED TO CALEA OR LAW ENFORCEMENT ACTIVITY)

If you receive a harassing or threatening call, you can attempt to have the number traced and, by request, forwarded to the proper authorities. Charter Business can only release these records to the proper authorities. Charter Business cannot guarantee this service will work for any particular attempt. However, you will be billed for the amount of the service, regardless of the results. Contact Charter Business Customer Care regarding rates for this service.

4.19 CALL TRANSFER (NOT AVAILABLE IN ALL MARKETS)

This feature provides the capability to transfer incoming calls to another phone number inside or outside the office. Long-distance charges will apply when applicable. This feature allows the business line to be available for other incoming calls.

To Activate: Press and release the switch, hook, or flash button, wait for a dial tone, then dial the second phone number. When the call is answered, you can have a private conversation to announce the call and then press and release the switch, hook, or flash button again to connect the two calls. When you hang up, the call will be transferred.



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4 CALLING FEATURES

4.20 CALL WAITING

Call Waiting is like having an extra line for incoming calls. When you are on the phone, a soft beep lets you know another person is calling. You can accept the second call without disconnecting the first.

To Activate: To accept your second call, press the switch, hook, or flash button on your phone. This places the current call on hold while you accept the incoming one. You can always switch between calls without disconnecting either one by pressing the switch, hook, or flash button, or you can hang up the phone to end the current call, and the incoming call will ring immediately.

To Deactivate: Lift the handset, listen for dial tone, press *** 7 0**, wait for dial tone, then dial the phone number you wish to call. Call Waiting is reactivated automatically once your call is completed.

4.21 CALLER ID

With Caller ID, the incoming caller's phone number and name (if available) are displayed on a Caller ID unit before you answer the call. This feature requires a Caller ID-compatible telephone.

4.22 CALLER ID BLOCKING

This service prevents the party you are calling from seeing your name and number on their Caller ID unit.

To Activate: For each call you want to block, lift the handset, listen for dial tone, then press *** 6 7** before you dial the number.

To Deactivate: Lift the handset, listen for dial tone, then press *** 8 2** before dialing the telephone number. Caller ID Blocking is available on a per-line basis for qualified applicants.

4.23 CALLER ID PER-LINE BLOCKING (NOT AVAILABLE IN ALL MARKETS)

This feature automatically blocks the transmission of the phone number on all calls from the telephone line and will prevent the party you are calling from seeing your name and number on their Caller ID unit. This is available for no additional charge.

To Activate: Call Charter Business Customer Care

To Deactivate (on a per-call basis): Lift the handset, listen for dial tone, then press *** 8 2** before dialing the telephone number.

4.24 CALLER ID WITH CALL WAITING

When you are on the phone, you can see the name and phone number of an incoming call. In order to use this feature, you must subscribe to Caller ID with Call Waiting. This feature requires a Caller ID-compatible telephone.



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4.25 CUSTOM RING

This feature notifies you instantly when a special party is calling. A distinctive ring distinguishes calls from up to 12 numbers that you select.

Note: The messages you hear refer to Custom Ring as Distinctive Ringing Call Waiting Service.

To Activate: Lift the handset, listen for dial tone, then press ***61**. A menu of options guides you to add, delete, or review the numbers on your list.

To Deactivate: Lift the handset, listen for dial tone, then press ***81**. A menu of options guides you to deactivate the service.

4.26 HOT LINE

This feature allows a user to set up a telephone line to automatically ring to a specific number (used by pools, lobby/elevator phones, etc.) Call Charter Business Customer Care.

4.27 DISTINCTIVE RING

Provides two distinct phone numbers on one phone line. Contact Charter Business Customer Care to activate this feature.

4.28 HUNT GROUP (NOT AVAILABLE IN ALL MARKETS)

This feature allows multiple lines to all act as a single group. It finds an available line within a set of lines. This is a per-line feature and will be charged per line. Contact Charter Business Customer Care to activate this feature.

4.29 MAKE SET BUSY

Allows a line to be made busy so incoming calls skip that line in order to reach an available line or voicemail sooner.

To Activate: ***78**

To Deactivate: ***79**

Note: In some markets, use *26 to activate and *27 to deactivate



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4.30 REPEAT DIALING

This feature automatically redials a busy number for you and notifies you when the number is no longer busy. This feature is billed on a monthly or per-use basis.

To Activate: Lift the handset, press ***66**. If the number is callable, you will get a voice confirmation.

To Deactivate: Before 30 minutes have elapsed: Lift the handset, listen for dial tone, then press ***86**.

Not available in some areas or on some calls. Works only within your service area.

4.31 SELECTIVE CALL ACCEPTANCE (NOT AVAILABLE IN ALL MARKETS)

This feature limits incoming calls to up to 12 designated numbers and auto-routes all other incoming calls to a polite message stating calls are not being accepted at this time.

To Activate Lift the handset, press ***64**.

To Deactivate: Lift the handset, press ***84** and follow the prompts.



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4 CALLING FEATURES

4.32 SPEED DIAL

This feature allows you to program up to eight phone numbers for fast, one-digit dialing.

To Activate: Identify up to eight phone numbers that you wish to program. Assign each number a one-digit code between 2 and 9. Lift the handset, listen for dial tone, press ***74**, then wait to hear dial tone again.

Enter the one-digit code you selected on the keypad, followed by the first phone number (up to 24 digits). After you enter your number, press the **#** key. Several short tones confirm your entry. Hang up and repeat this process for up to seven additional phone numbers.

To call a Speed Dial number: Lift the handset, listen for dial tone, then enter the assigned one-digit code, followed by the **#** key.

Note: Numbers can be added or revised at any time by pressing the one-digit code you wish to change and repeating the setup process.

4.33 SPEED DIAL 30

This feature allows you to program up to 30 phone numbers for fast, two-digit dialing.

To Activate: Identify up to 30 phone numbers that you wish to program. Assign each number a two-digit code between 20 and 49. Lift the handset, listen for dial tone, press ***75**, then wait to hear dial tone again.

Enter the two-digit code you selected on the keypad, followed by the first phone number (up to 24 digits). After you enter your number, press the **#** key. Several short tones confirm your entry. Hang up and repeat this process for up to 29 additional numbers.

To call a Speed Dial number: Lift the handset, listen for dial tone, then press the assigned two-digit code, followed by the **#** key.

Note: Numbers can be added or revised at any time by pressing the two-digit code you wish to change and repeating the setup process.



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5 USING YOUR VOICEMAIL

5.1 WELCOME TO CHARTER BUSINESS TELEPHONE VOICEMAIL

Now you will be able to receive messages when your telephone line is busy or if you are unable to answer the call for any reason. Charter Telephone Voicemail means reliable, around-the-clock service so you never miss an important message.

- Your voicemail will answer calls after 4-6 rings.
- An interrupted (stutter) dial tone on your phone line indicates there are new messages in your mailbox.
- Your mailbox can store up to 45 messages for a maximum of 31 days.
- You can activate up to four sub-mailboxes.

5.2 ACTIVATE VOICEMAIL (FIRST-TIME ACCESS)

To set up your voicemail, you must be calling from your Charter Business phone.

1. Dial your 7- or 10-digit Charter telephone number.
2. Voice instructions will guide you create a new 4-digit PIN.
3. You will then be prompted to record your name and personal greeting.

Note: PIN Skip will be automatically turned ON at this point, allowing you access to your voicemail from your phone without having to enter your PIN. Please refer to Log-in Options for instructions on how to turn PIN Skip off.

5.3 ACCESSING VOICEMAIL

Follow these instructions to access your mailbox after you have activated your voicemail system.

From your work phone:

1. Dial your 7- or 10-digit phone number. (If PIN Skip is OFF you must enter your PIN.)
2. You will enter the Main Menu.

From another phone:

1. Dial your 7- or 10-digit telephone number.
2. Press ***5** when you hear the greeting.
3. Enter your 10-digit phone number.
4. Enter your PIN + **#**.
5. You will enter the Main Menu.

Please note that if you forward incoming calls to an off-site phone number, you will bypass the Charter voicemail box and any associated features and functionality, including group mailbox capability.



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5 USING YOUR VOICEMAIL

5.4 MAIN MENU

When you dial into your voicemail you will reach the Main Menu and have the following options:

- Press **1** to review messages
- Press **3** to work with your greetings
- Press **4** to change your mailbox settings
- Press **9** to go to Interactive Help

5.5 REVIEW MESSAGES

From the Main Menu, press **1** to review your messages.

These non-prompted options are available during message review.

- 1** Repeat Repeat current message in its entirety.
- 3** Delete Erase current message and play the next message.
- #** Save Save current message and play the next message.
- 5** Envelope Repeat time and date message was received.
- 6** Skip Move to next message; current message remains new.
- 7** Rewind Rewind current message by 4 seconds.
- 8** Pause Pause current message for up to 2 minutes.
- 9** Fast Forward Fast-forward within current message by 4 seconds.
- * 7** Return Replay previous message.
- * 1** Return Return to main menu.

5.6 CUSTOMIZE GREETINGS

Charter Telephone Voicemail offers you the flexibility of multiple types of greetings.

5.7 DEFAULT GREETINGS

When you first activate your voicemail you will have the option to record your name and personal greetings. If you do not record or activate any greetings, your callers will hear your recorded name (or your phone number, if you have not recorded your name) with the default system greeting. However, at any time after you have set up your mailbox, you can activate your Custom Greetings.



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5.8 CUSTOM GREETINGS

From the Main Menu, press **3** to record / change your personal greetings.

Step 1: Select the greeting you want to record / change:

- 1** All-calls greeting Plays for all calls when no other greetings are recorded or active.
- 2** No answer When activated, this greeting overrides the all-calls greeting.
- 3** Busy greeting Plays when your phone line is busy.
- 5** Extended absence Activate this greeting when you will be away for longer periods of time. You can choose whether callers can leave messages when this greeting is activated. When active, it supersedes all other greetings. When you deactivate this greeting, you have to reactivate any custom greetings.
- 6** Record name The system uses this greeting in any circumstance where your is played; for example, for the default greeting, or when you leave a message in another subscriber's mailbox.

Step 2: After you record your greeting, you can select:

- 1** Listen to the greeting
- 2** Activate or deactivate the greeting
- 3** Rerecord the greeting
- 6** Erase the greeting
- * 2** Return to the previous menu

Step 3: Repeat steps 1 and 2 to work with other greetings.

5.9 MAILBOX OPTIONS

This section provides you information on how to customize your voicemail service.

LOG-IN OPTIONS

To ensure privacy, you should change your 4-digit PIN when you first set up your mailbox. Your PIN should be easy to remember but difficult for others to guess. Please write down your PIN and keep it in a safe place.

Change your PIN:

From the Main Menu, press **4** to change your Mailbox Settings
Press **3** for Log-in Options
Press **1** to change your PIN



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5.10 AUTOMATIC LOG-IN OPTIONS

When activated, this convenient feature allows you to save time by accessing your voicemail service from your own phone without having to enter your phone number or PIN every time.

Note: Automatic log-in does not work when retrieving messages away from home so we suggest that you write down your PIN and keep it in a safe place for reference.

At the Main Menu, press **4** to Change your Mailbox Settings

Press **3** for Log-in Options

Press **2** to turn Fast Log-in ON/OFF—allows you to enter your mail box without entering your 10-digit phone number when dialing directly from your phone.

Press **2** to turn PIN Skip ON/OFF—allows you to enter your mailbox without entering your 4-digit PIN when dialing directly from your phone.

Note: PIN Skip will only work when Fast Log-in is also turned on.

MESSAGE NOTIFICATION SETTINGS

You have the option to change how and when you are notified of new messages in your inbox.

1. From the Main Menu, press **4** to change your mailbox settings.
2. Press **5** to change message-indicator notification settings.

MESSAGE PLAYBACK SETTINGS

You have the option of changing the way your messages are played back to you, including having your messages play automatically when you log in, or choosing urgent messages to play first.

1. From the Main Menu, press **4** to change your mailbox settings.
2. Press **5** to change message playback settings.



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5.11 GROUP MAILBOX

This valuable feature allows different employees or departments to receive messages in separate, private mailboxes. You can activate up to four sub-mailboxes and create individual greetings for each mailbox.

TO ACTIVATE GROUP MAILBOXES

You must contact Charter Business Customer Care to activate this feature.

Note: When you call to have this feature activated, your current voicemail box will be entirely reset. Please take note of this as any messages in your current mailbox will be deleted and all mailbox greetings and personal options will be reset.

TO SET UP GROUP MAILBOXES

Step 1: Dial your 7- or 10-digit phone number.

Step 2: You will be prompted to select the mailbox that you want to set up.

Press **0** for Common Mailbox

Press **1** for Mailbox 1

Press **2** for Mailbox 2

Press **3** for Mailbox 3

Press **4** for Mailbox 4

Step 3: After selecting the mailbox that you want to initialize, you will be prompted to enter your default PIN. This will be the last 4 digits of your phone number.

Step 4: Voice instructions will guide you to create a new 4-digit PIN for that mailbox and record greetings.

TURNING GROUP MAILBOX ON/OFF

Once the Group Mailbox feature has been activated by Charter Business Customer Care, you will be able to turn your sub-mailboxes on or off directly from the Main Menu at any time.

Press **6** from the Main Menu to select the Incoming Calls function

Press **2** to work with your Group Mailbox

Press **1** to turn the Group Mailbox ON/OFF

Note: Only the Primary Mailbox will have the ability to turn Group Mailbox ON/OFF. If the Group Mailbox feature is OFF, the Sub-Mailboxes can no longer be accessed.



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6 TROUBLESHOOTING

If you are having difficulty with your phone, you will need to determine where the problem originated. Is it your phone, the phone jack, or is it the phone line?

TO TEST, FOLLOW THESE STEPS:

1. Do you have dial tone on all phones attached to the same line?
2. If none of the phones has a dial tone, the problem is likely your telephone line. Go to the nearest phone and dial Charter Business Customer Care at 800.314.7195.

If your other phones have a dial tone, the phone or the phone jack is most likely causing the problem. To determine if the problem exists in the phone, the jack, or both, follow these tests:

TEST #1: If you have modular phone jacks that unplug easily from the wall, unplug the phone and plug it into another jack, preferably a jack where you have determined another phone has operated properly. If the phone you are testing still does not have dial tone, it is likely the phone is faulty and you will need to repair or replace it.

TEST #2: Take a functioning telephone and plug it into the jack that the faulty phone was plugged into. If you get a dial tone, you will know the jack is working properly and the other phone is faulty. If you do not get dial tone, there probably is a problem with the jack. Because the jack is part of the inside wiring of your office, repairing it will be your responsibility.

Hunt Group Issues

If you are having problems with Hunt Group, please check to make sure Make Set Busy is activated accurately. Dial *78 to make a line busy and dial *79 to open the line again.

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All telephone call details can now be viewed online. Go to Charter-Business.com and click on the My Account button in the top right corner. You will need to provide your “My Account” username and password in order to log in. *Customers who have never created a “My Account” login can create one by entering their billing account number and following the prompts.

<p>Already registered? Login now to access your account.</p> <p>* = Required</p> <p>Login ID: * <input type="text"/></p> <p>Password: * <input type="password"/></p> <hr/> <p>Forgot your password? Please enter your email address and we will forward your Login ID and Password.</p> <input type="text"/> <p>Submit</p>	<p>Register here to begin using this site.</p> <p>Please enter your account number to get started.</p> <p>Your account number is in the upper right hand corner of your monthly bill.</p> <hr/> <p>Account Number:</p> <input type="text"/> <p>Register</p>
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7 BILLING

To access billing information:

1. Once logged in, click on “Charter ePay/Add Services”
2. From the ePay screen, click new “Call Details” to view your long-distance call detail.

Account Options:

1000785262010275001

Current Payment Method: NON RECURRING

Amount Due*

\$32.33

Pay Now

*Amount Due is your current monthly statement total minus any payments made during this period. Due date is available when you select "View my Bill" from the menu.

Would you like to enroll for automatic payments?

Auto Pay

Statement Balance	Payments
\$0.00	\$0.00

Bill Date: 2/16/07

Details

Call Details

Statements

Recent Activity

Your Current Delivery Method * : Paper and Email Bills

Change

*As an e-Pay customer you will receive an email message each month to view your statement online. You may change your bill delivery method at any time.

Charter Business is not responsible for fraudulent charges that are a result of a customer not securing their network and phone system from hackers. If it is determined that the cause of the fraud is in your phone equipment, you will be held responsible for any charges associated with the fraudulent calls.



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8 CUSTOMER RIGHTS AND PRIVACY

8.1 YOUR RIGHTS AS A CUSTOMER AND OTHER IMPORTANT INFORMATION FROM CHARTER BUSINESS TELEPHONE

About Our Services

Customers have a right to the information necessary to make sound decisions. Please call our Customer Care Center at 800.314.7195 to obtain information about our products and services.

Bill Disputes

You must notify our Customer Care Center at 800.314.7195 within 30 days of your billing date of any billing discrepancies.

Bill Payment and Adjustments

Your telephone bill with only current charges is due within 21 days of delivery; any past-due balance is due immediately. Your payment is considered past due if not received by the date specified on the bill. A late fee of up to 1.5%* will be assessed to any unpaid past-due balance each month.**

A returned payment fee of up to \$25.00 will be assessed for any returned check or declined credit or electronic payment. Additional charges may apply if further collection activity is required.

You may have your monthly amount due automatically deducted from a checking or savings account. To sign up for this service or to obtain the hours and addresses of bill payment locations, please call our Customer Care Center toll-free at 800.314.7195.

You have the right to your continued local telecommunications package as long as full payment for that local service is made on time.

*In North Carolina, the late fee of 1% will be assessed to any unpaid past-due balance each month.

** In Massachusetts, the late fee will be applied once per late balance.

Call Blocking Options

Refer to your Welcome Kit or call our Customer Care Center at 800.314.7195 for detailed information on the Call Blocking options available in your area.

Choice of Services

Charter Business Telephone Services are provided to customers without discrimination as to race, color, sex, nationality, religion, marital status, income level, source of income, or from unreasonable discrimination on the basis of geographic location.



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Cramming—Charges on Your Telephone Bill

Placing charges on your phone bill for products or services without your authorization is known as cramming and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies' charges may appear on your telephone bill. If you believe you were crammed, you should contact the telephone company that bills you for your telephone service, Charter Business Telephone Service at 800.314.7195, and request that it take corrective action.

The billing telephone company will do the following within 45 days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service
- Remove any unauthorized charge from your bill
- Refund or credit all money to you that you have paid for an unauthorized charge
- On your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill

Credit and Deposit Information

A credit assessment may be required to establish service. If required, you will be asked for the necessary information or provided with alternatives if available. The result of the assessment process determines whether more information and / or an advance payment and / or COD (cash on delivery) are required. If an advance payment / COD is required, the amount is typically equal to the normal cost of installation plus the cost of one month of service.

At this time, Charter Business Telephone Service does not require a deposit to establish or maintain telephone service.

Customer Privacy and Customer Proprietary Network Information (CPNI)

This information can be found in the Welcome Book received at installation and on our website at: Charter-Business.com



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Deferred Payment Plans

If you are unable to pay the total charges on your bill, you may enter into a payment arrangement. So long as the terms of the payment arrangements are met, your service will not be disconnected. In most cases, you may have between one and three billing cycles to pay the past-due balance; however, in addition to the deferred amount, you must also pay all current charges each month. In some areas, once you agree to a payment arrangement plan, you may receive the terms in writing and must sign and return the agreement for it to remain valid and avoid disconnection. Whether verbal or in writing, if you do not meet the agreed payment arrangements at any time during the deferral, your service may be disconnected. To exercise your right to request payment arrangements, call our Customer Care Center toll-free at 800.314.7195.

Filing a Complaint

To file a complaint with Charter Business by telephone, call our Customer Care Center at 800.314.7195.

To file a complaint with Charter Business in writing, mail to:

Charter Communications
941 Charter Commons Drive
Town and Country, MO 63017
ATTN: CCA—Charter Business Telephone

If the handling of your complaint is unsatisfactory, you may request a review by a supervisor.

To file a complaint with your state agency, refer to the State Agency Contact List for the telephone number and mailing address.

Restoration of Service

In order to have service restored, any outstanding balances must be paid. There is a charge to have service restored. If service is not restored within 30 days of disconnection, the restoration may be considered a new connection and subject to credit assessment. Other conditions may apply. Please call our Customer Care Center toll-free at 800.314.7195 to arrange for the restoration of service.



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Slamming—Selecting a Telecommunications Carrier

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as slamming. If you are slammed, the telephone company that slammed you will do the following:

1. Pay all charges associated with returning you to your original telephone company within five business days of your request.
2. Provide all billing records to your original telephone company within 10 business days of your request.
3. Pay your original telephone company the amount you would have paid if you had not been slammed.
4. Refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount more than what you would have paid your original telephone company for charges after the first 30 days following the slam.

Your original telephone company is required to provide you with all the benefits such as frequent flyer miles, you would normally have received for your telephone use during the period in which you were slammed.

If you have been slammed, you can change your service immediately back to your original provider by calling your local telephone company. You should also report the slam by writing or calling your state agency.

You can prevent slamming by requesting a preferred carrier freeze from your local telephone company. With a freeze in place you must give formal consent to lift the freeze before your phone service can be changed. A freeze may apply to local service, local toll service, and / or long-distance service. Your state agency can give you more information about freezes and your rights as a customer.

Suspension/Disconnection of Service

Upon advance written notice, Charter Business Telephone can suspend/disconnect your local telecommunication package and services for any of the following reasons:

- Failure to pay for telecommunications services or to make payment arrangements before the date of disconnection indicated on the Disconnect Notice
- Failure to comply with the terms of a payment arrangement plan

Charter Business Telephone can suspend/disconnect local telecommunication package and services without notice for any of the following reasons:

- Service is installed, connected, or reconnected without authority
- Where there is evidence or suspicion of tampering with Charter Business's equipment
- Theft of service
- Any other efforts to defraud Charter Business

Nonpayment of an amount under dispute will not be subject to suspension/disconnection until the resolution of the dispute if the amount is then deemed due.

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Representatives

For billing, repair, or other customer service needs, call toll-free, 800.314.7195.

Service Standards

Charter Business strives to maintain service standards as set forth by your state agency. Call our Customer Care Center at 800.314.7195 with any questions about service standards. You may also contact your state agency for information about service standards.

STATE AGENCY	TELEPHONE NUMBER	ADDRESS
Alabama Public Service Commission	800-392-8050	P.O. Box 304260 100 N. Union St. RSA Union, Suite 838 Montgomery, AL 36130
California Public Utilities Commission	800.649.7570	505 Van Ness Avenue San Francisco, CA 94102-3298
Connecticut Department of Public Utility Control	800.382.4586 (within CT) 860.827.2837 (TDD only)	Ten Franklin Square New Britain, CT 06051
Georgia Public Service Commission	800.282.5813	244 Washington Street, SW Atlanta, GA 30334
Illinois Commerce Commission	800.524.0795 800.858.9277 (TDD only)	527 E. Capital Avenue Springfield, IL 62701
Louisiana Public Service Commission	225-342-4404 800-256-2397	602 North 5th Street 12th Floor Baton Rouge, LA 70802
Massachusetts Department of Telecommunications and Cable	800.392.6066	One South Station Boston, MA 02202
Michigan Public Service Commission	517.241.6180	P.O. Box 30221 Lansing, MI 48909
Minnesota Public Utilities Commission	800.657.3782	121 7th Place E., Suite 350 St. Paul, MN 55101-2147
Missouri Public Service Commission	800.392.4211	200 Madison Street, P.O. Box 360 Jefferson City, MO 65102-0360
Nebraska Public Service Commission	402.471.3101 (tel) 402.471.0254 (fax)	300 The Atrium 1200 N. Street Lincoln, NE 68508-4927

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Nevada Public Utilities Commission	800.992.0900, Ext. 4-6101	1150 E. William Street Carson City, NV 89701-3109
North Carolina Utilities Commission	919.733.9277	4326 Mail Service Center Raleigh, NC 27699-4326
Oregon Public Utility Commission Consumer Services Section	800.522.2404	550 Capitol Street N.E., Suite 215 Salem, OR 97301-2551
South Carolina Public Service Commission	800.922.1531	P.O. Box 11263 Columbia, SC 29211
Tennessee Regulatory Authority	800.342.8359	460 James Robertson Parkway Nashville, TN 37243-0505
Texas Public Utility Commission	888.782.8477	P.O. Box 13326 Austin, TX 78711-3326
Virginia State Corporation Commission	800.552.7945 (within VA) 804.371.9206 (TDD only)	P.O. Box 1197 Richmond, VA 23218
Washington Utilities and Transportation Commission	360.664.1160	P.O. Box 47250 Olympia, WA 98504-7250
Wisconsin Public Service Commission	800.225.7729 608.267.1479 (TDD only)	P.O. Box 7854 Madison, WI 53707-7854

8.2 CHARTER PRIVACY POLICY FOR VOICE SERVICES

Charter Voice Services Privacy Statement

Charter takes the protection of its subscribers' ("You" or "Customer(s)") privacy seriously. The following statement applies to those Charter customers who subscribe to Charter voice services and informs such customers of the information that Charter collects and retains, how Charter uses and protects it, and the limited cases where Charter may disclose some of that information. Please review this Privacy Policy and the attached Customer Proprietary Network Information ("CPNI") Policy in conjunction with Your Customer Agreement. The Privacy Policy and CPNI Policy do not apply to Charter video services or Charter Internet services. Those policies may provide different answers to questions applicable to those services. Those policies and updates to this privacy policy can be found at www.charter-business.com.



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What type of information does Charter collect?

Charter's voice service systems may collect personally identifiable information about our customers: (a) as it is necessary to provide our voice services and service features; (b) as customers voluntarily provide such information to Charter; (c) to prevent the unauthorized reception of services; (d) for marketing purposes, to better enable us to offer You products and services tailored to Your needs; and (e) as may be required under applicable law. This information includes Your name, address and telephone number(s), and it may include additional information to help us verify Your identity (for example, Your driver's license number, a Social Security number or a state identification number) and honor Your payment preferences (for example, Your bank account or credit card number) and other similar information that we use to establish and maintain Your voice service account. We may also collect and maintain information about Your account, such as billing, payment and deposit history; maintenance and complaint information; correspondence with You; information about the service options that You have chosen; information about the equipment You have, including specific equipment identifiers; and information about Your use of our voice services, including the type, technical arrangement, quantity, destination and amount of use of certain of those voice services, and related billing for those services. Charter may also collect additional personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Charter may also collect personally identifiable information from third parties to verify information You have provided to us, as well as from credit reporting agencies to, for example, determine your creditworthiness, credit score, and credit usage. Charter may also maintain research records containing information obtained through voluntary subscriber interviews or surveys.

Why does Charter collect personally identifiable information?

Charter collects personally identifiable information to:

- Ensure the proper delivery and billing of Your services
- Collect outstanding fees and charges for Your services;
- Provide You with accurate and high-quality customer service;
- Better understand how the service is being used to develop and market new services to better fit our customers' needs (subject to our Customers' rights to limit or restrict us from making these offers as described in the attached CPNI Policy and as further required by law);
- Protect the security of the system;
- Attempt to prevent fraud;
- Configure voice service-related devices and software;
- Install, operate, and maintain our voice systems and the services we provide, as necessary to render our voice services, and for other legitimate business activities related to our voice services;
- Provide updates, upgrades, repairs or replacements for any of our voice service-related devices or software used in providing or receiving services;
- Maintain our accounting and tax records; and
- Comply with the law.



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Who sees the information collected by Charter?

Charter considers the personally identifiable information contained in our business records to be confidential. We will only disclose personally identifiable information to unaffiliated third parties under an obligation of confidentiality and for limited purposes consistent with this Privacy Policy, and as authorized by applicable law. Unaffiliated third parties are prohibited from further disclosure of Your personally identifiable information, whether for that third party's own marketing purposes or otherwise.

We may disclose personally identifiable information about You to others (such as our employees, contractors, and agents as well as outside auditors, professional advisors, service providers, potential business transition partners, and regulators), either with Your written consent or without Your written consent as authorized by law, if necessary to render our service or to conduct a legitimate business activity related to a service provided by us to You. For example, we may disclose to an affiliated or nonaffiliated company Your name, address, or other subscriber information that we have collected in order to:

- Assist us in providing administrative and other services;
- Prepare, print and / or deliver monthly invoices for our services or other marketing or informational materials to our Customers;
- Prepare and conduct subscriber surveys to assess and enhance the services that we provide to You;
- Collect outstanding fees and charges;
- Market our (including our affiliates') products and services (subject to Your right to limit or restrict us from making these offers as described in the attached CPNI Policy or other applicable law); and
- Assist us in detecting and protecting against fraudulent, abusive, or unlawful use of, or subscription to, our services.



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The frequency of any information disclosure varies in accordance with our business activities and needs. We make every reasonable effort to protect Your privacy as described in this Privacy Policy. Nevertheless, Your personally identifiable information may be disclosed in the process of rendering our services to You or as required by law. For example:

- Your name and/or telephone number may also be transmitted and displayed on a Caller ID device unless You have elected to block such information. Please note that Caller ID blocking may not prevent the display of Your name and/or telephone number when You dial certain business numbers, 911, 900 numbers, or toll-free 800, 888, 877, or 866 numbers (where available).
- Charter may publish and distribute telephone directories in print, on the Internet and on disks. Those telephone directories may include Customer names, addresses and telephone numbers, without restriction to their use.
- Charter also makes Customer information available through directory assistance operators.
- Charter may also provide Customer names, addresses and telephone numbers to unaffiliated directory publishers and directory-assistance providers for their use in creating directories and offering directory-assistance services.
- Name, address, and telephone information in telephone directories may be sorted, packaged, repackaged and made available again in different formats by anyone.
- We take reasonable precautions to ensure that non-published and non-listed numbers are not included in our telephone directories or directory-assistance services, or any third-parties' directories or directory-assistance services, although we cannot guarantee that errors will never occur.

We will disclose personally identifiable information about You without Your consent and sometimes without notice to You when required by law in order to comply with a valid legal process, such as a subpoena, court order, or search warrant, for example. If we receive such a request, we will notify You before responding, unless we are prohibited from doing so by law. Valid legal process may require us to disclose or allow access to personal information such as Your account, billing, payment and calling records, and may also require us to allow governmental entities to monitor Your calls and callers as well as general call usage. We may also use or disclose personally identifiable information about You without Your consent (a) to protect our Customers, employees, or property, (b) in emergency situations, (c) to enforce our rights in court or elsewhere, or directly with You, for violations of service terms, conditions or policies and/or (d) as otherwise required by law, for example, as part of a regulatory proceeding. We reserve the right to collect and disclose information in collective or aggregate formats, such as ratings surveys and other statistical reports, which do not personally identify You. We may use Your personally identifiable information to better understand how the service is being used, to improve it, and for performance measurement and security purposes, including to determine whether there are violations of any applicable policies and terms of service.



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Unless You object in advance, federal law also allows Charter to disclose, through “mailing lists,” personally identifiable information, such as Customer’s name, address and the level of Customer’s service subscription to non-affiliated entities, including advertisers and marketing entities, for non-cable related purposes, including product advertisement, direct marketing and research. Under no circumstances will Charter disclose to these entities the extent of Customer’s television viewing practices if Customer is a cable television subscriber or details regarding Customer’s use of the service or the transactions Customer makes over the system.

In the event we (or our affiliates) engage in a business transition, such as a merger, acquisition, or sale of all or a portion of our assets, Customers’ personally identifiable information will, in most instances, be part of the assets transferred. If, as a result of the business transition, this Privacy Policy will be changed, You should refer to the section of this Privacy Policy entitled **“Notices and Changes to Privacy Policy & Attached CPNI Policy.”** Aggregate information may also be transferred in connection with a business transition.

Note to California Customers regarding Your Privacy Rights: California law requires Charter to provide to Customers, upon request, certain information regarding the sharing of personally identifiable information to third parties for their direct marketing purposes. As mentioned above, Charter does not share information with unaffiliated third parties for their own direct marketing purposes. However, Charter may share personally identifiable information with some same-branded affiliates for those affiliates’ direct marketing purposes (subject to restrictions in the attached CPNI Policy). If You make a request by phone or on-line, Charter will provide You with the number of its same-branded affiliates in California and a list of personal information that it may have shared with some or all such affiliates.

Can I prohibit or limit Charter’s use of my personally identifiable information?

If You do not want Your name, address or other personally identifiable information disclosed to third parties in a “mailing list” as explained above, please register this preference at <http://unsubscribe.charter.com> or by contacting us by telephone at 888.GET.CHARTER.

If You do not want to receive telemarketing calls from Charter, You may call 888.GET.CHARTER and request to be placed on Charter’s Do Not Call list. Please note that a Do Not Call request will not eliminate all telephone calls to You from Charter as Charter may still continue to make non-telemarketing account-related calls to You.

How long does Charter maintain personally identifiable information?

Charter will maintain Your personally identifiable information only as long as it is necessary for the purpose for which it was collected; to comply with applicable law, including but not limited to tax and accounting laws, to satisfy pending requests or orders for access by a Customer to his/her information, or pursuant to a court order.



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8 CUSTOMER RIGHTS AND PRIVACY

How does Charter protect customer information?

Charter takes the security of our Customers' personally identifiable information seriously. Charter takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Charter to personally identifiable information. Charter uses security and/or encryption technology to secure certain sensitive personally identifiable information collected over the system. Charter also restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing our Customers' personally identifiable information to authorized employees and agents of Charter and other parties identified in the disclosure section above. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

Can I see the information that Charter collects about me?

You have a right under the Cable Act to see Your personally identifiable information that Charter collects and maintains. The information Charter has about its Customers is maintained at the local office where service is provided and at our corporate headquarters. If You would like to see this information, please send a written request to Your local Charter office. Charter will make an appointment for You to come in to Your local office during regular business hours. If Your review reveals an error in our records, we will correct it. You may also be able to access certain information by telephone or Internet access at www.charter.com, depending upon the information You have provided. Telephone contact information can be found on Your monthly billing statement.

What if I have any questions?

If You have any questions about our privacy protections and policies, please contact Your local customer service office. You can find the phone number for Your local customer service office on Your monthly bill statement or by visiting Charter's website at www.Charter.com.

What can I do if I believe Charter has violated my rights?

You may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable subscriber information about You, through a civil action under federal law, in addition to other rights and remedies that may be available to You under federal or other applicable laws.

Notices and Changes to Privacy Policy & Attached CPNI Policy

As required by federal law, we will notify You of our Privacy Policy annually. Further, we will notify You of our CPNI Policy, which is included as part of this Privacy Policy, at least once every two years. We reserve the right to modify this Privacy Policy and/or the CPNI Policy at any time. We will notify You of any material changes via written, electronic or other means permitted by law. If You continue to use the service following notice, we will consider that as acceptance of the change.

Revised and Effective: December 8, 2007.



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8 CUSTOMER RIGHTS AND PRIVACY

CHARTER Customer Proprietary Network Information (CPNI) Policy

The information that we have (1) relating to the quantity, technical configuration, type, destination, location, and amount of Your use of telephone service, and / or (2) contained on Your telephone bill concerning the telephone services that You receive is subject to additional privacy protections. That information, when matched to Your name, address, and telephone number is known as “Customer Proprietary Network Information,” or CPNI for short. Examples of CPNI include information typically available from details on a customer’s monthly telephone bill -- the type of line, technical characteristics, class of service, current telephone charges, long-distance and local-service billing records, directory-assistance charges, usage data, and calling patterns. (CPNI does not include Your name, address, and telephone number, because that information is protected by the general privacy policy described above.) As a subscriber to our telephone services, You have the right, and Charter has a duty, under federal law to protect the confidentiality of CPNI. Charter offers many communications-related services, such as, for example, Charter Internet services. From time to time we would like to use the CPNI information we have on file to provide You with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to Your specific needs. We would like Your approval so that we and our agents may use this CPNI to let You know about communications-related services other than those to which You currently subscribe that we believe may be of interest to You. You do have the right to restrict this use of CPNI.

IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE TELEPHONE NUMBER REFLECTED ON YOUR MONTHLY BILLING STATEMENT OR 888.GET.CHARTER. (We will also honor any restrictions applied by state law, to the extent applicable.) Charter also offers various other services that are not related to the communications services to which You subscribe. Under CPNI rules, some of those services, such as Charter video services, are considered to be non-communications related services. Occasionally, You may be asked during a telephone call with one of our representatives for Your oral consent to Charter’s use of Your CPNI for the purpose of providing You with an offer for products or services not related to the telephone services to which You subscribe. If You provide Your oral consent for Charter to do so, Charter may use Your CPNI for the duration of such telephone call in order to offer You additional services. Any action that You take to deny or restrict approval to use Your CPNI will not affect our provision to You, now or in the future, of any service to which You subscribe. You may disregard this notice if You previously contacted us in response to a CPNI Notification and denied use of Your CPNI for the purposes described above. Any denial of approval for use of Your CPNI outside of the service to which You already subscribe is valid until such time as Your telephone services are discontinued or You affirmatively revoke or limit such approval or denial. The CPNI Policy above applies to our Voice over Internet Protocol, or IP voice services.



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8 CUSTOMER RIGHTS AND PRIVACY

8.3 CHARTER BUSINESS TELEPHONE FRAUD AND MISUSE OF SERVICE POLICY

Customer is responsible for any fraudulent use or misuse of service that occurs through Customer's account, whether by a member of Customer's business or an authorized or unauthorized third-party. Misuse of service could include modem hijacking, excessive use of international calling and 411/directory assistance calls, and other per-use charges.

PBX hacking is generally done through your voicemail system after business hours and on weekends and holidays. Hackers can access your voicemail system with an easy-to-identify PIN number or a default PIN. Once the voicemail is accessed, the hacker will attempt to place outbound calls through your PBX to international locations like the Philippines, Saudi Arabia, Pakistan, India, and United Arab Emirates. Customer is responsible for any fraudulent or misuse of service that occurs through Customer's account, whether by a member of Customer's business or an authorized or unauthorized third party.

What is modem hijacking?

Modem Hijacking is a type of fraud that takes place over a dial-up modem while you are on the internet downloading a file or in some cases, accepting certain terms and conditions. While your computer is downloading the information, the hijacker takes control of your modem and starts dialing international locations. Usually the first thing the hijacker does is disable the sound on your computer so that you do not hear the modem dialing. Hijacked international calls will show up on your phone bill as dialed international numbers.

How do I prevent modem hijacking?

Contact Charter Business at 800.314.7195 to replace dial-up internet service with Charter Business High-Speed Internet service, which includes internet security software that can help prevent modem hijacking.

What sites are prone to hijacking?

Entertainment sites are the most targeted of modem hijackers, although any site could hijack a modem. These sites often dial international numbers specializing in adult entertainment.

What should I look for?

The appearance of short international calls on your phone bill that you have not made. Typical target countries are: Sao Tome, Wallis and Futuna, Central African Republic, Estonia, Austria, and Lichtenstein.

What should I do if I suspect Modem Hijacking?

1. Disconnect your telephone line from the dial-up modem immediately.
2. Call Charter Toll Fraud Escalations at 866.508.1398.
3. Contact your internet provider immediately, or if your internet provider is Charter Business, call 800.314.7195 and request Charter Business Security.

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MAKE CALLS

CALL FOR HELP

911 SERVICES

CALLING FEATURES

USING VOICEMAIL

TROUBLESHOOTING

BILLING

RIGHTS

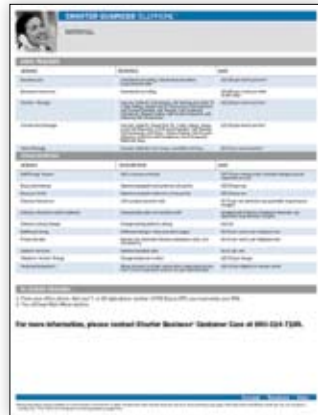
ADDITIONAL INFO

9 ADDITIONAL INFORMATION

Click the below images to view and use for reference:



Quick Reference Guide



Rate Card



Refer-A-Business program



Welcome to Charter Business Telephone® Voicemail. Now you'll be able to receive messages when your telephone line is busy or you are unable to answer the line for any reason. An interrupted (stutter) dial tone on your telephone line indicates that there are new messages in your mailbox.

SET UP VOICEMAIL (FIRST-TIME ACCESS):

To activate your voicemail you must be calling from your Charter Business® phone.

1. Dial your 10 digit phone number.
2. Follow instructions to create a new PIN.

PIN: _____

ACCESSING VOICEMAIL:

Follow these instructions to access your mailbox after you have activated your voicemail system.
From your work phone:

1. Dial your 7- or 10-digit phone number. (If PIN Skip is OFF you must enter your PIN.)
2. You will enter the Main Menu.

CHANGE YOUR PIN:

From the Main Menu, press **4** to change your Mailbox Settings.

Press **3** for Login Options.

Press **1** to change your PIN.

WHEN LISTENING TO YOUR MESSAGES:

From the Main Menu, press **1** to review your messages. These non-prompted options are available during message review.

1	Repeat	Repeat current message
3	Delete	Erase current message
#	Save	Save current message
7	Rewind	Rewind current message
8	Pause	Pause current message
9	Fast Forward	Fast-forward message
* 7	Return	Replay previous message
* 1	Return to main menu	

Charter Business Telephone Voicemail means reliable, around-the-clock service. Please see your Business Users Guide for detailed information to customize your mailbox.

FEATURE	TO ACTIVATE	TO DEACTIVATE
Anonymous-Call Rejection	* 7 7	* 8 7
Call Forward Variable	* 7 2	* 7 3
Caller ID Blocking	* 6 7	* 8 2
Call Return	* 6 9	
Call Transfer	Flash Button	
Call Waiting	Flash Button	* 7 0
Custom Ring	* 6 1	* 8 1
Make Set Busy †	* 7 8	* 7 9
Call Forward Selective	* 6 3	* 7 3
Repeat Dial	* 6 6	* 8 6
Selective Call Acceptance	* 6 4	* 8 4
Call Screening	* 6 0	* 8 0 <small>(in certain markets, use *60 to deactivate)</small>
Speed Dial 30	* 7 5	
Voicemail	Please see reverse side for directions to access your Voicemail	

† In some markets, customers with 2 line hunt groups must use *26 to activate and *27 to deactivate.

Please note that all features may not be included in your calling plan, and some may be subject to either a per-use or subscription charge. Refer to the Charter Business Telephone® Users Guide for detailed instructions on calling features. Contact Charter Business® Customer Care at 800.314.7195 if you would like to activate additional calling features.



CHARTER BUSINESS TELEPHONE®

NATIONAL

LOCAL PACKAGES

SERVICE	FEATURES	RATE
Business Line	Unlimited local calling, Charter Business Basic Long-Distance plan	\$21.99 per month per line*†
Business Access Line	Unlimited local calling	\$34.99 per month per line† (in MO only)
Solution Package	Includes Caller ID, Call Waiting, Call Waiting with Caller ID, 3 Way Calling, Speed Dial 30, Anonymous Call Rejection, Call Forward Variable, Call Transfer, Call Screening, Call Return, Repeat Dialing, Call Forward Selective, and Selective Call Acceptance.	\$15.99 per month per line*
Solution Plus Package	Includes Caller ID, Speed Dial 30, 3-Way Calling, Anonymous Call Rejection, Call Forward Variable, Call Transfer, Call Screening, Call Return, Repeat Dialing, Call Forward Selective, Selective Call Acceptance, Hunt Group and Make Set Busy.	\$15.99 per month per line*
Select Package	Includes Caller ID, Hunt Group, and Make Set Busy	\$5.00 per month per line*

OTHER SERVICES

SERVICE	DESCRIPTION	RATE
Add/Change Feature	Add or remove a feature	\$10.00 per change order (multiple changes may be requested at once)
Busy Line Interrupt	Operator-assisted interruption on a busy line	\$20.00 per use
Busy Line Verify	Operator-assisted verification of a busy line	\$20.00 per use
Directory Assistance	411 operator-assisted calls	\$1.79 per use (excludes any applicable long-distance charges)
Directory Assistance Call Completion	Automatically dials 411 assisted calls	Included with Directory Assistance (excludes any applicable long-distance charges)
Directory Listing Change	Change existing directory listing	\$10.00
Additional Listing	Additional listing in white and yellow pages	\$5.00 per month, per telephone line
Private Number	Number not listed with directory assistance (411) or in the directory	\$5.00 per month, per telephone line
Operator Services	Operator-assisted calls	\$1.10 per use
Telephone Number Change	Change telephone number	\$20.00 per change
Seasonal Suspension	Allows account to remain active while suspending service from 3 to 6 consecutive months (1x per calendar year)	\$10.00 per telephone line per month

TO ACCESS VOICEMAIL

1. From your office phone, dial your 7- or 10-digit phone number (if PIN Skip is OFF, you must enter your PIN).
2. You will hear Main Menu options.

For more information, please contact Charter Business® Customer Care at 800.314.7195.

CHARTER BUSINESS TELEPHONE®

FEATURES

SERVICE	FEATURE
Anonymous-Call Rejection	Phone calls received with the private or anonymous designation can be sent an announcement stating blocked calls are not accepted and the call needs to be unblocked to go through
Alternate Caller ID Presentation (in certain markets only)	Allows alternate name to be displayed as the caller information Displays incoming caller information.
Block Directory and Operator Assistance	Block operator-assisted and directory-assistance calls
Block Repeat Dialing	Prevents the use of the Repeat Dialing feature
Block International Long Distance	Provides the ability to block outbound international long-distance calls for no additional charge
Call Forward Busy Line	Forwards all incoming calls when your line is busy
Call Forward Busy / No Answer	Forwards all incoming calls when your line is busy or unanswered
Call Forward No Answer	Forwards all incoming calls when your line is unanswered
Call Forward Selective	Forwards up to 12 selected incoming calls to a designated number
Call Forward Variable	Forwards all incoming calls to a designated number
Call Forward Variable—Remote Access	Enables users to make changes to their Call Forwarding service from remote locations (Call Forward Variable feature must also be subscribed to on at least one line for this service to work)
Call Return	Supplies the number, date, and time of most recent incoming call and offers the option to automatically return the call (available intraLATA only)
Call Screening	Auto-routes up to 12 selected incoming calls to a polite message stating calls are not being accepted at this time
Call Trace	Initiates a trace of the most recent incoming call (customer initiated—not related to CALEA or law enforcement activity)
Call Waiting / Cancel Call Waiting	Identifies incoming calls via an audible signal while on a call and allows the Call Waiting feature to be temporarily disabled
Call Waiting with Caller ID	Identifies incoming calls via an audible signal while on a call and displays incoming caller information; must have a Caller ID-capable phone and / or display unit; **must have CW + CID
Caller ID	Displays incoming caller information; must have a Caller ID-capable phone and / or display unit
Caller ID Per Line Blocking	Blocks the transmission of the phone number on all calls from the phone line
Caller ID Blocking	Prevents outgoing information from being displayed on end user's Caller ID unit on a per-call basis
Call Transfer (not available everywhere)	Transfers incoming calls to another phone number, inside or outside of your office (long-distance charges apply when applicable)
Custom Ring	Identifies selected incoming calls with a custom ring
Distinctive Ring	Allows for two distinct phone numbers on one phone line
Hot Line	Automatically rings to a specific number
Hunt Group	Allows multiple lines to all act as a single group—this is a per-line feature and will be charged per line
Make Set Busy	Allows a line to be made busy so incoming calls skip that line in order to reach an available line or voicemail sooner
Repeat Dial	Automatically redials a specified busy outgoing number until the line is free (available intraLATA only)
Selective Call Acceptance	Limits incoming calls add up to 12 designated numbers and auto-routes all other calls to a polite message stating that calls are not being accepted at this time
Speed Dial 30	Allows two-digit keypad dialing for up to 30 frequently dialed numbers
3-Way Calling	Allows subscribers to talk with two different parties simultaneously
Toll Restriction	Provides the ability to block the following outbound long-distance calls: 1+, 0+, 10-10-XXX and international calls, for no extra charge

VOICE MESSAGING

SERVICE	FEATURE
Voicemail	Allows incoming callers to leave up to 45 retrievable five-minute messages that can be stored for up to 31 days in up to four distinct mail boxes

NON-RECURRING CHARGES

SERVICE	DESCRIPTION	RATE
New Installation	Service connection (up to two lines)	\$49.00
Add a Telephone Line to an Existing Active Account	Service connection (includes \$45.00 dispatch fee)	\$70.00
Reconnection	Restore service after a voluntary disconnection	\$30.00
Non-Pay Reconnection	Restore service after disconnection for non-payment (not temporary suspension)	\$60.00
Additional New Phone Jack	Install a new phone jack (includes \$45.00 dispatch fee)	\$75.00
Reconfigure an Existing Jack	Change the telephone line associated with an existing jack (includes \$45.00 dispatch fee)	\$70.00
Repair/Maintenance NOTE: for customer- caused incidents	Regular Time: 8 a.m. to 8 p.m. Monday through Saturday Overtime: 8 p.m. to 8 a.m. Monday through Saturday Premium Time: Sundays and Holidays	\$115.00 per visit \$175.00 per visit \$230.00 per visit
Non-Sufficient Funds Charge	Charge for returned checks	\$25.00

CHARTER BUSINESS TELEPHONE®

BENEFIT	ACTIVATE	DEACTIVATE	RATE
Unidentified calls are handled automatically	* 7 7	* 8 7	\$2.00 MRC*
Must have a Caller ID capable phone and / or display unit	Service Change	Service Change	\$0.50 per line MRC
Prevent unwanted usage based charges	N/A	N/A	N/C
Limits unwanted outgoing calling activity	* 6 6	* 8 6	N/C
Prevent unwanted charges while still being able to make domestic long-distance calls	Service Change	Service Change	N/C
Won't miss any incoming calls while on the phone	Service Change	Service Change	\$3.00 MRC
Won't miss any incoming calls while at the office or away	Service Change	Service Change	\$4.00 MRC
Won't miss any incoming calls while away from the office	Service Change	Service Change	\$4.00 MRC
Can forward only wanted calls	* 6 3	* 7 3	\$4.00 MRC
Won't miss any incoming calls when away from the office	* 7 2	* 7 3	\$4.00 MRC
Activate your Call Forwarding service from outside the office	Service Change	Service Change	\$2.00 MRC
Can identify last missed call	* 6 9	N/A	\$4.00 MRC (.90¢ PU \$9.00 maximum charge per month when used PU)
Unwanted calls are handled automatically	* 6 0	* 8 0	\$5.00 MRC
Can obtain caller information for legal recourse	* 5 7	N/A	\$20.00 PU
Won't miss any incoming calls	Flash Button	* 7 0	\$6.00 MRC
Can decide whether to answer incoming call based on caller information	Service Change	Service Change	N/C
Can decide whether to answer incoming call based on caller information	Service Change	Service Change	\$6.00 MRC
Prevents party you are calling from seeing your name and number on their Caller ID unit	Service Change	Service Change	N/C
Protect privacy	* 6 7	* 8 2	N/C
Allows you to keep your business line available for other incoming calls	Flash Button	N/A	\$4.00 MRC
Prioritize and identify incoming calls	* 6 1	* 8 1	\$4.00 MRC
Can have a different phone number for other employees or give different numbers to different incoming callers without the expense of an additional line	Service Change	Service Change	\$4.00 MRC
User isn't required to dial a number	Service Change	Service Change	\$0.50 MRC
Finds an available line within a set of lines	Service Change	Service Change	\$1.50 MRC
Helps callers reach an available line/voicemail sooner	* 7 8 †	* 7 9	\$0.50 MRC
Don't have to manually redial busy numbers	* 6 6	* 8 6	\$4.00 MRC (.90¢ PU \$9.00 maximum charge per month when used PU)
Only wanted calls are processed, and unwanted calls are handled automatically	* 6 4	* 8 4	\$4.00 MRC
Don't have to memorize individual phone numbers	* 7 5 20-49#	N/A	\$3.00 MRC
Can avoid calling back a second party; can get two parties to converse with you at once	Flash Button	N/A	\$4.00 MRC
Prevents unwanted charges (this option does not block toll free calling)	Service Change	Service Change	N/C
BENEFIT	ACTIVATE	DEACTIVATE	RATE
Won't have to miss or answer incoming calls whether on the phone or away from office	From office phone, dial phone number and PIN	Service Change	\$8.00 MRC

†In certain markets, use * 26 to activate and *27 to deactivate

*Monthly Recurring Charge

**Per Use

CHARTER BUSINESS TELEPHONE®

Maximize your savings on domestic, direct-dialed, long-distance calls with Charter Business® Long Distance that is billed in full six-second increments, applicable on direct-dial only within the U.S., Canada, and Puerto Rico. All long-distance packages offer anytime, anywhere minutes with no peak or off-peak rates and one simple rate for Intralata, Intrastate and Interstate calls. Minutes included in package are spread across all lines at a single service location (excluding unlimited long-distance package).

LONG-DISTANCE PACKAGES*

SERVICE	FEATURES	RATE
Charter Business Basic Long Distance	Anytime minutes	\$0.07 per minute interstate and intrastate
Charter Business 100 Long-Distance Package	100 anytime minutes	\$5.99 per month (additional minutes over 100 at \$0.06 per minute)
Charter Business 300 Long-Distance Package	300 anytime minutes	\$14.99 per month (additional minutes over 300 at \$0.06 per minute)
Charter Business 600 Long-Distance Package	600 anytime minutes	\$26.99 per month (additional minutes over 600 at \$0.06 per minute)
Charter Business 1000 Long-Distance Package	1000 anytime minutes	\$39.99 per month (additional minutes over 1000 at \$0.06 per minute)
Charter Business 2500 Long-Distance Package	2500 anytime minutes	\$99.99 per month (additional minutes over 2500 at \$0.05 per minute)
Charter Business 5000 Long-Distance Package	5000 anytime minutes	\$199.99 per month (additional minutes over 5000 at \$0.04 per minute)
Charter Business 10,000 Long-Distance Package	10,000 anytime minutes	\$349.99 per month (additional minutes over 10,000 at \$0.035 per minute)
Charter Business 20,000 Long-Distance Package	20,000 anytime minutes	\$600 per month (additional minutes over 20,000 at \$0.03 per minute)
Charter Business Unlimited Long-Distance Package	Unlimited anytime minutes	\$19.99 per month per line (this package may not be combined with any of the minute packages)

The Customer must select Charter as the IntraLATA and InterLATA toll carrier. Charter Business Unlimited Long Distance applies to calls within the U.S. (including Alaska and Hawaii), Puerto Rico, and Canada. International calling is not included with this plan.

Callers must dial 1 + telephone number for a domestic call to be included without an additional charge. The Charter Business Unlimited Long-Distance service does not include calls to directory assistance, calling card, or operator services. Auto-dialing (including automatic outbound dialing systems or call distribution systems), broadcast fax, long-distance internet or intranet access, call center and certain switching applications are not included. Usage may be monitored for compliance/abnormal usage, and the Customer may be required to demonstrate compliance with these restrictions where monitoring indicates non-compliance. If Charter Business determines that Customer's use of the service violates any of these and other restrictions, Charter Business, at its sole option, may move the Customer to another long-distance plan or may suspend, restrict, or cancel the Customer's service.

TOLL FREE

SERVICE	DESCRIPTION	RATE
Toll Free	Usage billed in six second increments at same rate as domestic LD plan and will contribute to the LD plan on customer's account. If combined minutes from outbound and toll free calls exceed minutes in plan, overage rate per minute will apply based on customer's LD plan (calls within US and Canada). Unlimited Long Distance plan is not available with toll free service.	\$2 per toll-free number per month
Point of Origin Routing	Allows a customer to route calls to a different destination number based on the origin area code (NPA), exchange (NXX) or state (including intrastate).	\$5 per toll free number per month <ul style="list-style-type: none"> • One time installation fee per toll free number \$25 • One time change fee per toll free number \$25
Toll Free Routing Options	<ul style="list-style-type: none"> • Time of Day Routing - allows a customer to route calls to different destination numbers based on time of day, day of week or based on a holiday schedule • Day of Week Routing - allows a customer to route calls to different destination numbers based on day of the week • Day of Year Routing - allows a customer to route calls to different destination numbers based on day of the year • Holiday Routing - allows a customer to route calls to different destination numbers based on a holiday schedule • Percent Allocation - allows a customer to route calls to a different destination based on customer provided percentage 	\$15 per routing option, per toll free number, per month <ul style="list-style-type: none"> • One time installation fee per toll free number per feature \$50 • One time change fee per toll free number per feature \$50
Toll Free Listings	One directory listing in the National Toll Free Directory Assistance Database (1-800-555-1212) for each toll free number.	\$20 (per toll free number per month) <ul style="list-style-type: none"> • One time fee \$20
Call Referral Routing	Allows a customer to refer their toll free number to a new number (for example, if original toll free number is changed).	\$15 per month per toll free number <ul style="list-style-type: none"> • One time fee \$50

800.314.7195

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Charter Business® Refer-A-Business program

WHAT IT IS

The Charter Business® Refer-A-Business Program makes it easy to earn a \$50 credit on your Charter Business bill by letting us know about business contacts who could benefit from our services.

HOW IT WORKS

Simply refer another business to us by completing a lead form on the Charter Business website:

Charter-Business.com/BusinessReferral. We'll contact your referral and handle the rest. Once your referral's internet or cable TV services are installed and they are billed, we'll give each of you a \$50 credit toward your bills. (May subscribe to telephone, however, credit will not be applied to Telephone-Only accounts)

WHO TO REFER

Any clients, vendors, or other contacts who might like a great deal on reliable high-speed internet, telephone, and cable TV solutions and who aren't already Charter Business customers.

THE CHARTER BUSINESS BUNDLE®

Referrals can save time and money with one bill and get discounts off our standard rates when they bundle Charter Business High-Speed Internet, Telephone, and/or Cable TV

Visit Charter-Business.com/BusinessReferral

©2009 Charter Communications. Restrictions may apply. To be eligible for the Charter Business credit, you must be a current Charter Business customer in good standing at the time of installation and billing activation of the new customer's account. Credits will only be paid on installed sales and will be paid as soon as administratively possible after the account has been verified. Serviceability by Charter Business for a business is not guaranteed. The credit is paid one time and has no cash value. Offer valid for 120 days up to and including contract sign date. Charter Business will confirm timely service installation before credit is issued. See program rules for credit process and eligibility policy at Charter-Business.com/BusinessReferral. *Charter Business Unlimited Long Distance applies to direct-dial calls within the U.S. (including Alaska and Hawaii), Puerto Rico, and Canada. This package must be purchased separately for each line on the account and may not be combined with any of the per-minute packages. International calling is not included with this or any plan. Auto-dialing (including automatic, outbound dialing systems or call distribution systems), broadcast fax, long-distance internet or intranet access, call center, and certain switching applications are not included. Usage may be monitored for compliance/abnormal usage, and the customer may be required to demonstrate compliance with these restrictions where monitoring indicates noncompliance. If Charter determines that customer's use of the service violates any of these and other restrictions, Charter, at its sole option, may move the customer to another long-distance plan or may suspend, restrict, or cancel customer's service. *Credit will not be applied to new or current customers subscribing only to Charter Business Telephone service. Credit will be applied to video and/or internet account as applicable. 08/09