



VIRTUAL VOICEMAIL

FEATURE GUIDE



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VOICEMAIL

Voicemail is an advanced voicemail service, which - depending on subscriber preferences and switch configuration - can take a message when the subscriber does not answer the pilot number. Many of these features are available only when paired with a hosted subscriber seat and are permitted by the subscriber's Class of Service.

GREETINGS

Voicemail greets callers with a standard system greeting stating the subscriber's phone number. Subscribers will typically choose to personalize this by recording one or more custom greetings, as described in the following table. Subscribers can record greetings, either using the TUI or from a web browser using CommPortal and a microphone, and select which greeting should be used.



| FEATURE | DESCRIPTION |
|------------------------------|---|
| SPOKEN NAME | Subscribers can record their own name, to be substituted for their phone number in the system greeting. |
| PERSONAL GREETING | Instead of using the system greeting, subscribers can record a personal greeting of their choice. |
| ALL-CALLS-FORWARDED GREETING | The subscriber may choose to record a separate greeting to be played when unconditional call forwarding is active on the line. |
| EXTENDED ABSENCE GREETING | The subscriber may choose to record a separate greeting to be played during extended absences such as holidays and business trips. The extended absence greeting can be turned off and on without the need to re-record it. When on, optionally, message deposit may be prohibited. |
| INTERNAL GREETINGS | For subscribers within a Business Group, the subscriber may choose to record a separate greeting to be played to callers also within the Business Group. They may also record a separate extended absence greeting for these internal callers. |

 Customers include 85 of the Fortune 100 companies

 Over 700,000 customer locations

 Over \$220 million in charitable donations



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STORE MANAGEMENT

A customer can receive up to 150 voicemail's. This includes voicemail's that are in the deleted folder. Messages stay deleted in the deleted folder for 7 days before permanently deleting. This limit cannot be changed for any customer. We cannot increase the mailbox size. It is always 100000KB.

MESSAGE DEPOSIT OPTIONS

When depositing a message, the caller can optionally select from the following advanced features:

| FEATURE | DESCRIPTION |
|----------------------|---|
| MARK MESSAGE URGENT | Causes the message to play before non-urgent messages (depending on the recipient's preferences). |
| MARK MESSAGE PRIVATE | Prevents the recipient from forwarding the message. |

MESSAGE RETRIEVAL OPTIONS

The subscriber can customize their message retrieval experience by selecting from the following options:

| FEATURE | DESCRIPTION |
|------------------------|--|
| AUTOPLAY | The subscriber can configure new messages to play immediately upon login to the mailbox, skipping the main menu. Combined with Fast Login and Skip PIN, Autoplay enables hands-free message retrieval. |
| HEADER PLAYBACK | The subscriber can select whether the date and time of message deposit are played back automatically. |
| MESSAGE PLAYBACK SPEED | The subscriber can speed up or slow down message playback using telephone keypad. |
| PAUSE | The subscriber can pause or resume TUI or message playback using telephone keypad. |



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MESSAGE RESPONSE OPTIONS

The subscriber can respond to a particular message by selecting from the following options.

| FEATURE | DESCRIPTION |
|--------------------|---|
| REPLY BY VOICEMAIL | After listening to a voicemail, the subscriber can send a voicemail in reply to another subscriber on the same Business Group. |
| FORWARD VOICEMAIL | After listening to a voicemail, the subscriber can forward the voicemail to another subscriber on the same Business Group. |
| FORWARD AS EMAIL | Using CommPortal, the subscriber can forward a voicemail as an email attachment to their choice of address. There are additional options to set preferences for automatic or manual forwarding, multiple recipients, message footers, or deleting messages. |

NOTIFICATIONS

Notifications are a way a subscriber may learn of a new message deposited in their mailbox. The following types of notification are available. Most types of notification must initially be configured using CommPortal. Once set up, all notification types can be suspended and re-activated using the subscriber self-care TUI. Each type of notification is available only when permitted by the subscriber's Class of Service.

| FEATURE | DESCRIPTION |
|---------------------------------|---|
| MESSAGE WAITING INDICATOR (MWI) | Turns on MWI on the subscriber's phone. Depending on the phone and switch, this may be a light on the handset, or an interrupted "stutter" dial tone. HOSTED PBX SEAT SUBSCRIBER ONLY |
| AUDIBLE ALERT | Plays a tone if a message arrives while the subscriber is already logged into the TUI. HOSTED PBX SEAT SUBSCRIBER ONLY |
| EMAIL | Sends an email to a pre-configured address. The email contains a link to log into CommPortal and hear the message (as an alternative to calling into the TUI) and can optionally include a mandatory footer, for example legal disclaimer text. |