

Voice Access Products (POTS)

Business Access Lines

1. **Phone Solution Plus** (Features include: Auto Redial, Call Block, Call Forwarding, Call Forwarding Selective, Call Return, Call Trace, Call Waiting, Call Waiting ID, Priority Call, & Three Way Calling) **plus voice mail (Call Notes)**
2. **Phone Solutions** (includes above features except no voice mail)
3. **Multi-Lines** – are used in conjunction with phone solutions or phone solutions plus to provide additional lines that can be tied together using circular or series completion hunting. Standard features include: Caller ID, Hunting, Call Trace, & Three Way Calling.
4. **Basic Business Line** – requires a 5 line minimum for single line service only, or if less than 5 single lines, must have one Phone Solution in service. No features on line.
(NOTE: Basic Business Lines are only offered to customers that are served via an SBC OOR switch; no resale)

Note: If Phone Solution, Phone Solution Plus, and Multi-lines are sold as resale, custom calling features may be limited.

Class of Service – Depending on the MSA, Business Access Lines, IVALs, & IVATs will be offered as Flat, Measured, or Message



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