

Getting Started with Business Class Phone

Time Warner Cable Business Class Phone provides you with a better choice of voice services, including powerful business telephone features for a flat monthly fee. The robust, multi-line service also allows each line to be configured separately to meet specific feature and call restriction requirements.

Business Class Phone features:

- Hunting • Anonymous Call Reject
- Inbound/Outbound Call Restrictions
- Call Forward
- Business Voicemail—optional†
- Call Waiting
- Non-Verified Account Codes • Caller ID
- Three-Way Call Transfer • Caller ID Blocking /Unblocking
- Additional Charges Block • Speed Dial

Getting Started

Once your Business Class Phone service has been activated, you may begin using your features right away. Some helpful shortcuts are listed below:

Star Features:

- *70 – Cancel Call Waiting
- *72 – Call Forward
- *73 – Cancel Call Forward
- *74 – Speed Dial
- *77 – Activate Anonymous Call Reject
- *87 – Deactivate Anonymous Call Reject
- *67 – Caller ID Blocking Per Call
- *82 – Caller ID Unblocking

Business Voicemail

Voice Manager:

Some features are only configurable in Voice Manager, our online portal for Business Class Phone customers. To access Voice Manager, go to myaccount.twcbc.com.

These features include:

- Selective Call Rejection (SCR)
- Call Forward No Answer (CFNA)
- Verified Account Codes
- Auto Attendant
- Group Speed Dial
- Select Call Forward (SCF)

Global Key List:

(Applicable to the optional voicemail feature)

- *0 – Help
- *1 – Main Menu
- *2 – Previous Menu
- *3 – Erase Last Entry
- *5 – Log Into Another Mailbox
- *9 – Exit

Still need help?

Refer to the Business Class Phone desktop user guide, which can be downloaded at twcbc.com/CustomerService. If you still need help setting up your Business Class phone, please call the number listed on the enclosed contact card.

+Business Voicemail is available at additional cost..

Business Class Phone does not include back-up power and should there be a power outage, Business Class Phone, including the ability to access 911 services, will not be available. Additional charges apply for taxes, fees, Directory Assistance, Operator Services and calls to International locations.

Offer valid for business customers in Business Class Phone serviceable areas.

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