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Network Telephone Corp.

40 S. Palafox Pl.
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Toll Free: 888-432-4855

<http://www.networktelephone.net>

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Covered by David Hamerly

Network Telephone is a facilities-based provider of advanced integrated telecommunications services, including local and long-distance voice access and broadband Internet, in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, and Tennessee. The company has more than 114,000 lines in service to 13,000 small business customers. Network Telephone also offers Web hosting and Web site development. Chairman Ray Russenberger founded Network Telephone in 1997. Russenberger also founded Network Paging in 1985 and Network USA (now [Metrocall](#)) in 1988.

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Key Numbers

Company Type	Private
D&B D-U-N-S Number	Subscribers Only
Fiscal Year-End	December
2002 Sales (mil.)	\$44.9
1-Year Sales Growth	130.3%
2002 Employees	500
More Financials	

Key People

Chairman and CEO	Ray Russenberger
President, COO, and Director	Leo J. Cyr
CFO	Danyelle Kennedy
VP Corporate Services	Subscribers Only
CIO	Subscribers Only
More People	

Job Openings

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Industry Information

- [Telecommunications Services](#)
 - [Fixed-line Voice Services Providers \(primary\)](#)
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Top Competitors

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6 Competitors Listed For Network Telephone

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NETWORK TELEPHONE

ABOUT NETWORK TELEPHONE CORPORATION

www.networktelephone.net

Overview

Headquartered in Pensacola, Fla., Network Telephone Corporation is a facilities-based, second generation, data-centric competitive exchange carrier providing high speed digital subscriber line (DSL), voice over DSL (VoDSL), local and long distance voice, internet and wireless data services throughout a nine-state southeastern US footprint.

Network Telephone secured government certification to provide local and long distance telecommunications exchange in the state of Florida in July 1998. Since then, the company has embraced forefront technology and enhanced product offerings, corporate and client architecture. Network Telephone is currently FCC certified to provide service to Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. In addition, more than 300 collocation agreements have been filed with BellSouth, Sprint and GTE and strategic plans include delivery of end-to-end DSL and voice choices to 60+ markets before year-end. Network Telephone concentrates primarily on servicing the small and medium sized business market.

Ray Russenberger founded Network Telephone in 1998, realizing the opportunities that deregulation presented for embracing dynamic technology. Network Telephone immediately began bundling local and long distance voice exchange with data transmission at considerable savings off of incumbent local exchange carrier (ILEC's) rates.

After less than one year in existence, Network Telephone formed a partnership with California-based Copper Mountain Network®™ to deploy their CopperEdge™ DSL concentrators and packet-based integrated access devices, securing delivery of DSL to all of Network Telephone's territories. The move presented full-service telecommunications solutions and advanced technological offerings from one powerhouse source.

Other benchmarks quickly followed. Lucent Technologies feature-rich voice over DSL (VoDSL) Pathstar™ technology joined the Network Telephone product delivery menu. Before year-end 1999, Network Telephone launched its Jackrabbit DSL product, with speeds 50 to 100 times greater than analog dial-up service and a dedicated connection at half the cost of former options, like T1 or ISDN usage-based charges. An aggressive sales team began pre-selling customers to Network Telephone's custom-designed fiber-optic circuitry in Pensacola, Fl. with a scheduled date to move to the network in the first quarter 2000.

In January 2000, Network Telephone successfully launched a new \$8 million, customized SavillExpress CLEC and SavillCare comprehensive customer care back-office infrastructure, automating services and accounting, streamlining customer profiling and management.

Since inception, Network Telephone has assembled a senior management staff representing more than 100 years of telecom experience. To date Network Telephone circuits connect approximately 19,000 lines and 4,000 customers.

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Contacts:

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Copper Mountain Networks, Inc.
1.650.687.3312
khiggins@coppermountain.com

Clare LaGrand
Network Telephone Corporation
1.850.432.4855, ext. 1505
clarel@networktelephone.net

Network Telephone Extends Reach of Free Powerline DSL™ Broadband Data and Voice Service for Business with T1 Solution from Copper Mountain

Copper Mountain Helps Southeast U.S. Integrated Communications Provider Deliver Affordable T1-Enabled High-Speed Internet Service Bundles to Business Customers Regardless of Distance from CO

PENSACOLA, Fla., July 31, 2001—Network Telephone, providing facilities-based broadband voice and data telecommunications services to businesses, and Copper Mountain Networks (Nasdaq: CMTN), a provider of copper-based broadband access solutions, today announced that Network Telephone is utilizing T1 Line Cards from Copper Mountain to extend the reach of its affordable, business-class, bundled voice, digital subscriber line (DSL) Internet and Web services in the Southeastern U.S.

Network Telephone is installing Copper Mountain's CopperEdge® T1 Line Cards in Copper Mountain's 200 Digital Subscriber Line (DSL) Concentrators already activated in 175 sites throughout the Southeastern states. The T1 capability of Copper Mountain's CopperEdge concentrators allows Network Telephone to offer concurrent high-speed Internet, multi-line voice services, and site development and hosting applications to business customers located almost anywhere within the central office (CO) serving area. Network Telephone is providing the T1-enabled access to business customers located behind digital loop carriers (DLCs) or beyond the distance that can be reached using SDSL access. Network Telephone's broadband service bundle is priced to include a 160 Kbps Internet connection for businesses with five to 24 telephone lines, regardless of distance. This means that Network Telephone uses the most efficient way to reach the customer with the high speed Internet connection.

"Network Telephone has been an industry leader in providing affordable broadband data and voice services over SDSL to small and mid-sized businesses throughout the Southeast U.S.," said Rick Gilbert, president and chief executive officer of Copper Mountain Networks. "Now, with the addition of T1-based DSL access, Network Telephone is leading the way in making its value-added solutions available to customers beyond the reach of traditional SDSL access."

"Access to affordable broadband service is increasingly vital to small and medium-sized business operations," said Network Telephone's chief executive officer and founder Ray Russenbaker.

"With Copper Mountain's T1 Line Card, Network Telephone can extend the DSL bundle to business-ready data and voice services to all interested customers in every metro market we serve. Distance from the CO is no longer an issue for Network Telephone or our prospective customers."

About the CopperEdge® T1 Line Card

Copper Mountain's 12-port CopperEdge T1 Line Card is hot-swappable in CopperEdge DSL concentrators, and can be deployed concurrently with Copper Mountain's CopperEdge Family ADSL, G.lite, IDSL, and SDSL Line Cards. The CopperEdge T1 Line Card enables broadband service providers to leverage CopperEdge concentrators' robust Internet Protocol (IP) service intelligence—Copper Mountain's IP IQ™—to deliver cost-effective broadband voice and high-speed data services, even to customers located beyond the reach of conventional SDSL or who are served by Digital Loop Carrier (DLC) equipment. The CopperEdge T1 Line Card is interoperable with Copper Mountain's CopperRocket® 508T Integrated Access Device (IAD) as well as industry-standard T1 customer premise equipment (CPE).

About Network Telephone Corp.

Headquartered in Pensacola, Fla., Network Telephone Corp. is a facilities-based broadband Integrated Communications Provider (ICP) using voice over digital subscriber line (VoDSL) technology to deliver local and long-distance, high-speed Internet, Web site hosting, and site development services to small and medium-size businesses throughout the Southeast. The company employs almost 500 at its headquarters and 20 regional offices. More than 100 lines are in service to date. For more information about Network Telephone, visit the company Web sites, <http://www.networktelephone.net> and <http://www.powerlinedsl.com>.

About Copper Mountain Networks

Copper Mountain Networks, Inc. (Nasdaq: CMTN) manufactures intelligent DSL and aggregation equipment for central office, digital loop and multi-tenant unit (MTU) broadband networks worldwide. Its DSL solutions enable carriers and service providers to deliver cost-effective performance data and voice services over existing copper telephone wiring. Its CopperEdge 200 DSL Concentrator is deployed in some of the world's largest public networks, and its environmentally hardened CopperEdge® RT (remote terminal) DSL Concentrator extends the reach of DSL to the millions of customers served by digital loop carriers (DLCs). Copper Mountain's OnPrem™ MTU Concentrator offers a cost-effective and scalable platform for service providers. With IP IQ™, Copper Mountain's robust Internet Protocol (IP) service intelligence, service providers can maximize bandwidth utilization, support value-added broadband services, and scale to meet the demands of hundreds of thousands of subscribers. Copper Mountain's CopperRocket® CPE family and CopperCompatible® program ensure that Copper Mountain DSL concentrators are interoperable with the broadest range of customer premise equipment (CPE). Customers wanting more information about Copper Mountain products or office locations worldwide can visit the company's World Wide Web site at <http://www.coppermountain.com>. For investor relations information, contact us at IR@coppermountain.com.

Safe Harbor Warning

Portions of this release contain forward-looking statements regarding future events based on current expectations, and are subject to risks and uncertainties, such as the rate of installation of the Copper Edge® T1 line cards in Network Telephone's CopperEdge® 200 DSL Concentrators. Copper Mountain wishes to caution you that there are some factors that could cause actual results to differ materially from the results indicated by such statements. These factors include but are not limited to: the ability to expand addressable markets for high-value services like high quality and multi-line voice in the broadband industry; quarterly fluctuations in operating results attributable to the timing and amount of orders for our products; our ability to keep pace with rapidly changing product requirements of its customers; market acceptance of our products; concentration of our revenue in a small number of customers; factors and market conditions affecting the telecommunications market, the demand for DSL technologies, the market for DSL service providers, and economic conditions generally which are beyond Copper Mountain's control. We refer you to the documents Copper Mountain files from time to time with the Securities and Exchange Commission, specifically the section titled Risk Factors in our Annual Report on Form 10-K for the year ended December 31, 2000 and other reports and filings.

with the Securities and Exchange Commission.

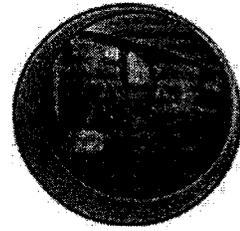
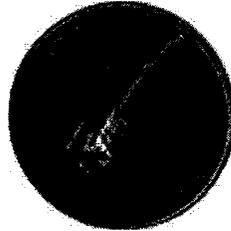
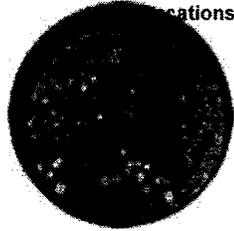
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Our Mission



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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!

July 30, 2004

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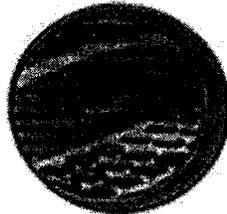
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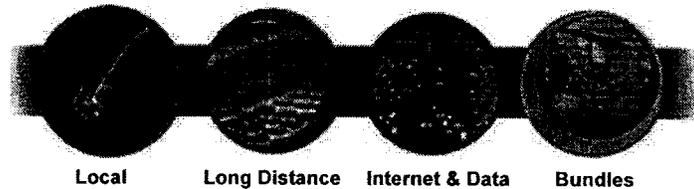
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VOICE

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.

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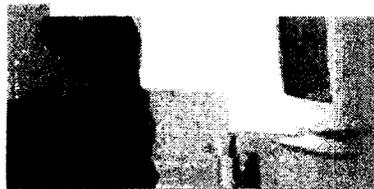
Voice Network Map

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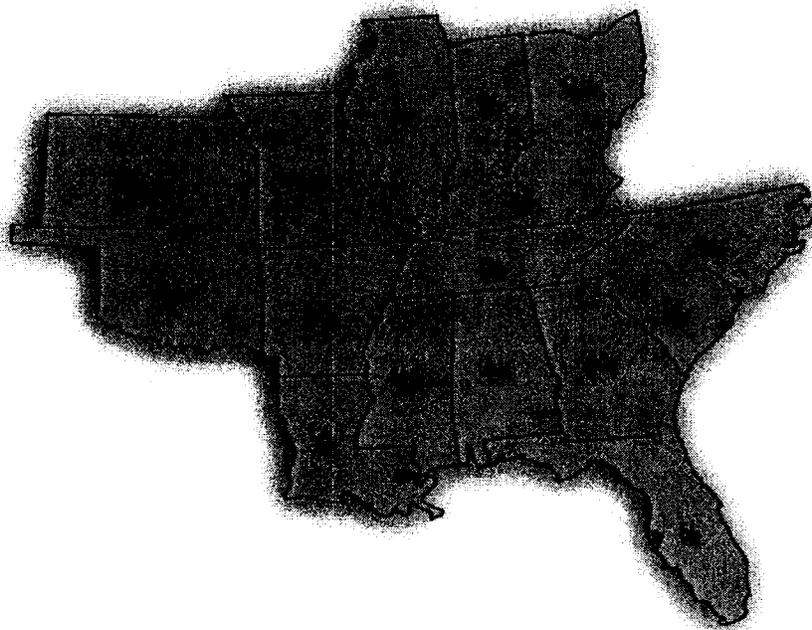
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Locations

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.



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Sales Phone Number: **1-877-874-3758** or Send your query

TriVergent

http://www.trivergent.com

Current Coverage:

Arkansas, Georgia, North Carolina, South Carolina

Featuring:

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

Head office:

Greenville Greenville, SC

Network Ops Centers:

SC Greenville Greenville

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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:

*Insuffici
rec
reviews
relia
ove
rat*

: **"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 ol
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 compet
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 Alltel 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 Alltel !

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

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Monday, 06-Dec
10:01:13

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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.



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XSPEDIUS TO ACQUIRE E.SPIRE FOR \$68 MILLION

LAKE CHARLES, LA. (June 3, 2002) – Xspedius Management Corp. LLC ("XMC") today announced that it has received bankruptcy court approval to acquire substantially all of the assets of e.spire Communications, Inc. ("e.spire") pursuant to a sale order by the US Bankruptcy Court in e.spire's ongoing bankruptcy proceedings. XMC will acquire e.spire's competitive local switching and fiber assets in 36 markets spanning 19 states as well as e.spire's ACSI Network Technologies fiber and conduit assets located in California, Florida, Georgia, Maryland, Texas, Virginia and the District of Columbia. The purchase consideration includes \$18 million of cash, a \$50 million note secured by the assets of ACSI Network Technologies, and an ongoing ownership interest in XMC. The e.spire assets and operations to be acquired by XMC have an original invested capital basis of \$1.6 billion and generated \$164 million of annualized revenue as reflected in 1Q 2002 results.

XMC is an affiliate of Xspedius Holdings Corp. ("Xspedius"), a competitive communications carrier based in Lake Charles, Louisiana, that operates in the southeastern U.S. XMC (founded by former Brooks Fiber executives James Allen & Mark Senda) and Xspedius are both affiliated with Thermo Telecom Partners LLC ("Thermo"), The 1818 Fund III, L.P. (a limited partnership managed by Brown Brothers Harriman) and the Meritage Private Equity Funds. Brown Brothers Harriman & Co advised XMC and Xspedius in this transaction.

James C. Allen, Chairman of Xspedius Corp., will also serve as Chairman of Xspedius Management Co. Mr. Allen has a distinguished track record of success in the competitive telecommunications industry. Mr. Allen co-founded Brooks Fiber Properties, Inc. and served as its Chief Executive Officer and Vice Chairman until its sale to Worldcom for \$3.4 billion. Commenting on the acquisition of e.spire, Mr. Allen said "The acquisition of e.spire represents a significant opportunity for Xspedius and its stakeholders. e.spire, as a company, is approximately the same size as Brooks Fiber when we sold it to WorldCom in 1998. It represents the finest collection of debt-free local fiber assets in the United States today. We look forward to applying the same management skills we used at Brooks Fiber to improve the quality and extent of service offerings to our customers."

Mark W. Senda, President & Chief Executive officer of Xspedius Corp., will serve Xspedius Management Co. in that same capacity. Mr. Senda has been a leader in the competitive telecommunications industry for the past two decades. Prior to joining Xspedius, Mr. Senda served in executive positions with AT&T Canada, MFS Communications, and Brooks Fiber Properties, Inc. Commenting on the transaction, Mr. Senda stated "Our desire to pursue e.spire in this proceeding is based upon our belief that it offers the finest collection of networks, customers and employees available today within the competitive communications industry."

About e.spire

e.spire Communications, Inc., an integrated communications provider, offers traditional local and long distance, dedicated Internet access, and advanced data solutions, including ATM and frame relay. e.spire's subsidiary, ACSI Network Technologies, Inc., provides third parties, including other communications concerns, municipalities, and corporations, with turnkey fiber-optic design, construction, and project management expertise. More information about e.spire is available at e.spire's Web site, www.espire.net.

About Xspedius

Xspedius, an ICP (Integrated Communications Provider) company headquartered in Lake Charles, Louisiana, offers integrated voice, data and Internet services to small and medium-sized businesses throughout the southeastern states. For more information about Xspedius, visit www.xspedius.com.

About Thermo

Thermo is part of the Thermo Companies based in Denver, Colorado, a highly successful group of companies focused on opportunities in the telecommunications, industrial, power generation, natural resources, and real estate industries.

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Customer Support

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Anonymous Call Rejection (ACR)

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Anonymous Call Rejection (ACR) can be activated and/or deactivated at the Customer's discretion. ACR is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation and deactivation codes and confirmation tones:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	*77	*87
PULSE/ROTARY	1177	1187

Automatic Call Back (ACB)

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Automatic Call Back (ACB) must be activated by the Customer. ACB is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation codes and confirmation messages:

SERVICE	ACTIVATION CODE
TOUCH-TONE	*69
PULSE/ROTARY	1169

ACTION	CONFIRMATION MESSAGE
*69 Activated	A confirmation message that repeats the telephone number of the last incoming call will be heard upon activation.
Subscriber is prompted	The recording advises the subscriber to enter the additional digit #1 (rotary, pulse or touch-tone) to continue with feature activation or hang up to end activation

Automatic Recall

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Automatic Recall is activated by a customer dialed code, which automatically redials the last number attempted.

SERVICE	ACTIVATION CODE
TOUCH-TONE	*66
PULSE/ROTARY	1166

If	Then
The line is not busy	<ul style="list-style-type: none"> The call will complete
The line is busy	<ul style="list-style-type: none"> The Customer will hear a confirmation tone and hang up Once the Customer hangs up, the network will monitor the busy/idle status of both lines every 45 seconds for up to 30 minutes The network will begin 30 minute queuing process
Both lines are idle	<ul style="list-style-type: none"> The Customer receives ring back tone (short, short, long) Customer picks up receiver Network completes call
Subscriber doesn't answer or is on another call	<ul style="list-style-type: none"> The network attempts to ring back every 5 minutes for the remainder of the 30 minute queuing process
Subscriber still wants to place the call and the line stays busy for over 30 minutes	<ul style="list-style-type: none"> Customer should dial the telephone number once again Hang up receiver Dial *66 (1166 - Pulse/Rotary)

Call Block

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Call Block can be activated and/or deactivated at the Customer's discretion. Call Block is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation and deactivation codes:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	*60	*80
PULSE/ROTARY	1160	1180

To Activate/Deactivate Call Block, follow the steps below:

Step	Action
1	Hang up from unwanted call
2	Pick up telephone to get dial tone
3	Dial *60 (1160 Pulse/Rotary dial)
4	Dial 3 to activate your call block list (first entry only) (If done again, Call Block service will deactivate)
5	Listen for announcement followed by beep tone
6	Dial #01# (1201 Pulse/Rotary dial)
7	This number will be considered a private entry and will be read back as Private (See Note)
8	Either continue to edit the list or hang up

To Activate Call Block and edit numbers for the screening list, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial *60 (1160 Pulse/Rotary dial)
3	To activate Call Block with existing screening list, hang up
4	To establish or change screening list, listen for announcement with instructions followed by beep tone

Call Forward Busy

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Call Forward Busy is an optional feature which automatically forwards calls to an alternate telephone number should the line be busy or off-hook. The Customer specifies the number to which the calls are forwarded at the time the feature is ordered and requires no action. Another service order would be required to change the forward to number.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forwarding Don't Answer

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Call Forwarding Don't Answer is an optional feature which automatically forwards unanswered incoming calls to an alternate telephone number. The Customer specifies the number to which calls are forwarded to and the approximate number of ringing cycles at the time the feature is ordered. A service order is required to change the forward to number and/or the ringing cycle. This may be used to forward calls in connection with Voice Message Services.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forward Don't Answer/Busy

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Call Forward Don't Answer/Busy: Automatically redirects all incoming calls to another telephone number or to e.spire voice mail. This feature is usually activated when a customer wishes not to be disturbed by incoming calls.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forwarding Variable

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Call Forwarding Variable allows you to have all incoming calls forwarded to another number. The forwarding number may be changed as often as necessary. It is activated and/or deactivated at the Customer's discretion. See charts for activation and deactivation codes:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	72# or *72	73# or * 73
PULSE/ROTARY	72	73

To Activate Call Forwarding Variable, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial the activation code for Call Forwarding Variable (either 72# or *72 (touch-tone) or 72 (rotary))
3	Listen for second dial tone
4	Dial the telephone number to which the calls are to be forwarded to
5	Listen for two (2) short tones
6	When the called party answers, Call Forwarding Variable is in effect

7	<p>The switch will automatically dial the forward to number, and one of the following scenarios will apply:</p> <p>Scenario 1 If there is an answer at the forward to number, the /CFV feature is immediately activated. No confirmation tone is received, and the user should hang up.</p> <p>Scenario 2 If the call goes unanswered, the user must hang up and then repeat Step 2 (*72 or 72#) to complete the activation. The user will then receive a confirmation tone.</p>
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To Activate Call Forwarding Variable when the line is busy or no answer, follow the steps below:

Step	Action
1	Hang up telephone
2	Repeat steps 1 through 5 (See chart above) (On the 2nd attempt, no answer is required and the attempt must be within two (2) minutes of 1st attempt

To Deactivate Call Forwarding, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial either 73# or *73(touch-tone) or 73 (rotary)
3	Wait for two (2) beep and dial tones

Call Forward Remote Activation

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Call Forward Remote Activation Allows you to access call forwarding from a remote location. Using Remote Activation of Call Forwarding Variable is easy; you just listen to the prompts (instructions) after dialing the REMOTE ACCESS DESIGNATED NUMBER.

Remote Access Designated Number (RADN)

Your RADN is shown in the REMOTE ACCESS DESIGNATED NUMBER reference table above. The password defaults to 0000 or the last four (4) digits of the telephone number on which the feature is provisioned.

Activate from Remote Location

Step	Action

1.	Dial the Remote Access Designated Number
2	Dial your 7-digit office telephone number that has RACFV. The dialed telephone number will be repeated to allow for ensure accuracy.
3	Dial your Personal Identification Number (PIN) and # (See Note 1)
4	Dial the Call Forwarding Variable activation code 72# .
5	Dial the number to which you want your calls forwarded to and #. If you must dial a 1 or area code to reach this number from your home or office, then do so. Then the forwarded to telephone number dialed will be repeated to ensure accuracy. (See NOTE 2)

Deactivate from Remote Location

Step	Action
1.	Dial the Remote Access Designated Number
2	Dial your 7-digit office telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
3	Dial your Personal Identification Number (PIN) and # (See Note 1)
4	Dial the Call Forwarding Variable deactivation code 73#. Dial 1 to confirm deactivation

Note (1): You have three chances to enter the correct telephone number that has REMOTE ACTIVATION TO CALL FORWARDING VARIABLE and your PERSONAL IDENTIFICATION NUMBER. After three attempts, you will be disconnected. You must hang up and try again.

Note (2): If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.

Activate from Business Location

Step	Action
1.	Dial the Special Access Number from the telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
2	Dial your Personal Identification Number (PIN) and # (See Note 1)
3	Dial the Call Forwarding Variable activation code 72#.
4	Dial the number to which you want your calls forwarded to and #. If you must dial a 1 or area code to reach this number from your home or office, then do so. Then the forwarded to telephone number dialed will be repeated to ensure accuracy. (See NOTE 2)

Deactivate from Business Location

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Step	Action
1.	Dial the Special Access Number from the telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
2	Dial your Personal Identification Number (PIN) and # (See Note 1)
3	Dial the Call Forwarding Variable deactivation code 73#. Dial 1 to confirm deactivation

Note (1): You have three chances to enter the correct telephone number that has REMOTE ACTIVATION TO CALL FORWARDING VARIABLE and your PERSONAL IDENTIFICATION NUMBER. After three attempts, you will be disconnected. You must hang up and try again.

Note (2): If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number

Call Hold

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Call Hold: Calls can be placed on hold by simply flashing the switch hook once. Only one call per station can be placed on hold at one time. To retrieve the original call flash the switch hook again.

Call Transfer

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Call Transfer : Calls can be transferred to another number without hanging up. This is done by pressing the switch hook, and dialing the number to which the call will be transferred to then hanging up the receiver. Hanging up the receiver will complete the transfer between the two parties.

Call Waiting

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Call Waiting: Provides an audible alert when you receive a second incoming call. It allows you to put your call on hold to answer the incoming call without disconnecting the first call. This is done by flashing the switch hook to put the first call on hold and to answer the second call. It is also possible to hang up and allow the phone to ring to answer the second call. Consecutive flashes allow you to alternatively talk to the original and the new calling parties.

To use Call Waiting follow these steps:

Step	Action
1	Depress the switch-hook once (The first call is put on hold and you will be

	connected to the second call
2	Depress the switch-hook once again (The first call and the second call will be connected)

Caller ID (Number Only)

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Caller ID (Number Only) service allows you to view the calling party's telephone number, date and time of the call. After the first full ring, the calling number appears on the Caller ID display unit. The phone must be on the hook when the call is received.

NOTE: The customer is responsible for providing the caller ID display unit. Depending on the CPE unit, the area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. No interaction is required from the user other than installing the Caller ID unit.

Available for PRI Trunks (Local ISDN CEU) and Business Exchange Lines (Local Service & Local Service Plus)

Caller ID- Deluxe (Name and Number)

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Caller ID- Deluxe (Name and Number) service allows you to view the calling party's listed name and telephone number, date and time of the call. After the first full ring, the listed name and calling number appear on the Caller ID display unit. The phone must be on the hook when the call is received.

NOTE: The customer is responsible for providing the caller ID display unit. Depending on the CPE unit, the name, area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. Not all CPE units can provide name display, read manufacturers information carefully. No interaction is required from the user other than installing the Caller ID unit.

Available for Business Exchange Lines Only (Local Service & Local Service Plus)

Caller ID w/Call Waiting

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Caller ID w/Call Waiting service allows you to view the listed name, telephone number, date and time of a second incoming call while the line is in use, in addition to the normal Caller ID Deluxe feature. This gives the customer the choice of answering or ignoring the second caller. (At this point, the second caller will hear ringing until they hang up. Any 3rd caller will receive a busy signal unless forwarded to another number or voice mail service.)

NOTE: The customer is responsible for providing the caller ID display unit.

Depending on the CPE unit, the name, area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. Not all CPE units can provide name display or the Call Waiting feature, read manufacturers information carefully. No interaction is required from the user other than installing the Caller ID unit.

Available for Business Exchange Lines Only (Local Service & Local Service Plus)

Control/Cancel Call Waiting (CCW)

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Control/Cancel Call Waiting (CCW) provides the ability to temporarily disengage call waiting for uninterrupted talking before or during a call. When CCW is activated, anyone calling will receive a busy signal and no CW tone will interrupt the customer's call.

To Use Control/Cancel Call Waiting before making a call:

Step	Action
1	Pick up telephone and listen for dial tone
2	Dial *70 (Touch-tone) or 1170 (Pulse/Rotary)
3	Listen for second dial tone
4	Dial the desired telephone number

To use Control/Cancel Call Waiting while a call is in progress:

Step	Action
1	Must be a 3-way Call subscriber
2	Depress the switch-hook to place the call on hold
3	Listen for dial tone
4	Dial *70 (Touch-tone) or 1170 (Pulse/Rotary)
5	Depress the switch-hook once again to return to the original call, pick up telephone, listen for dial tone

Hunting (Rollover Lines)

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Hunting (Rollover Lines) is placed on individual telephone lines that make up a group, also known as a hunt group. Hunt groups are a series of lines organized in such a way that if the first line is busy the next line is hunted and so on until a free line is found. There are two types of hunting, serial and circular.

Serial: Serial hunting searches for available lines from the top of the group down. Each incoming call always starts at the top of this group and is rolled to an available line in that hunt group. If the call reaches the last line in the hunt group sequence it does NOT roll to the first line in the hunt group.

***Note:** The last line in a serial hunt group does not need hunting because the last line does NOT roll to the first line in the hunt group.

Circular: In Circular hunting, the switch has the ability to remember the last

line it connected, and starting there, it hunts down to the next available line. Once the last line in the hunt group is reached, it rolls to the top or the first line in the hunt group. It does NOT continue to roll after completion of loop. Essentially, the available lines are searched for in a circle.

***Note:** All lines in the hunt group MUST have hunting on them because Circular hunting rolls to the top or first line again.

Identi-Ring

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Identi-Ring service enables two or three telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. This allows a customer to determine prior to answering a call, which number the calling party has dialed.

Ringing Patterns:

PATTERN	RINGS	CALL WAITING TONE
A	NORMAL	NORMAL
B	SHORT, SHORT	SHORT, SHORT
E (5ESS only)	SHORT, LONG, SHORT (Identi-Ring II only)	SHORT, LONG, SHORT

Speed Dialing (8 or 30)

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Speed Dialing (8 or 30): Allows one or two digit dialing to reach preset numbers. You can set and reset the codes at your discretion. Speed Dial 8 and Speed Dial 30 can be used together or independently.

SPEED DIAL 8:

Step	Action
1	Listen for dial-tone.
2	Dial 74# (touch-tone) or 74 (rotary or pulse)
3	Select a one (1) digit code (2 through 9)
4	Listen for dial-tone
5	Dial the code selected and the telephone number (example: 2 + 1 + 800 + 555-1212)
6	Two beeps confirm your entry. Pick up the telephone and listen for dial tone

SPEED DIAL 30:

Step	Action
1	Listen for dial-tone
2	Dial 75# (touch-tone) or 75 (rotary or pulse)

3.	Select a two (2) digit code (20 through 49)
4.	Listen for dial-tone
5.	Dial the code selected and the telephone number (example: 20 + 1 + 800 + 555-1212)
6.	Two beeps confirm your entry

TO CALL A NUMBER SELECTED FOR SPEED CALLING:

Step	Action
1	Dial the desired one or two digit code
2	For touch-tone, add the # symbol when you dial the code

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Three Way Calling[Back to Top](#)

Three Way Calling: Allows a third party to be added to a call already in progress. To add a third party to an existing call, briefly press down the switch hook to place the first party on hold. When you hear the dial tone, dial the telephone number of the party to be added. Press down the switch hook again to establish the three-way connection.

Toll Restriction[Back to Top](#)

Toll Restriction: A variety of toll restrictions are offered based on our customers needs. These include, but are not restricted to, the following:

- Block NPA 900 & 976
- Block International
- Block NPA 900
- Block NPA 976
- Block NPA 900, 976 & International
- Block NPA 900 & International
- Block NPA 800, 877, & 888
- Allow Only NPA 800, 877, & 888
- No local or long distance calling allowed

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Business Solutions

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Local Calling

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- ▶ Managed Services
- ▶ Messaging Services
- ▶ Internet ConneXions
- ▶ Complete Integrated
- ▶ Data ConneXions
- ▶ Complete Xchange™
- ▶ Cities Served

Dependable and always there, Xspedius Communications Complete Xchange™ products provide essential voice dial-tone service you can count on. Xspedius offers you a comprehensive portfolio of local calling services which satisfy basic as well as complex voice calling needs.

We currently offer three local calling service options to simplify your buying decision. Complete T is our flat-rated, all-in-one service, which provides 24 lines/trunks delivered over DS1 or PRI facility, which includes many enhanced local calling features for one low monthly fee. And if our Complete T DS1 or PRI service options don't suit your needs, we provide Complete Lines - Lines, Trunks, or Partial PRI - our unbundled local calling service. With Complete Lines - Lines, Trunks, or Partial PRI you select the number of lines and calling features that are best suited to your business needs. Also, in select markets Xspedius offers local service to businesses that do not need a T1 - Complete Xpress™ service is a fully featured line or trunk designed to give you flexibility and convenience for your business needs.

Digital Trunk Service

No matter what your telecommunication needs for trunks are, they can be configured to accept outgoing calls only, incoming calls or to handle both incoming and outgoing call traffic. Also, certain Calling Features can be assigned to your trunks that help your business efficiently manage the call flow. Digital Trunk Service is ideal for businesses that have complex business systems such as PBXs or hybrid key systems.

Enhanced DID Trunk Service

Enhanced DID Trunk Service allows you to provide individual telephone numbers for each of your employees that will improve the efficiency of your day-to-day business operations by reducing administrative and business system costs.

If you are interested in any Xspedius Communications Voice Service, please email our Product Marketing Department or call 1.877.962.1900.

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Local ISDN for ISP



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