

Feature Which package is right for me?	Basic Pack The right choice for simple, intra-office phone needs.	Advanced Pack A great choice with easy-to-use, more advanced office phone features.	Complete Pack Premium phone features that allow for the greatest efficiency and convenience.	Add-on Features Improve any of these packages with these useful features.
Online Feature Management - Easily manage your phone settings online through the online control panel.	✓	✓	✓	
Extension Dialing - Assign each user an extension so they can easily be dialed from within the office.	✓	✓	✓	
Call Blocking - Option to restrict certain calls - collect, international, long distance, third party, directory/operator assistance.	✓	✓	✓	
Call Logs - Stay organized by tracking and responding to all missed, received, and dialed calls.	✓	✓	✓	
Forwarding Not Reachable - Forwards your calls automatically in the event network connection is lost.	✓	✓	✓	
Phone Lists - Quickly find and call contacts in your online phone list by name, number, or email address.	✓	✓	✓	
Caller ID	✓	✓	✓	
Do Not Disturb - Quickly set your line as unavailable, and send calls to voicemail, or give calls a busy signal.	✓	✓	✓	
Forwarding No Answer/Busy - Forward your calls to any number you want.	✓	✓	✓	
Hunting/Rollover - Route calls to available extensions to ensure that callers reach a live person before going to voicemail.	✓	✓	✓	
Call Waiting		✓	✓	
Call Rejection - Restrict calls from anonymous or individual number.		✓	✓	
Forwarding Always/Selective - Forward your calls to any number you want based on your schedule and caller identity.		✓	✓	
Call Return - Call the last party that called you.		✓	✓	
Selective Call Acceptance - Allow only certain incoming calls to reach you.		✓	✓	
Transfer		✓	✓	
Hold		✓	✓	
3-way		✓	✓	
Speed Dial		✓	✓	
Last Number Redial		✓	✓	
Repeat Dial/Auto Callback - Continuously repeat dial to a number that is busy.		✓	✓	
Simultaneous Ring/Sequential Ring - Catch every call by having multiple phones ring at once or one after the other.			✓	
Call Notify - Receive email notification of calls received based on your selection criteria.			✓	
Remote Office - Allows you to access and use your phone service from any telephone (in or out of the office).			✓	
Call Manager - Web-based tool that allows click-to-dial, conference, answer, and transfer.			✓	
Directed Call Pickup - Allows you to pick up a call directed to another phone inside your business.			✓	
Priority Alert/Ringing - Catch the important calls first by setting up a different ring tone or call waiting tone.			✓	
Voicemail - Includes voicemail to email.			✓	✓
Fax to Email - Send incoming faxes to your email.				✓
Alternate Number - Add inbound-only numbers from your calling area to your line with a distinctive ring for each.				✓
Remote Number Forwarding - Add inbound-only numbers that are from outside your calling area.				✓
Auto Attendant - Give your customers options to find the person they need with the auto attendant.				✓

CHARTER BUSINESS® PHONE

EASILY CONNECT WITH CUSTOMERS FROM ANYWHERE

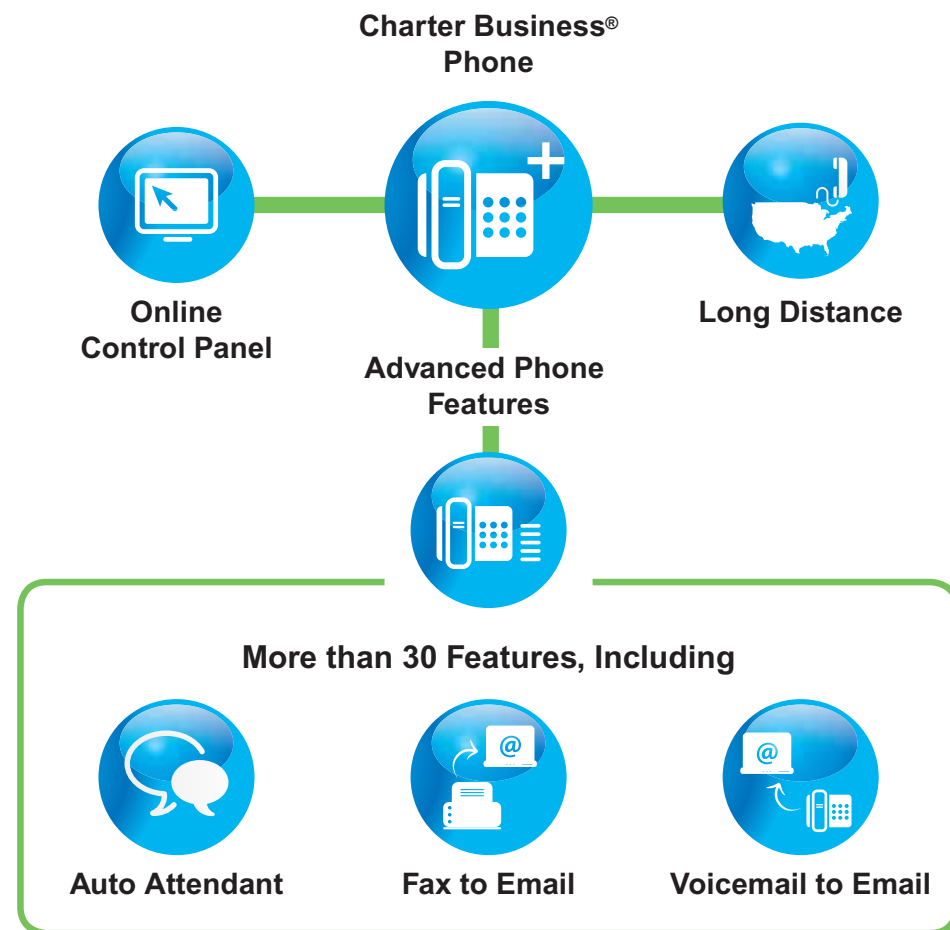


» **WHAT YOU GET**

Simple, affordable business phone features give you the freedom and flexibility to connect with your customers from anywhere. Charter Business® Phone allows you to integrate your existing office phone, cell phone and home phone so that your customers can reach you at any time by calling just one number.

» **HOW IT WORKS**

Your customers only need to dial one number to reach you, and their call will ring through to your office phone, cell phone or home phone - whichever is most convenient for you. Or, if you prefer, you can also choose to have voicemails or incoming faxes sent to your email as attachments. An online control panel allows you to easily manage these features, as well as others - putting you in complete control and allowing you to stay connected at all times. Lastly, since all of your communications take place over our state-of-the-art, privately managed network, with dedicated 24/7/365 customer service, you can depend on us to reliably deliver your calls around the clock.



WHY SWITCH?

Here are the top 10 reasons to switch to Charter Business Phone today:

1. **Never miss a call.** Route your calls however you like so that your customers can reach you anytime, no matter where you are.
2. **It's easy to manage.** The online control panel gives you complete control over your features. Simply manage your service with the click of the mouse.
3. **Fax to email.** Receive incoming faxes directly to your email.
4. **Voicemail to email.** Send voicemails to your email as attachments.
5. **Reliable.** We manage and operate our network and have dedicated customer service reps available 24/7/365 backed by local service technicians, so you can count on us for great, reliable service.
6. **Enjoy crystal-clear call quality.** Many customers have commented that our sound quality is superior to that of their local phone company. This is because of our state-of-the-art, privately managed network that connects into the national phone grid.



7. **It's easy to switch.** Keep your existing phone number. Keep your existing phone equipment.
8. **Unlimited long distance.** Call anywhere in the U.S., Puerto Rico, or Canada and talk for as long as you need. Or choose a flexible long distance per-minute calling plan that ranges from 100 to 40,000 minutes per month**
9. **Get a free Yellowbook® listing and enhanced online profile**
Charter Business Phone includes one free Yellow book listing and enhanced online profile to help attract new customers (an annual value of \$1,008‡), and you can still advertise your number online or in the Yellow Pages or White Pages.
10. **You can bundle services.** Save up to 20% when you bundle Charter Business Phone with Charter Business Internet and/or Charter Business TV services†.

Contact me today for a no-obligation quote:

Name : _____

Phone : _____

Email : _____

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