

Search Small & Medium Bus

[Home](#) |
 [Products](#) |
 [News](#) |
 [About MCI](#) |
 [Company Values](#) |
 [Customer Service](#)

Small and Medium Business

- [Local and Long Distance](#)
- [Long Distance](#)
- [Internet](#)
- ▾ [All Products](#)
- [Manage My Account](#)
- [Customer Service](#)

Local and Long Distance

Bundled services designed to meet your company's unique needs.

- [MCI Business Complete](#)
- [Local & Long Distance with IP](#)
- [MCI Advantage](#)
- [Full Service T1](#)

Long Distance

Get competitive in-state and state-to-state rates for all your long distance calls.

- [Business Asset](#)
- [Business Premier](#)
- [On-net Voice Services](#)

Internet

A full range of Internet access products including dial, DSL, dedicated and bundled services to meet the needs of your business.

[MCI Business Complete HiSpeed](#)

- [Dial Internet Access](#)
- [Dial Solo](#)
- [Dial Office](#)

- [DSL Internet Access](#)
- [DSL Solo](#)
- [DSL Office](#)

- [Dedicated Internet Access](#)
- [768k T1](#)
- [T1](#)
- [Dedicated Web Hosting](#)

- [Security](#)
- [Firewall](#)

[MAE Services](#)

Additional Products

Need a more sophisticated solution? Try our Enterprise Products.

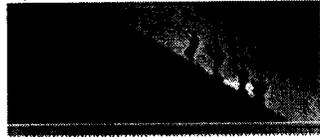
- Local**
- [Business Lines](#)
- [Trunks](#)

- Calling Cards**
- [Domestic Card \(with WorldPhone Access\)](#)

- Toll-Free**
- [Domestic](#)
- [International](#)

- Conferencing**
- [Audio](#)

Small and Medium Business



MCI Business Complete Unlimited Calls. One Price.

- ▶ **Business Home**
- ▼ Local and Long Distance
- ▶ MCI Business Complete
- ▶ **Check Pricing & Availability**
- ▶ Features & Benefits
- ▶ FAQs
- ▶ Message Center

Get **unlimited local** and **long distance** calling and popular calling features plus **unlimited high speed Internet** for **one price** from **one company**. Call clients, vendors, or anyone in the country for one low monthly price.

MCI Business Complete Unlimited gives you the freedom of:

- [Unlimited long distance calls](#)
- [Unlimited local toll calls](#)
- [Unlimited local calls](#)
- [Popular features at no extra charge](#)
- [Hunting/rollover for all your business lines](#)
- [Low rate calling cards](#)
- [One company for your communication needs](#)

For more information call
1-800-MCI-7766
(1-800-624-7766)

Plus, for an additional monthly fee, you can add any of the following services:

- [Unlimited high speed Internet service \(where available\)](#)
- [Business enhanced voicemail](#)
- [MCI International Calling Plan](#)
- [Additional phone lines](#)

Add high speed Internet service to any MCI Business Complete calling plan for only \$50 a month!

CLICK TO CHECK HIGH SPEED AVAILABILITY

Find the MCI Business Complete plan that works for you.

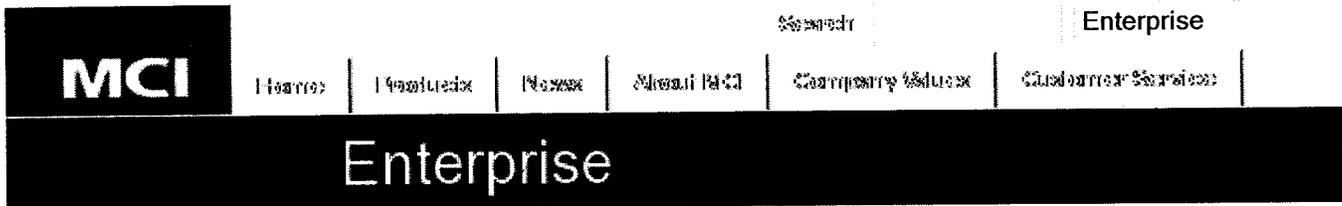
Enter your main telephone number below to check pricing and availability for MCI Business Complete.

() -

FIND YOUR PLAN

Where is MCI Business Complete available?
Pricing and availability vary by state.

Service cannot be used with autodialer, call center or certain automated switching equipment. Complete terms are provided when ordering.



Business Lines

Business Lines are often referred to as "Plain Old Telephone Service" (POTS) Lines. Business lines are communication circuits between the local end office and your telephone, key system, fax, or modem.

MCI Business Lines, as its simplest, are the ideal solution for all your routine business telecommunication applications. Whether you use your MCI business line to connect to a telephone, fax machine, modem system, you can be assured that you will have local service you can count on. Business lines allow st

Managed Services

Voice

Local

Business Lines

Trunks

Full Service T1

Local ISDN PRI

Outbound Long Distance

Calling Cards

Toll Free

Conferencing

SkyTel Wireless Services

Contact Center Services

MCI Advantage

Internet

Data

Satellite

Government Services

Wholesale Services

All Products

Partner Center

Resource Center

Manage My Account

Customer Service

Contact Us

- Make and receive calls
- Transmit faxes
- Gain access to the Internet

Which Businesses Can Use MCI Business Lines?

Business Lines are ideal for:

- Small Business customers
- Customers who do not currently require the feature functionality of a PBX
- Customers with fewer than 15 lines

Why MCI Business Lines?

MCI has an impressive array of local features that define and enhance the MCI Business Line offering. Features include:

- **Call Transfer or Three Way Conference Calling.** Permits station users to transfer any call to a party to an established connection.
- **Call Forward Busy.** Redirects calls to another station when called station is busy.
- **Call Forward No Answer.** Redirects calls to another station when called station does not answer.
- **Call Forward Variable.** Incoming calls are redirected to another station.
- **Speed Dial (8 or 30 codes).** Allows users to place calls to designated numbers by dialing one or more digits rather than the complete telephone number. Users can program up to 8 or 30 codes.
- **Call Waiting/Cancel Call Waiting.** With the sound of a beep, the user will be alerted that another call is waiting to be answered. It is not necessary to terminate the original call to answer the call, which is a feature of the service.
- **Caller ID w/Name.** Provides the MCI Local Customer the ability to identify the name of (or station) telephone number associated with the calling party. This feature requires a two-line minimum.
- **Caller ID Blocking-Selective, -Complete.** The caller's number can be blocked from the destination on every call.
- **Voice Mail.** Voice Mail offers extensive voice messaging features, packaged in a way that makes it easy to use. Simple prompts help with every step, giving you the option to review messages, record and change passcodes by simply pressing numbers on your touch-tone keypad.

[Privacy Policy](#) * [Legal Notices](#) * [Service Terms & Rates](#) * [Site Map](#)

© 2004 MCI, Inc. All F

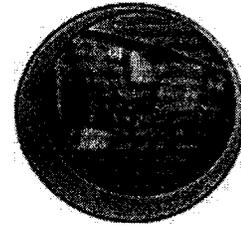
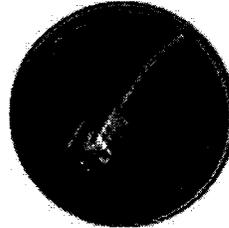
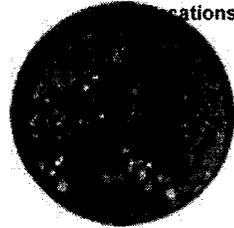
www3.md-atlas :80 PL:en



NewChoice. NewTechnology. New

[I'm A Customer](#) | [I'm An Agent](#) | [Company](#) | [People](#) | [News](#) | [Products](#) | [Technology](#) | [Customer](#)

Our Mission



July 30, 2004

Product Availability:

NPA - NXX - XXXX

Address

City

State Zip

Submit

Search for:

Search input field

Find

MEMBER
to NewSouth's NewsLINE!

Name:

Email:

Newsletter:

NewSouth NewsLINE

Delivery Format:

HTML

Subscribe

[Manage Subscription](#)

INTERNET & DATA

Power up your Internet and data connectivity with High-speed Internet Access from NewSouth!

VOICE

Is your business looking for a competitive choice for local and long distance phone service?

BUNDLES

Let NewSouth show you the savings and convenience of communications bundles. Have it all from one provider!



NEWSOUTH FINALIZES MERGER WITH NU

It's official! The I's have been dotted and the T's crossed. NewSouth Communications has completed its merger with Louis-based NuVox Communications. Please click [here](#) for more information on our exciting news.

PROMOTIONS

For more ways to save at NewSouth, click [here](#)!



Two North Main Street, Greenville, SC 29601 (800-672-1450)

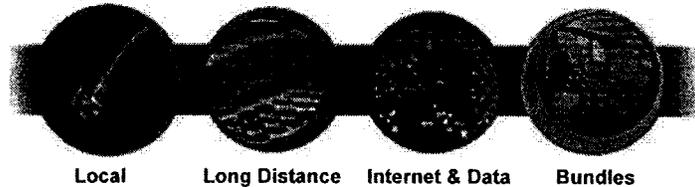
[Tariffs](#) | [Legal Notice](#) | [Acceptable Use Policy](#) | [Terms of Service](#) | [Site Map](#) | [Contact Us](#) | 800-67

Copyright© 2001 NewSouth Communications® All rights reserved.



July 30, 2004

Internet & Data
Voice
Bundles
Telecom Terms
Promotions



VOICE

Local Service

NewSouth Communications' Lucent 5ESS AnyMedia™ digital switches enable us to provide you with the best quality service at the best price.

PBX Trunks

NewSouth Communications offers comprehensive service designed to complement your existing PBX or Hybrid Key system.

Business Exchange Lines

NewSouth Communications' Business Exchange Lines enable you to customize the features and functionality of your telephone.

Extended NewArea

If your business places a large number of calls beyond our expanded local calling area, then Extended NewArea™ is designed for you.

Point-to-Point

NewSouth Communications' Point-to-Point functions as a private line between two or more locations. Your business can have continuous access to 4-digit dialing and high-speed data transfer to those locations you call most often.

Long Distance Service

Whether you're calling across the world or across your state, NewSouth Communications has the right long distance solution for your business.

International Long Distance

NewSouth Communications offers international calling to over 240 countries. Unlike other telecommunications providers, NewSouth Communications aggregates your monthly recurring charges.

800 Access

800 service is an easy and convenient way for your customers to contact you...at no charge to them.

Account Codes

NewSouth Communications' customers can track local and long distance calls by caller, department or client using our advanced Account Code system.

Small Business Solutions

Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

Voice Mail

NewMessaging™ provides customers a flexible and powerful tool that can answer phone calls, take messages, and store them for review at a later time.

Conference Calling

Harness the power of the conference call for employees, customers and vendors with NewConferencing™ from NewSouth Communications. This service lets you organize a conference call between three or 300 people quickly and easily.

Phone Cards

When you are away from the office, our Phone Card puts all the benefits of NewSouth Communications right in your pocket. Calls can be made from almost anywhere to just about everywhere in the world.

Enhanced Features

Expand your communication capabilities with our suite of advanced voice features. These include an Individualized Dialing Plan, Multi-way Calling, Queuing, and Customer Recovery options.

INTERNET & DATA

Managed Network Security

NewSouth Communications is leading the industry with LANLock, a managed Internet security product that brings the latest in small-business network protection to your small business.

High-Speed Internet

NewSouth.net, our high-speed Internet product, brings you the World Wide Web with the touch of a button. Your connection is fast and it's secure - the bandwidth you purchase is guaranteed.

Private Networking

Netosphere, can provide your business with a comprehensive, custom-designed private networking solution for high-speed business communications. With a flexible, cost-effective private network, you will mobilize your business by sharing information and applications between sites.

BUNDLES

Suite T

A T1 made to order for your business. You choose the combination of Internet and voice channels, all with the convenience of one flat rate month after month.

Small Business Solutions

Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

Have an Account Executive Contact Me.

[Tariffs](#) | [Legal Notice](#) | [Acceptable Use Policy](#) | [Terms of Service](#) | [Site Map](#) | [Contact Us](#) | 800-67

Copyright© 2001 NewSouth Communications® All rights reserved.



NewSouth
communications

NewChoice NewTechnology Ne

I'm a Customer | I'm An Agent | Company | People | News | Products | Technology | Customer

July 30, 2004

Voice Network Map

- Industry Overview
- Data Technology
- Voice Technology
- Information Technology
- Network Strategy**
- Voice Network Map
- Data Network Map



Tariffs | Legal Notice | Acceptable Use Policy | Terms of Service | Site Map | Contact Us | 800-67

Copyright© 2001 NewSouth Communications® All rights reserved.



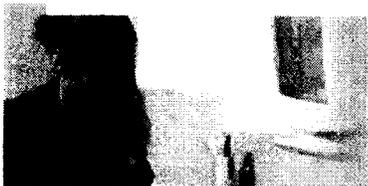
[Products & Services](#)

[News](#)

[Who We Are](#)

[Contact Us](#)

[Home](#)



Who We Are

Who We Are

- [Corporate Profile](#)
- [History](#)
- [Management Team](#)
- [Board of Directors](#)
- [Investors](#)

Locations

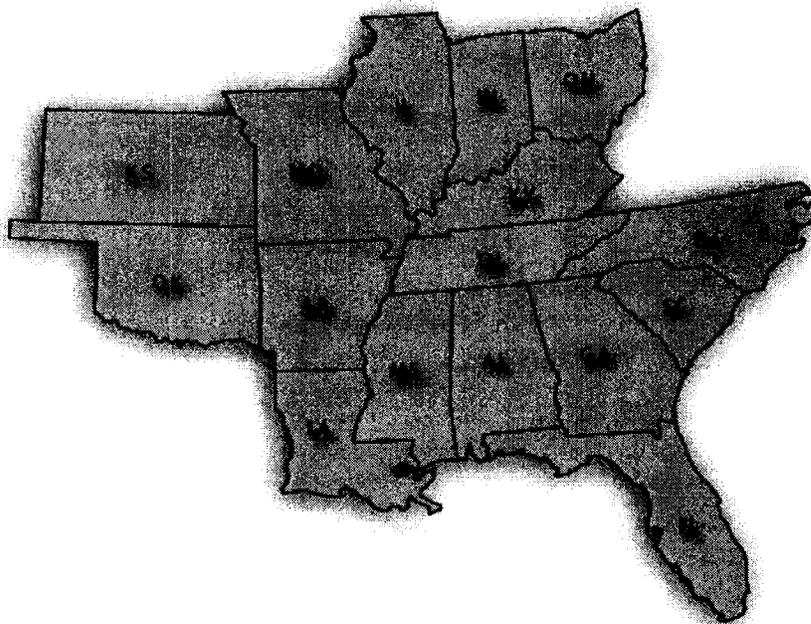
- [ALABAMA](#)
- [ARKANSAS](#)
- [FLORIDA](#)
- [GEORGIA](#)
- [ILLINOIS](#)
- [INDIANA](#)
- [KANSAS](#)
- [KENTUCKY](#)
- [LOUISIANA](#)
- [MISSISSIPPI](#)
- [MISSOURI](#)
- [NORTH CAROLINA](#)
- [OHIO](#)
- [OKLAHOMA](#)
- [SOUTH CAROLINA](#)
- [TENNESSEE](#)

- [NuVox Network](#)
- [Customer Testimonials](#)
- [Dealer Program](#)
- [Careers](#)

LOCATIONS

Locations

NuVox offers service in 16 states across the Midwest and Southeast. To obtain contact information and service availability, please select the city nearest you from the map below.



[Tariffs](#) | [Privacy Policy](#) | [Acceptable Use Policy](#) | [Contact Us](#) | 800-672-1450

www.broadbandreports.com

Register or

Detail : TriVergent

Try Our Site Search..

trivergen
Go!
search words or ZIP code

TriVergent

- 2 user reviews
write your own review online
Forum on »/forum/cover,1503
edit listing

Insuffici
rec
reviews
relia
ove
rat

Find Service

- Find
Prequal
CO Distance
ISP Search
Find CO
T1s++

Reviews

- Latest
Find nearby
Good Bad..
Verdicts
Your Town

Front Page

FAQs+Info

Forums

Security

Tests+Tools

Buy

Join Club

For ISPs

Search

About us

Spread Firefox!

Get Firefox!

Featuring:

- business DSL
Web Hosting
Co-location
Fractional T1s
Voice circuits

Head office:

Greenville Greenville, SC

Network Ops Centers:

SC Greenville Greenville

Partners:

Trivergent

Warning: the prices this company quote may n
be INCLUSIVE OF UNIVERSAL SERVICE FEE! m
information.

About TriVergent ..

TriVergent offers customers broadband Internet
access, Web hosting and design services, and lo
and long distance phone service - all from one
company, all on one bill. Contact us toll-free at
877.TRIDSL8 for more information.

Recent Reviews

(viewing 1..10 from 2) - Next 10 >>

icon key

next review in page

Review by: torkrite on Wednesday October 17th
01, @08:43PM.

Note: reviewer registered on 2001-10-17 20:08:39,
but has only visited us 5 times

From: Lexington, Lexington, SC

Business DSL customer

Contract was \$49 per month (24 months)

From order to live: about 30 days

Telco party: AllTel

- tech support is very friendly with good helpful attitude
many tech support technicians simply have NO CLUE!?!?"

Pre Sales information:

Install Co-ordination:

Connection reliability:

Tech Support:

Services:

Value for money:

: **"offers the lowest cost adsl broadband but system reliability is poor"**

Alltel ADSL (TriVergent) in Lexington, SC area...A new customer's opinion

ordered service in early aug, 2001

\$49/month with \$200 cost of router deferred with 2 year service contract
initial installation charge \$50

within 1 week SpeedStream Router arrived with all filters and excellent instructi
A full two weeks later the line was still not connected - or tested!
with several prompting calls to tech support the line was activated
by Sep 19, still no good connection! line problems were investigated on seven
seperate occasions with no problems found!?!? router still drops the line connec
every 10 minutes.

No service calls have been made to inspect installation or router connections an
attempts to work with phone tech support defaulted to "we need to open a serv
ticket to check the lines"

Finally, by the second week of Oct a problem with the PPP connection router in
Charlotte, NC was admitted and equipment was serviced at other end.
After going through many phone service techs I finally happened onto a good o
recommended dsreports for tweaking and system improvements.

Finally, at the middle of Oct, I have a decent ADSL connection with download cl
1700kb/s ! Thank you DSL Reports! (- :
my best speed before Oct was 256kb/s

Bottom Line: Cost, service help, equipment is excellent....service tech competer
responsiveness to outages, system up-time is fair at best.

Other choices in this area are Roadrunner, DirectPC and other sat systems....I r
the best choice for what is available. Hopefully the Altell ADSL system in Lexing
SC will improve with seasoning and over time. Right now it is the best choice of
available choices.

BTW: Ping rate is very high, around 950ms, which is most probably due to line
conditioning problems and fault of Altell !

Respond to review · See Full Discussion

next review in page (previous review)

Review by: **jdlathan** on Sunday October 29th 00,
@09:55PM.

(reviewer registered on 2000-10-29 10:29:32, has visited 61 times
since)

From: **Anderson,Anderson,SC**

Contract was **\$70 per month**

Telco party: **Trivergent**

CLEC party: **Trivergent**

Pre Sales information:

Install Co-ordination:

Connection reliability:

Tech Support:

Services:

Value for money:

: **"Good tech support, Easy self Install, Pricing OK"**

: **"HORRIBLE BILLING PROBLEMS, SLOW, Disconnects frequent on weeke"**

: **"Try Bellsouth DSL First"**

Sign up, Installation, no problems. 320 k PPPoE, Dynamic connection with Phon
service \$70. Nortel External Modem. Was paying by check at first. Tried to bum
speed, lines in area would not go beyond the 320 I was at (They checked line w
some software program, but never gave me the max speeds line would hold). T
started Credit card billing with no notice (I gave the card when I signed up). Ins

of billing me for the bumped up speed, they billed me for 2 lines OFF MY DEBIT WITH NO BILLING NOTICE!! Next month they hit my card again for about \$320. decided I had enough of their billing problems. Got problem straightened out ar disconnected. Problems with disconnects on weekends. Try Bellsouth before you this Headache!! Charter in Anderson, SC is awful also- 300k connection for 49.9 what a RIP!

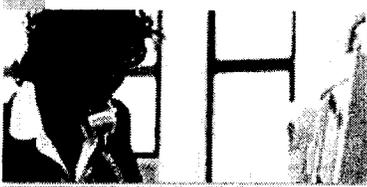
Respond to review · See Full Discussion

(viewing 1..10 from 2) - **Next 10** >>

Monday, 06-Dec
10:01:13

© 1999-2004 broadbandreports.com/dslreports.com.
Terms of Use - Privacy Policy. Use signifies your agreement.
Another Satisfied Customer of Net Access Corp. - DSL, Hosting & Co-lo. www.nac.net

**feedback for
broadbandreports**



[Products & Services](#)
[News](#)
[Who We Are](#)
[Contact Us](#)
[Home](#)

FLEXLinx
Voice Services
Internet & Web Services
Networking Services
PRESS RELEASE
Internet Security
For Immediate Release

Availability
NUVOX MARKETS
SIGN-UP FOR SERVICE

Customer Care
I'M A CUSTOMER
MY EMAIL
I'M A DEALER

Greenville, SC -- Wednesday, December 1, 1999

Sales Team Will Be at Forefront of TriVergent's DSL Bundled Services Offering

TriVergent has completed its team of account executives who will offer the company's new bundle of high-speed Internet access, local phone service, and long distance phone service to small- and medium-sized businesses in the Greenville, Spartanburg, and Anderson areas of Upstate South Carolina.

TriVergent is a Greenville-based, integrated communications provider (ICP) offering a wide range of services. The sales team will work with business clients interested in TriVergent's services that feature high-speed access to the Internet through DSL (digital subscriber lines) along with web hosting, e-mail, and web page design options. The company also provides data, local area network (LAN), wide area network (WAN), and hardware solutions as well as local phone service and long distance phone service for clients. TriVergent's services will be bundled for clients onto one bill.

The Greenville-Spartanburg-Anderson account executives have years of experience working in the Upstate market. The sales team includes **Jennifer Arndt**, the sales manager for this area and who has worked at TriVergent for 1 year; **Blake Comer**, who came to TriVergent from Computer Science Corporation; **Randy Friedberg**, who previously worked for SunCom; **Rich King**, who worked with Synnex Information Technologies; **Michele Miller**, who has been with TriVergent for a year and was recently promoted from business support

representative; **George Smith**, who worked for SunCom; and **Greg Sullivan**, who joined TriVergent from Datastream. The team will begin selling TriVergent's bundle of high-speed Internet access, local phone service, and long distance phone service on Dec. 6, 1999.

"We're excited about this group of people and their ability to offer business customers solutions for maximizing use of the Internet and local and long distance phone service," said Dan Sterling, vice president of Sales for TriVergent.

TriVergent will form similar sales teams throughout the southeast. Teams are currently being completed in Atlanta and Greensboro with groups to follow in Miami, Jacksonville, and several other markets.

About TriVergent Communications, Inc.

TriVergent Communications, Inc., a privately held Integrated Communications Provider (ICP), provides business and residential consumers with a wide range of communications products and services including high-speed Internet (DSL), web hosting and design, local exchange, long distance, and data integration products. The company is building an ATM-backbone, high-speed data network that will cover 26 southeastern metropolitan markets. Founded by former managers of Corporate Telemanagement Group, now Qwest Communications (NASDAQ:QWST) and Tel/Man, now MCI Worldcom (NASDAQ:WCOM), TriVergent's management team and directors have more than 175 years of aggregate competitive telecom experience. TriVergent was named "One Of The 50 Companies to Watch in 1999" by digitalsouth magazine. Additional information on the company can be found on the Web at www.TriVergent.com.



LARGE BUSINESS SOLUTIONS

- Vertical Markets
- Product Solutions
- Home

Our solutions address Large Businesses with more than 500 employees. To see how Time Warner provide a communications solution for this market segment, please read below.

Analog Services

Time Warner Telecom's Analog Services are provided as part of our Business Switched Services

Digital Services

Customers receive Digital Services through ISDN PRI and Digital Trunks.

Supplemental Services

Supplemental Services are additional services available for Time Warner Telecom's switched services to enhance their service.

Special Switched Services

Special Switched Services provide the capability for Time Warner Telecom customers to expand little or no equipment investment. Historically referred to as 'foreign exchange' service, these products allow customers to obtain switched service in areas or even other cities without the need for a physical office in those cities.

- Business Expansion Service
- Expanded Exchange Service
- Intercity Switched Service
- Special Switched Services

Calling Plans

- **Long Distance** - The Long Distance product suite is offered in conjunction with other Time Warner Telecom switched products to complete the switched product portfolio. Time Warner Telecom carries long distance traffic over their fiber-based regional networks and connects with various Tier I Intl carriers' long haul transport.
- **Local** - Extended Calling Plans (where available) provide you with expanded outbound calling in a local calling area. Our plans are specifically designed to provide you expanded outbound calling at a reduced rate, which reduces your long distance expenses.

SONET

High capacity channels for full duplex, synchronous optical transmission of digital data.

Time Warner Telecom's SONET services are available in both point-to-point and multipoint ring configurations.

Dedicated Internet Access

Time Warner Telecom's high-performance Internet backbone is designed to provide flexibility, scalability, and security, while offering redundancy in the core.

Co-location Services

Co-location provides reliable and secure space in Time Warner Telecom's data centers to locate back up, remote, or virtual presence and obtain Wide Area Network services from Time Warner T cabinets, cages, and/or racks are available depending on the market. We offer this service in 40 c

Dedicated Web Hosting

Time Warner Telecom can handle large capacity requests when it hosts your web site.

Metro Ethernet NLAN

Time Warner Telecom's Native LAN service connects multiple business locations with a technology already use and understand - Ethernet.

Ethernet Internet Access

EIS provides Internet over Ethernet to customers requiring a scaleable Internet solution. This service is delivered to customers who co-locate their Internet CPE in Time Warner Telecom's carrier-grade co-location facility (location EIS) or delivered to the customer's premise (NLAN EIS).

Storage Transport (ESCON/Fibre Channel)

Using the most current technology, DWDM (Dense Wave Division Multiplexing), Time Warner Telecom can transport your native traffic, without any protocol translation to your secure site miles away. Time Warner Telecom will monitor the link for you, so you may spend your valuable time concentrating on your core business. Multiple paths will ensure that your traffic will get to its destination every time.

Wavelength/Lambda

Time Warner Telecom offers wavelength services that allow one or many direct interfaces to extra capacity point-to-point channels. Each wavelength has a standard capacity of either 2.5 Gbps or

DS1/DS3

Dedicated, high capacity, full duplex channel with line speed of 1.544/45 Mbps isochronous serial

Additional Information

Business Switched Services

Time Warner Telecom offers business customers a "real" choice for local telephone service.

Co-Location Service

Time Warner Telecom's Co-location Service supports your expanding network needs with a secure environment and dedicated space for your equipment and storage of your information.

Dedicated High Capacity Services

Time Warner Telecom's Dedicated High Capacity Services offer a complete range of transmission services from 1.5 Mbps to 10 Gbps.

Dedicated Internet

Our Dedicated Internet Access Products deliver high-speed, dedicated connections that ensure a dedicated Internet bandwidth needed for critical data.

Digital Trunks

Time Warner Telecom's digital facilities provide access to the Public Switched Telephone Network through state-of-the-art switches that will serve your business needs today and tomorrow.

ISDN PRI

Time Warner Telecom's Integrated Services Digital Network Primary Rate Interface (ISDN PRI) provides access to the Public Switched Telephone Network through reliable state-of-the-art switches.

Long Distance Services 

Time Warner Telecom offers specialized long distance business solutions that meet each individual's needs.

Native LAN 

Connect your multiple business locations with a technology that you already use and understand

Special Switched Services 

Time Warner Telecom customers can use Special Switched Services to expand into new markets without equipment investment.

Storage Transport Services 

Time Warner Telecom offers a suite of services that will provide the best solution for your company's Channel, ESCON, or Ethernet transport for your metro needs.

Web Hosting 

We empower your company to host web applications on a dedicated server that is tailored to meet your needs.



Corporate Offices 10475 Park Meadows Drive Littleton, CO 80124 303.566.1000.
For more information, contact corporate communication at 1.800.565.TWTC.
[Safe Harbor Statement](#) | [Privacy Statement](#) | [Acceptable Use Policy](#) | [Legal Notices/Disclaimers](#) | [Site Map](#)

TIME WARNER TELECOM

Delivering Networks... Empowering Business.

BUSINESS SWITCHED SERVICES

There's a new dial tone in town! Time Warner Telecom now offers business customers a "real" choice for local telephone service. We provide a variety of switched services for your local voice, data and video transport needs.

We built the most modern and advanced communications networks in the industry. State-of-the-art digital switches route communications rapidly and efficiently on our own leading-edge, SONET-based fiber optic networks. Backed by a modern National Operations Center and highly skilled local technicians, we offer virtually unlimited service to meet your telecommunications needs.

Call your local Time Warner Telecom representative for details about our business switched service offerings. Or call our National "Best" Customer Service Center at 1-888-333-0520. Here is a sample of our business switched services.

- **ISDN PRI:** Provides ISDN capabilities and efficiencies for your switched voice, data and video needs. Ask your local Time Warner Telecom representative for details.
- **Digital Trunks:** Flat, Measured or Message depending on local availability. Provide quality

connections to customer provided PBX equipment.

- Digital Facility
- Inward Digital Trunks
- Outward Digital Trunks
- Two-way Digital Trunks
- DID Service (available on Inward and Two-way Digital Trunks)

- **Business Lines:** Flat, Measured or Message depending on local availability. All provide customers with a quality analog voice grade telephone line available for use at any time.

- **Business Line Features:** (Discounts for multiple [2-6] feature purchases)
 - Call Waiting; Cancel Call Waiting
 - Call Forwarding; Call Forward Variable; Call Forward Busy;
 - Call Forward Don't Answer
 - Selective Call Forwarding
 - Remote Call Forwarding
 - Three-Way Calling
 - Speed Calling: 8 Number, 30 Number
 - Distinctive Ringing (up to two additional numbers)
 - Caller ID: with Number Delivery; with Name Delivery
 - Combined Caller ID Blocking: Per Line; Per Call
 - Continuous Redial
 - Last Call Return
 - Priority Call
 - Selective Call Rejection
 - Customer Originated Trace

- **Voice Messaging:** (Available in selected markets)
 - Basic, Enhanced, Deluxe, Deluxe Multi-Mailbox
 - Automated Attendant: First Tier, Additional Tier
 - Automated Attendant with Busy Hold: First Tier, Additional Tier,
 - Revert to Operator
 - Customer Design Consulting
 - Customized Reports

SUPPLEMENTAL SERVICES

- **Telephone Numbers:**
 - Individual DID Numbers
- **Listings:** Main, Standard, Non-Published, Non-Listed.
 - Alternate Telephone Number/Night
 - Cross Reference, Additional Cross Reference
 - Duplicate, Additional Duplicate
 - Indented, Additional Indented
- **Hunting:**
 - Series Completion Hunting: Circular, Regular
 - Multi-Line Hunting: Circular, Regular, UCD
- **Blocking Services:**
 - 900 & 700 Blocking
 - Third Number and Collect Call Billing Restriction
 - Toll Restriction

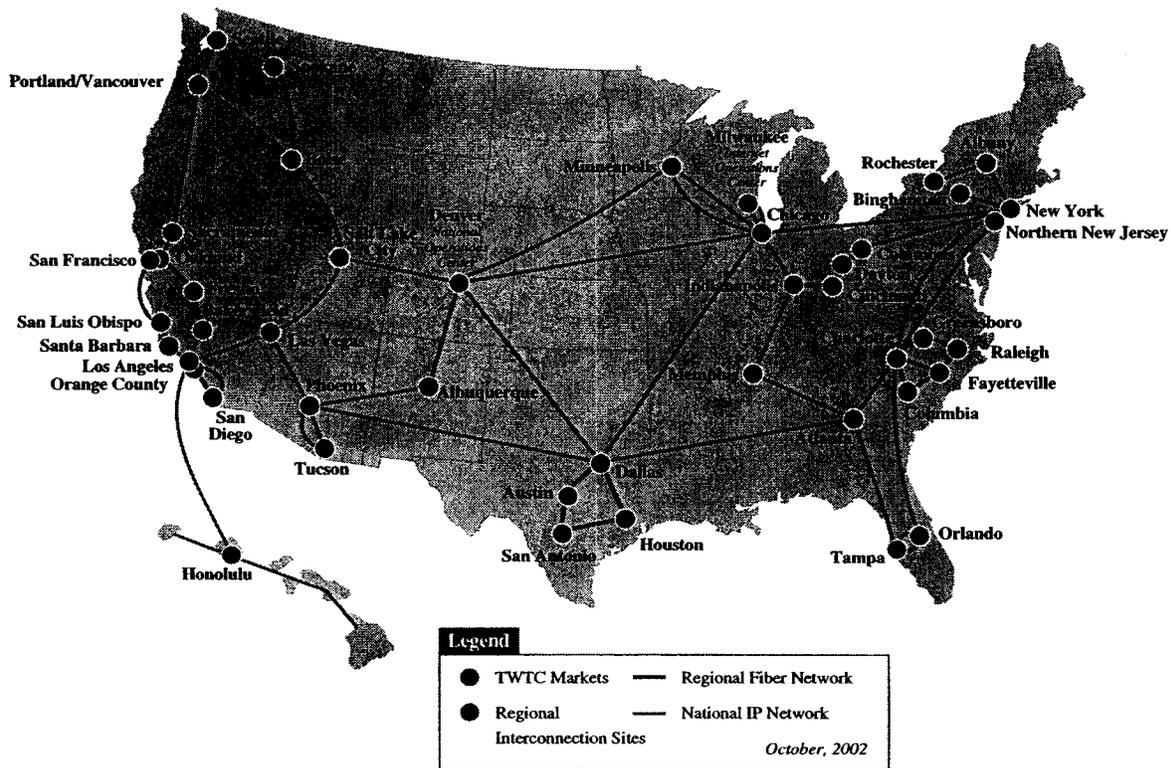
Not all products and services are available in all markets. Please contact your local Time Warner Telecom representative for availability.

BUSINESS SWITCHED SERVICES

ABOUT TIME WARNER TELECOM

Time Warner Telecom is the leading provider of metro-area broadband optical networks and services to businesses. We deliver "last-mile" broadband data, voice, Dedicated Internet Access, and Dedicated Web Hosting in 44 major U.S. markets. Our strong financial position allows us to deliver powerful networks, robust products, and superior customer care to meet your needs. We're here for you today, tomorrow, and for the next 100 years.

TIME WARNER TELECOM



www.twtelecom.com

For complete information about Time Warner Telecom products and services, call your local account executive or write today.
Time Warner Telecom, 10475 Park Meadows Drive, Suite 400, Littleton, CO 80124

© Copyright 2002. Time Warner Telecom. All rights reserved. Printed in the USA. 6/02. Item #1600.1. Time Warner Telecom products and services are trademarks or registered trademarks of Time Warner Telecom Inc.

Get more news with [News.com Extra](#).
[SERVED STORIES](#)
[SEARCH](#) [ADVANCED SEARCH](#)
[Networking >> Telecommunications](#)

Time Warner Cable dials in phone service

Last modified: May 22, 2003, 12:02 PM PDT

By Ben Chamy and Evan Hansen
Staff Writers, CNET News.com

PRINT

E-MAIL

YOUR TAKE

SAVE

update AOL Time Warner's entry into voice service Thursday highlights the latest headache for regional phone companies, whose lock on the so-called local loop is looking increasingly precarious.

Read more about
DSL, telephony

Time Warner Cable's "Digital Phone" includes unlimited local, in-state and domestic long-distance telephone service for \$40 a month and will be initially available only in the Portland, Maine, area. Combined with similar offerings from cable providers such as Comcast and Cablevision Systems, major local phone companies across the country—sometimes called RBOCs (regional Bell operating companies)—are close to seeing the collapse of the last barriers to local phone competition.

"This is one of the big fears among the RBOCs, that cable companies will make a major push in local telephone markets," said Mark May, an analyst at Kaufman Bros. "Cox and Comcast have launched local services, and cable operators have made inroads offering telephone service at significant discount to the RBOCs."

After years of delay, real competition is finally making its way into the local residential telephone market, promising enormous industry upheavals similar to those that shook the long-distance market nearly two decades ago.

The number of local telephone lines controlled by the nation's major phone companies has been dropping steadily since 2001, according to In-Stat/MDR analyst Norm Bogen. In the first half of 2001, the RBOCs saw the number of local phone lines on their networks drop by about 2 percent. Since then, the trend has continued, with the Bells losing 4 percent of their local lines by the first half of 2002.

Bogen said there are three reasons for the declines. The main reason is the growing number of people replacing landline phones with cell phones, he said. But he added that more people are also choosing Internet-connected phones as a second phone line rather than going the traditional route. Consumers can choose between services provided over broadband connections using special software from companies such as Vonage DigitalVoice, as well as cable phone

advertisement

Telecommunications resource from News.com sponsors

Realizing Results through Wire Actions

Enterprise-Class Wireless Messaging
Corporate Data Access
Read the white paper

VPLS: Scalable Transparent LAN Serv
Read the white paper

Enabling VoIP Services With Effective
Operations Management Strategy
Read the white paper

Securing Voice in an IP Environment
Read this white paper

Avoiding Costs From Oversizing Data
and Network Room Infrastructure
Read the white paper

services such as Time Warner's offering announced Thursday.

Calling plans are the latest weapon cable providers are using as they battle for dominance of U.S. broadband services market. Nearly 60 percent of all U.S. homes get broadband from their cable television provider. The rest of the homes wired for broadband in the United States use digital subscriber line (DSL) connections from telephone companies.

The race to attract broadband customers has led some DSL services to slash prices; for example Verizon cut prices by about 30 percent in recent months to about \$30 for its voice service customers. Most cable broadband services by contrast charge between \$40 and \$50 a month, although they say they provide superior performance for the price.

As Time Warner's announcement Thursday shows, however, much more is at stake than broadband market share: While cable voice services are still in their infancy, the potential threat of a voice upgrade to cable broadband has turned what was once a fight over data services into an all-out war for telecommunications service in the home.

Cable and telephone companies use bundles of steeply discounted services to attract and keep customers. Cable companies sell television and broadband access at discounted rates, but only when bought as part of a package of services. Telephone companies offer similar deals on telephone and broadband connections.

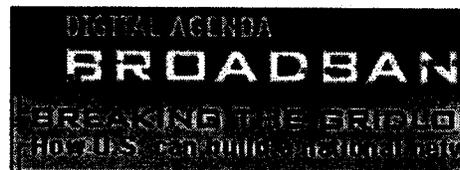
Until recently, telephone companies didn't worry about cable adding voice services into their bundles. But the growing sophistication of voice over IP, which turns voice calls into digital packets for dispatch over the Internet, allows cable companies to sell cable TV, telephone service and broadband connections on one bill. That's one more service—specifically cable television—than telephone companies can offer.

Comcast said it has signed up 1.4 million voice service subscribers in the first quarter of 2003, down slightly from the December quarter. That accounts for 16.5 percent of the company's cable subscribers in the areas where the service is offered. Cox, meanwhile, said it has signed up 782,546 voice service subscribers in the first quarter of 2003, accounting for 19 percent of its cable subscribers.

"We operate in a competitive market and we have a pretty good track record when going up against competition," said Keith Coccozza, a Time Warner Cable spokesman. He would not discuss the cable company's future release plans specifics, only saying: "We are going to take our time in the beginning."

In their current form, these new cable company phone services pose little threat—more like a novelty act—in places like Coatsville, Pa., where Comcast is trialing its telephone service. But if they were to be expanded substantially, "then the best way to describe this would be: 'wow,'" said In-Stat/MDR senior analyst Daryl Schooler.

"What does any of the major phone companies have on their bundle?

▶ This week's headlines

Top picks from News.com read

Readers who read **Time Warner Cat in phone service** also read...

☞ Time Warner Cable leans more heavily on voice

Latest headlines

- ☞ Software promises painless VoIP service
- ☞ OLED company files for initial public offering
- ☞ Gates calls for more software research
- ☞ Intel awaits government move on executive options
- ☞ Smugglers send Net phone account
- ☞ Mozilla puts bounty on bugs
- ☞ Readers speak: Who's right in iPod trial
- ☞ Servers tune in to 64 bits
- ☞ Briefly: Bush backs new post of intel

Local and long-distance and data," Schooler said. "This move by the cable guys gives them local, long-distance voice, video and data all over one pipe."

There is very little evidence yet to gauge the effectiveness of cable companies' move into voice services. Both cable and DSL providers continue to add new subscribers, despite the economic doldrums. The largest VoIP provider for now is Vonage DigitalVoice, which has about 25,000 subscribers.

Digital Phone subscribers will get all the amenities they are used to, including caller ID and call waiting. They can also keep the same phone number if they are switching from another telephone service provider, according to a description of the calling plan from Time Warner Cable.

Whether the \$40 a month charge includes a converter--a small box that changes telephone signals to digital signals for transport over the Web--was not immediately clear.

News.com's Jim Hu contributed to this report.

YOUR TAKE Have an opinion on this story? Share it with other News.com readers.

Track this story's companies and topics

Comcast Corp CI A

Create alert

Create your own e-mail alert >

Related stories

Comcast: DSL won't sever cable's lead
May 8, 2003

DSL price war to threaten cable's crown?
May 6, 2003

Net phone hang-ups looming?
January 27, 2003

Get this story's "Big Picture" >

Related quotes

Quotes delayed 20+ minutes

▲ CMCSA	28.75	1.35	(4.93%)	Comcast Corp (New) (United States)
▲ CVC	19.34	1.87	(10.70%)	Cablevision Systems Corp. (New)
▲ TWX	16.81	0.16	(0.96%)	Time Warner Inc (New)

More quotes >

Your take

Post a comment

No discussion exists, click here to start it.

- ☞ Bush backs new post of intelligence
- ☞ Netgear president resigns
- ☞ VoIP provider Vonage suffers outage
- ☞ Attorney scolded for phony Net post
- ☞ LinuxWorld's San Francisco shindig
- ☞ Microsoft, Thomson extend deal for

Most popular headlines

- ☞ Cybertourists in Boston
- ☞ iPod helps police nab alleged car thief
- ☞ Homeland Security works door at Google
- ☞ Is Real's 'hacking' of iPod legal?
- ☞ Drop the phone--now
- ☞ E-voting critic calls on hackers to expose
- ☞ Intel grapples with missteps
- ☞ Microsoft patches three critical browser
- ☞ Bulk of year's PC infections pinned to
- ☞ RFID tags become hacker target



CNET NEWSLETTERS

CLICK ON A TITLE BELOW TO LEARN

- News.com Morning Dispatch sample
- News.com Afternoon Dispatch sample
- News.com Enterprise Hardware sample
- All News.com newsletters

SPECIAL OFFERS FROM OUR PARTNERS

CLICK ON A TITLE BELOW TO LEARN MORE ABOUT

- Surveys
- IT Professionals
- IT Management
- Small Business Owners

SIGN UP NOW

Manage My Newsletters

Sponsored Links

- ▶ **Road Runner High Speed**
Online. As low as \$29.95/mo 1st 6 Months and Free Installation.
www.roadrunneroffers.com
 - ▶ **Time Warner Internet**
Hi-Speed Cable. Always connected. As low as \$29.95/mo in some areas.
www.roadrunner.com
 - ▶ **EarthLink Now just \$10.95**
Get EarthLink 1/2 price for six months. No contract required. Aff
www.earthlinknetwork.net
-

[How to advertise](#) | [Send us news tips](#) | [Contact us](#) | [Corrections](#) | [All RSS feeds](#) | [XML](#)
[Site map](#) | [Linking policy](#) | [Content licensing](#) | [News.com mobile](#) | [Newsletters](#) | [E-mail alerts](#)

Featured services: [BNET: Business White Papers](#) | [Find tech jobs](#) | [CNET's Digital Living](#) | [Free magazine trial](#) | [Hot D](#)

[CNET.com](#) | [CNET Download.com](#) | [CNET News.com](#) | [CNET Reviews](#) | [CNET Shopper.com](#)
[GameSpot](#) | [MP3.com](#) | [mySimon](#) | [Search.com](#) | [TechRepublic](#) | [ZDNet](#) | [International Sites](#)

Copyright ©2004 CNET Networks, Inc. All Rights Reserved. [Privacy Policy](#) | [Terms of Use](#)

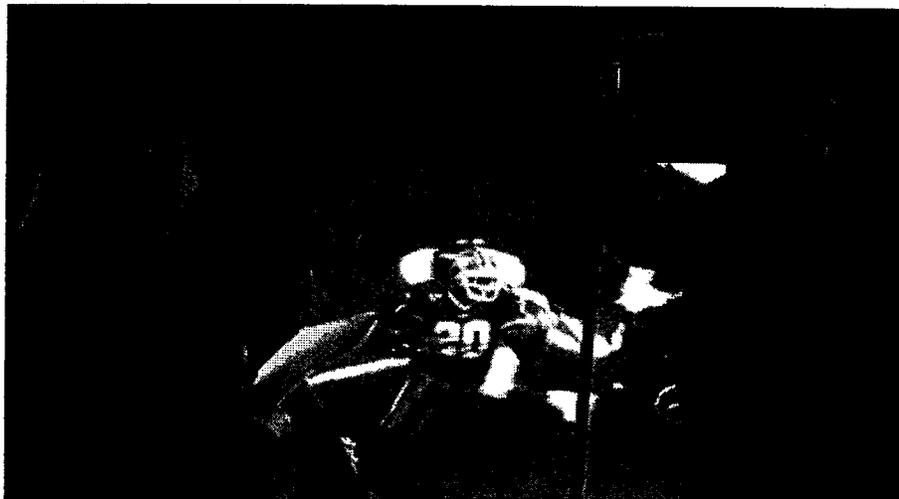
[About CNE](#)



[change my location] | HOME | MY ACCOUNT | CON

Time Warner Cable of Raleigh/Durham/Fayetteville

SEARCH:



It's Time for Great Entertainment

It's time to stop rushing home to watch favorite shows.

It's time to start, pause, rewind, and forward hit movies anytime - right on **It's time** for High Speed Online access fast enough to keep up with your life.

It's time for a better home phone service.

It's time for a cable company that knows how important your time is.

Cable

Get the reward of Digital Cable and the package of your choice. Plus receive a special savings on Road Runner.

[→ Find Out More!](#)

High Speed Online

Road Runner High Speed Online is up to 70x faster than dial-up and you are always connected.

[→ Find Out More!](#)

Digital Phone

Unlimited calling. Unlimited long distance. From \$39.95 month + tax! Order online and receive **3 months** of Voice Mail service for **FREE!**

[→ Find Out More!](#)

Customer Care Center

[→ Pay Xpress](#)

[→ Moving?](#)

[→ eNewsletter](#)

[→ Check E-mail](#)

[→ Control Your Account](#)

[→ Channel Lineup](#)



Get 6 months of Road Runner High Speed Online for \$29.95 per month! PLUS Home Networking FREE for 6 months! [Click Here to order!](#)

Offers and Events

- HD Suite - Try it free for 1 month!
- Events in DEMAND
- Upcoming Events in HD
- MLB EXTRA INNINGS
- Road Runner Special Offer



[Careers](#) | [Site Map](#) | [Privacy Policy](#) + [Terms of Use](#) | [Time Warner Cable Corporate Site](#)

© 2004 Time Warner Cable. A division of Time Warner. All services may not be immediately available in all areas.


[\[change my location\]](#) | [HOME](#) | [MY ACCOUNT](#) | [CON](#)

Time Warner Cable of Raleigh/Durham/Hayotteville

SEARCH:

PRODUCTS & SERVICES

[Pricing and Packaginging](#)[Digital Cable >](#)[High Speed Online >](#)[Digital Phone >](#) >>[Calculate Your Savings](#)[Calling Features](#)[Plan Details](#)[Frequently Asked Questions](#)[My Account](#)[Contact Us](#)[Subscriber Agreement](#)[Privacy Policy](#)[Order Now](#)[Business Solutions](#)

Digital Phone

New Residential Phone Service

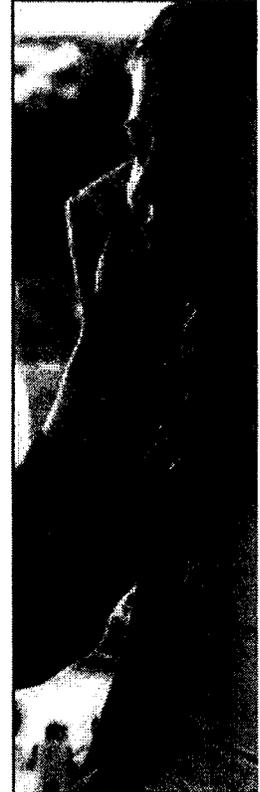
**Unlimited Local Calling and Long Distance
as low as \$39.95**

Plus when you order Digital Phone online you receive **3 months of Voice Mail service for FREE!**

One low monthly price. Call anyone in North Carolina, the United States and Canada talk as long as you want, call as frequently as you like.

With Digital Phone you get the following for one low monthly price:

- **Unlimited long distance calls**
Call anyone, anytime, anywhere in the United States and Canada.
- **Unlimited in-state calls**
Make as many calls as you like to anyone in North Carolina - at no extra charge
- **Unlimited local calls**
Across town or around the corner - all local calls are included
- **One Price, One Company, One Bill**
It doesn't get any easier than that
- **Free no-hassle installation**, reliable, high-quality connection


[Careers](#) | [Site Map](#) | [Privacy Policy + Terms of Use](#) | [Time Warner Cable Corporate Site](#)

© 2004 Time Warner Cable. A division of Time Warner. All services may not be immediately available in all areas.