

Business Voicemail Access Number:

1-808-206-9800

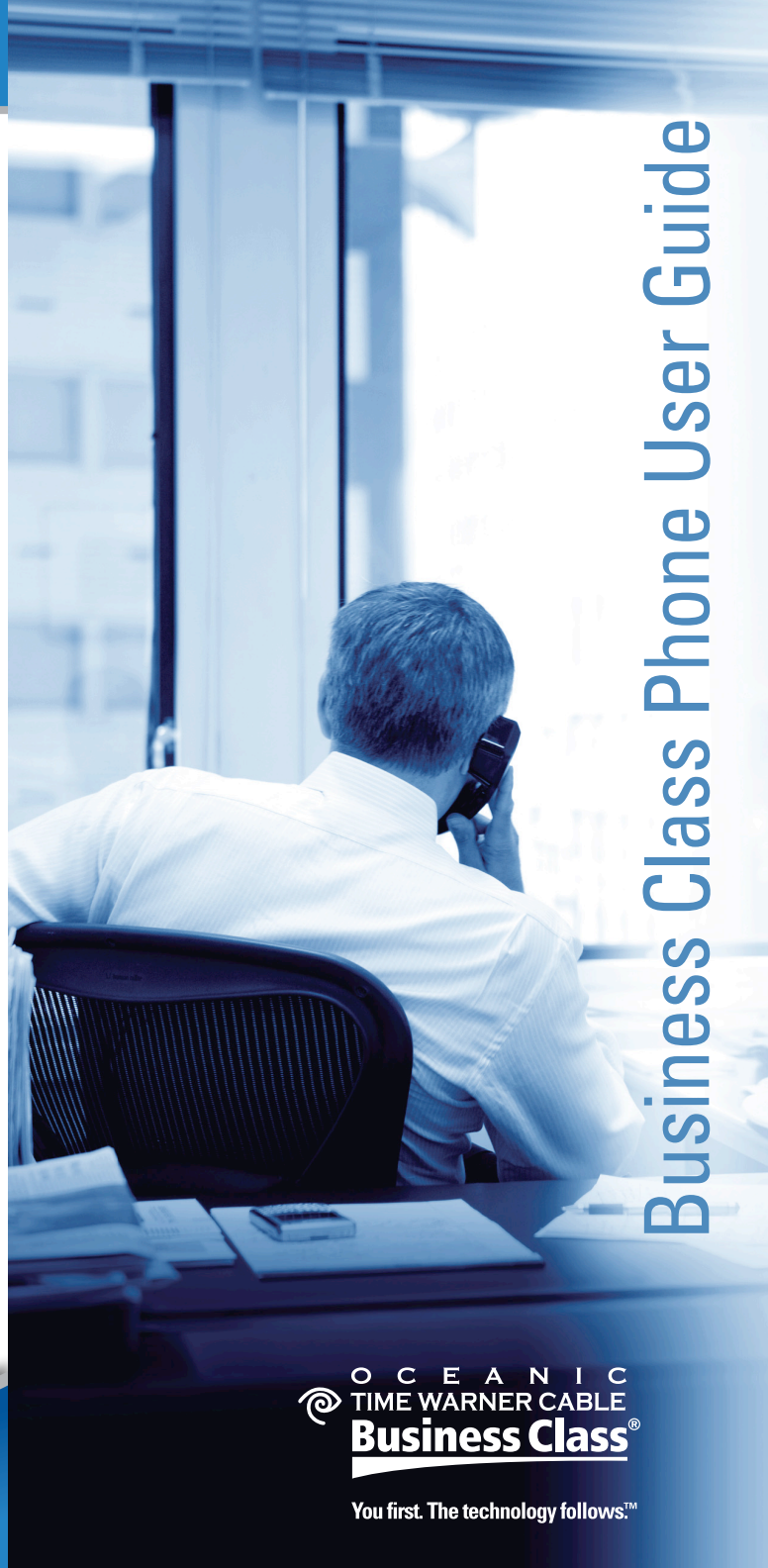


You first. The technology follows.™



You first. The technology follows.™

Business Class Phone User Guide



Welcome – Let's Get started

Welcome to Time Warner Cable Business Class

Thank you for choosing Time Warner Cable Business Class and welcome to a powerful, practical new way to manage your business communications.

What's Inside

To help familiarize you with Time Warner Cable Business Class Phone service, we've enclosed the following:

- An overview of Business Class Phone
- Quick Start Guide
- Understanding Your Invoice
- Online Account Detail
- Privacy Notice
- User Guide
- Business Voicemail Access Number

Take The Next Step

- In addition to this Welcome Kit, we also offer Online Time Warner Cable Business Class materials, which include an Online Welcome Kit. In order to access these materials, complete your registration at <http://welcome.twcbc.com>. You will have direct access to your TWCBC Help Site which features:
 - 24 –hour live support for billing, technical assistance and other support, anytime
 - Product guides, tutorials, FAQs and more
 - Product updates and maintenance alerts, to keep your service running smoothly.
 - Enhanced online business Support Tools

Contact Us

At Time Warner Cable Business Class, serving you is our number one priority. Our local support teams are available 24x7x365 for your business needs.

- Customer Care and Technical Support: **808-625-8510**
- Web Site: www.twcbc.com/hawaii
- Help Site: www.twcbc.com/hawaii/helpsite

We at Time Warner Business Class look forward to a long and beneficial relationship with you!

Sincerely,

Bob Kasai

Bob Kasai

Director of Marketing
Regional Business Class



You first. The technology follows.™

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:

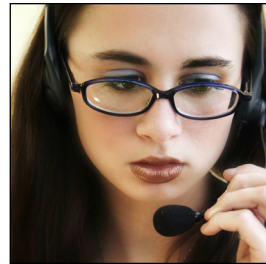
Star Features:

- *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 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? Contact Us

Refer to the Business Class Phone desktop user guide, which can be downloaded at [twcbc.com/Customer Service](http://twcbc.com/CustomerService). If you still need help setting up your Business Class Phone, please contact us at the following:

Customer Care and Technical Support:

808-625-8510

Web Site: www.twcbc.com/hawaii

Help Site: www.twcbc.com/hawaii/helpsite

†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. © 2010 Time Warner Cable. All rights reserved.

Understanding Your Invoice

Thank you for choosing Time Warner Cable Business Class as your communications provider. One of the advantages of choosing us is that you receive a single invoice for all of your Time Warner Cable communications services, simplifying your payment process. The following information is meant to help you understand your invoice.

Your invoice begins with an **Account Summary**. The Account Summary is broken into four sections.

The **Prior Month** section lists the balance from the last statement and shows any payments you made.

The **Current Monthly Charges** section includes recurring monthly fees for Time Warner Cable services such as Broadband High-Speed Data, Managed Security, Video and Music Services, and Business Class Phone. This section displays discounts by listing the charges for your services, then applying credits for term discounts or bundling.

If you have Business Class Phone, this section will also list your totals for fees that are not included in the monthly rate, such as international calling, directory assistance, operator assistance and Business Voicemail.

The **Non-recurring Charges** section lists fees for one-time services, such as installation fees and repair charges.

The **Taxes and Fees** section lists government mandated taxes and fees. These vary by state and municipality. Questions about these charges may be answered by calling the number listed on the enclosed contact card.

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. © 2010 Time Warner Cable. All rights reserved.

If you have Business Class Phone, a section labeled **Account Detail—Per Line** will follow the Account Summary section on your invoice. This section details additional charges (international calling, directory assistance, operator assistance, Business Voicemail) for each telephone number separately. This section does not show individual calls made; to see complete call details, you must view your account online. See the enclosed Online Account Details sheet for instructions.

If you have further questions, call the number listed on the enclosed contact card.

Sample Invoice

PRIOR MONTH		
11/25	Balance Last Statement	\$x.xx
12/5	Payment - Thank You	x.xx CR
Total Prior Month History		x.xx
CURRENT MONTHLY CHARGES		
Monthly Data Charges		
12/15-1/15	Partial Month	x.xx
1/1 - 1/30	Broadband High-Speed Data	x.xx
Total Monthly Data Charges		x.xx
Monthly Business Class Phone Charges		
12/15-12/31	Partial Month	x.xx
1/1 - 1/30	Business Class Phone Monthly Charge	x.xx
Business Class Phone 2 Product Bundle Discount		x.xx CR
Service Term Discount - 2 Year		x.xx CR
Directory Assistance		x.xx
Operator Assistance		x.xx
International Calling		x.xx
Business Voicemail		x.xx
Total Monthly Business Class Phone Charges		x.xx
NON-RECURRING CHARGES		
1/10	Relocate Outlet	x.xx
Total Non-Recurring Charges		x.xx
TAXES AND FEES		
Sales Tax		x.xx
Cable Franchise Fee		x.xx
Cable PSC Fee		x.xx
Cable FCC Fee		x.xx
Business Class Phone State Sales Tax		x.xx
Business Class Phone Federal Universal Service Fund		x.xx
Business Class Phone State Excise Tax		x.xx
Total Taxes and Fees		x.xx
TOTAL AMOUNT DUE		\$x.xx

Credits are indicated on invoice by "CR."

To ease the management and administration of your Business Class Phone account, Time Warner Cable Business Class has made your telephone usage details available online. View and print the telephone number called, time of day, duration and cost of each call made during your billing cycle.

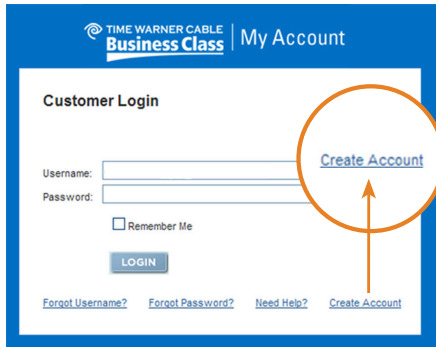


Figure 1

Initial Account Setup and Administration

An administrator must first set up your account and then create online users. To set up your initial administrative account:

1. Go to <http://bcphone.twcbc.com>.
2. Click on **Create Account** at the bottom right of the screen (see figure 1). Enter your business e-mail address and zip code as directed, then click **Continue**.
3. You will then receive an e-mail message which contains information necessary to complete your account setup. For security reasons, you must act within 72 hours of receiving the e-mails. Click on the link within the e-mail to complete your account setup.
4. The next screen prompts the administrator to enter the following information: Account Number, Customer Code, Username, Password, and two security questions and answers. You can find your Account Number and Customer Code on your first invoice.

Enter information as requested, accept the Terms and Conditions, then click **Continue**. A new screen will confirm that you have registered your account for online access.

Important: Only call usage records and their associated charges for Business Class Phone, Toll Free and PRI are viewable online. Taxes, surcharges, and fees for all Time Warner Cable Business Class services will appear on your monthly invoice.

To create new users or edit the status of existing users:

Only administrators can add new user accounts or edit user account status.

1. Log in to your administrator account, using the username and password you have just defined.
2. Click on the **Manage Users** tab in the main menu.
3. To create a new user, click the **ADD USER** button to the left (see figure 2) and fill in the relevant information at the new screen. Click **ADD USER**. The new user will be sent two e-mails containing instructions to complete the setup of their account.

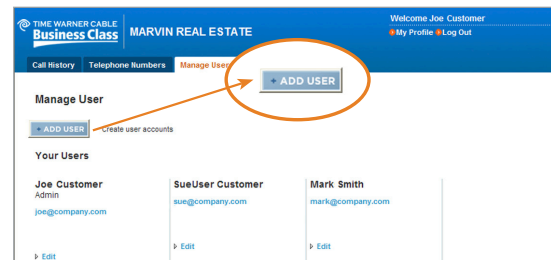


Figure 2

4. Once you've added the new user, you will return to the main **Manage Users** screen. Clicking on the **Edit** link under each user allows an administrator to suspend or delete that user.

Viewing Account Usage Details

All authorized users may view account details online. Please allow up to 48 hours after a telephone number is activated or changed for the call usage details to be available on this site.

To view account details:

1. Go to <http://bcphone.twcbc.com> and enter your Username and Password.
2. Once you have logged in, you will see a box labeled **Current Charges** (see figure 3) that includes links to usage from the most recent month. The box labeled **Billed Call History** contains links to usage from the four most recent monthly invoices. Clicking on any of the dates allows users to view all phone usage in greater detail, organized in any of several ways. You may view usage details for the following types of calls: local with account codes, long distance, international, toll free, PRI and operator/directory assistance.

Viewing Reports

Users may view various reports on toll free or PRI usage, including Daily Traffic, Call Duration and Highest Cost Calls. After clicking on the **Reports** tab from the main menu, select the report type, then the billing month and phone number. The results can be sorted by clicking on the column headers (see figure 5). You may also print (by clicking on **Print this Page**) or download (by clicking on **Save as File**) the report results.

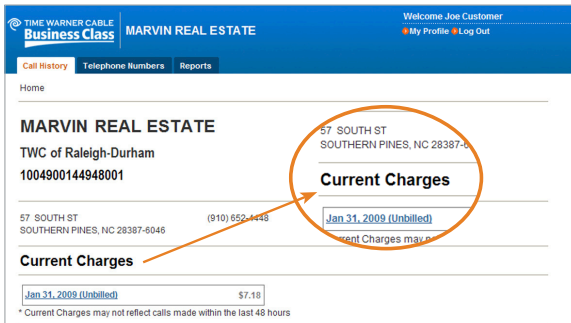


Figure 3

- When you click on a date, you will see a combined call summary (see figure 4). From this screen, you may choose to click on a particular telephone number or **Total (All Telephone Numbers)** to view call usage details and applicable charges for one or all lines. You may also click on **Print this Page** to print the call detail.

Note: Unchargeable local with account codes and long-distance calls will appear with a \$0.00 amount under the **Charges** column.

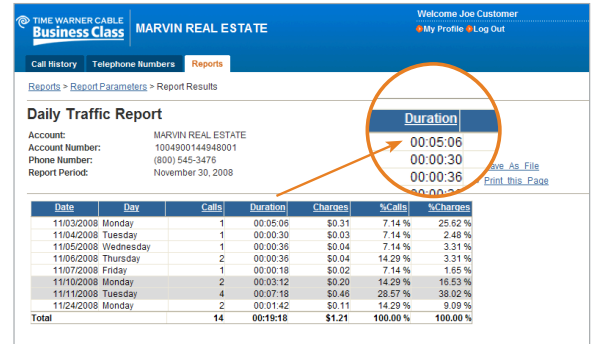


Figure 5

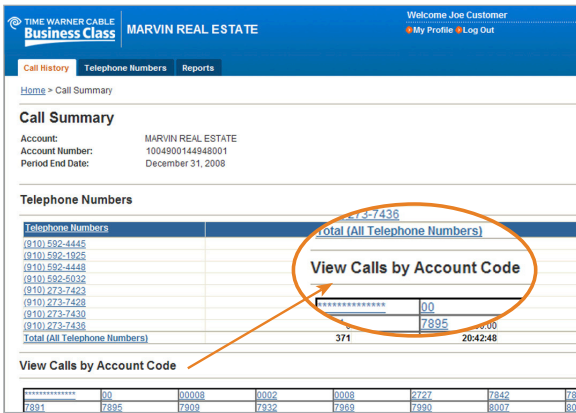


Figure 4

To view call details by account code:

You may choose to click on a particular account code or **View All** in the bottom half of the screen to view call details and applicable charges for one or all account codes. From these account code screens, you may print (by clicking on **Print this Page**) or download (by clicking on **Save as File**) the call details.

What This Privacy Notice Covers

This Notice describes our practices with respect to your “personally identifiable information” and certain other information. Personally identifiable information is information that identifies you and that you have furnished to us or that we have collected in connection with your receipt of our services. Personally identifiable information does not include aggregate or anonymous data or any individual bits of data that do not identify you. This Notice applies to all of our residential and commercial subscription services, including video, voice, telecommunications, data and security (collectively and individually, “Time Warner Cable Services”), whether provided individually or as part of a bundle of services.

This Notice also discusses your Customer Proprietary Network Information (“CPNI”). This is information about you that we obtain solely in connection with your receipt of our Digital Phone, Business Class Phone or commercial telecommunications services (“Phone Services”). CPNI consists of the information contained in your Phone Services bill and any other information about the quantity, technical configuration, type, destination, location and amount of your use of Phone Services. If you are a Phone Services customer, we have a duty under federal law to protect the confidentiality of your CPNI and you have the right to have the confidentiality of your CPNI so protected.

This Notice does not cover information that we may collect from our Internet portals and websites, each of which contains its own privacy notice, or any applications, webservices or tools that you download or access from these portals and websites. You should also be aware that some of the content, applications and advertisements provided on these portals and websites may be provided by third parties even where the items appear to be hosted by Road Runner, Time Warner Cable’s Broadband Internet Service. When you access these third parties’ online content or services, your personally identifiable information may be transmitted to them. The policies described in this Notice do not apply to these third parties, which may have their own privacy policies.

This Notice does not cover third party on-line services that you may purchase with our data services (e.g., the services of EarthLink and other on-line providers (“OLPs”). These OLPs may have their own privacy policies.

Our website always contains the most current version of this Notice. See <http://help.twcable.com/html/policies.html>. We also provide you with a copy of our Notice upon initiation of service and annually thereafter. You may also obtain a copy of the current Notice by contacting your local TWC office or requesting one through TWC.Privacy@twcable.com.

We may modify this Notice at any time. If we do, we will update it on this web site. If you continue to accept our services after a change, then you are deemed to have accepted the change.

Six areas are covered by this Notice:

1. the nature of personally identifiable information and CPNI collected about you and the way such information is used;
2. the nature, frequency, and purpose of any disclosure that may be made of such information;
3. disclosure of such information to governmental entities and through legal process;
4. the period of time during which such information will be maintained;
5. the times and place you may have access to the information collected; and
6. your rights under the Communications Act.

1. Collection and Use of Personally Identifiable Information and CPNI

A. Personally Identifiable Information

Under the Communications Act of 1934, as amended (the “Communications Act”), we may collect personally identifiable information (described below) over a cable system without your consent if it is necessary to provide our services to you or to prevent unauthorized access to services or subscriber data and we may collect other information that you consent to our collecting and that we will use as you direct. Below is a description of the information that we may collect, using the system or otherwise, about our users in order to provide our services and to prevent unauthorized access to our services.

Personally identifiable information: In order to provide any of our services to you, we may need to collect data about you, including your name; home, e-mail and work addresses; home, cellular and work telephone numbers; social security number; driver’s license number; credit, credit card, debit card and bank information; billing and payment information; records of damage and security deposits; records of maintenance and repairs; the number of converters, cable modems or other cable equipment installed in your home or place of business (collectively, “TWC Equipment”); the number of television sets, telephones, computers and other equipment of yours that are connected to TWC Equipment or that receive the Time Warner Cable Services (collectively, “Customer Equipment”); the location and configuration of Customer Equipment; the service options you have chosen; the

programs, features and services you have utilized; identifying information associated with the TWC Equipment (e.g., a serial number and/or MAC address of each converter box installed); performance history associated with the TWC Equipment; whether you rent or own your home or place of business (as this may impact installation issues); subscriber correspondence; records of violations and alleged violations of our terms of service; customer research and satisfaction data; and information from third parties that is commercially available, such as age, income and other demographic information.

We may remotely check the TWC Equipment and the Customer Equipment for purposes that include diagnostics and network security and maintain records of the results.

Other information: Our system, in delivering video services, may automatically log information concerning the use and performance of your TWC Equipment, including programming choices requested, the date and time of these choices, and information, services and products ordered from us or our advertisers. This data may be used for purposes that include allowing us to deliver desired information, products and services to you. For example, if you request on demand programming, we will need to collect information about your equipment along with the particular title ordered so that the right content is delivered to the right converter box. If the video ordered has a charge, we will then need to personally identify this information by associating it with your billing account so that we bill the correct customer.

Another example of information that we collect while delivering digital video services is data necessary to provide switched digital services. Many of our systems use switched digital technology so we can deliver additional channels and services. To do so, we need to collect your tuning choices along with information about your equipment to ensure that desired channels are delivered to you when you request them. While this information is temporarily associated with your equipment in order to provide these services, it will not be once the equipment identification is no longer needed for operations, troubleshooting and billing purposes. This anonymous information may be preserved and used as described in the next paragraph. We do not disclose to others for their marketing or advertising purposes any personally identifiable information that may be derived from this collection.

Finally, in delivering a video service, we also track information about your use of TWC Equipment in a non-personally identifiable manner and we may combine this information with other non-personally identifiable information. This aggregate or anonymous information may be used for research and to determine which programming and commercials are being watched, which may assist us in determining the networks that should be delivered via switched digital, in paying our providers for video on demand programming, in informing us, advertisers and programmers how many impressions were received and generally making programming and advertising more relevant to our customers. None of this data will be used to personally identify you.

If you use a web-based e-mail service, we do not collect any information regarding the e-mails that you send and receive. If you use e-mail provided by Road Runner or your OLP, our system may automatically collect and log e-mail header information. We have access to personally identifiable information about you and your data account, including the name and address associated with a given IP address or, possibly, one or more e-mail accounts. We may also have information about how often and how long you use our service, including the amount of bandwidth used; technical information about your computer system, its software and modem; and your geographical location. We do not disclose to others for their marketing or advertising purposes any personally identifiable information that may be derived from this collection. Your OLP may have its own privacy policies.

Our system, in delivering and routing Digital or Business Class Phone service calls, may automatically log information concerning telephone numbers you call, telephone numbers from which you receive calls, the duration of such calls, the service features and functions you use, the frequency of such use and other CPNI for the uses described below.

The data that we collect from you, as described above, may be used, depending on the nature of the data, for various purposes such as the following: to make sure you receive the services you have requested; to make sure you are being billed properly for the services you receive; to send you pertinent information about our services; to maintain or improve the quality of the TWC Equipment and the Time Warner Cable Services; to answer questions from subscribers (e.g., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market Time Warner Cable Services and other products that you may be interested in; and for tax and accounting purposes.

B. Customer Proprietary Network Information ("CPNI")

We may, from time to time, use the CPNI generated in furnishing Phone Services to you to provide you with information about, and to market to you, communications-related products or services that are within the same category of service to which you already subscribe. For instance, we may use the CPNI generated in furnishing Digital Phone telephone service to you to provide you with information about, and to market to you, other telephone service offerings.

We may, from time to time, use the CPNI generated in furnishing Phone services to you to provide you with information about, and to market to you, communications-related products or services that are outside of the category of service to which you already subscribe. For instance, we may use the CPNI generated in our furnishing Digital Phone service to you to provide you with information about, and to market to you, data services. **You have the right to restrict our use of your CPNI for such purposes. If you wish to do so, please notify us in writing at our main local office, which will be noted in your cable bill, by calling 611 from your Digital Phone, or by selecting "opt-out" from the electronic version of this Time Warner Cable Subscriber Privacy Policy, which is available online at http://help.twcable.com/html/twc_privacy_notice.html.** Please include your name, account number, telephone number and address on any written request. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, we will assume that you approve of our use of CPNI for this purpose.

We will not use your CPNI to offer products or services to you without your permission that the FCC classifies as non-communications related (including video services) or that are offered by other companies or by joint ventures in which we participate. You may, for example, be asked during a telephone call with one of our customer service representatives for your permission to use your CPNI for the purpose of providing you with an offer. If you provide your permission orally, electronically or in writing, we will use or disclose the CPNI only for the duration of that telephone call in order to offer you additional services.

Please note that if you opt out or otherwise deny or restrict our use of your CPNI, it will not affect our provision to you of any Time Warner Cable Services. Any permission or denial of permission to use your CPNI remains valid until such time as your Phone Services are discontinued or we receive your notice withdrawing permission.

2. Disclosure of Personally Identifiable Information and CPNI

Under the Communications Act, we may only disclose personally identifiable information covered by the Act without your prior written or electronic consent if: (1) it is necessary to render, or conduct a legitimate business related to, the services that are provided to you; (2) such disclosure is required by law; or (3) for mailing lists, subject to the conditions described below. We may also disclose personally identifiable information and CPNI when you consent to the disclosure. Below is a description of our disclosure practices.

In the course of providing Time Warner Cable Services to you, we may disclose your personally identifiable information to our employees, related legal entities, agents, vendors acting under our direction, including repair and installation subcontractors, sales representatives, accountants, billing and collection services, and consumer and market research firms, credit reporting agencies and authorized representatives of governmental bodies. We may also disclose such information to advertisers and vendors for purposes of carrying out transactions you request. Upon reasonable request, personally identifiable information may be disclosed to persons or entities with an equity interest in our related legal entities when they have a legal right to inspect our books and records. Also, if we enter into a merger, acquisition or sale of all or a portion of our assets, your personally identifiable information may be transferred as part of the transaction.

In addition, if you receive our data service, information, including IP addresses, may be disclosed to third parties in the course of providing the service to you. Recipients of such information may include, in addition to those persons listed above, entities that provide content and/or services to us or your OLP.

Unless you object, the Communications Act also permits us to disclose limited personally identifiable information to others, such as advertisers and direct mail companies, for non-cable-related purposes, such as direct marketing. Under the Communications Act, these disclosures are limited to the following "mailing list information": your name, address and, except in California, the particular non-phone services to which you subscribe (e.g., HBO or other premium channels, or tiers of service). In addition, we may add to this mailing list information commercially-available information about you that is obtained from third parties, such as your age, income, and other demographic or marketing information. Mailing list information does not include the extent of your viewing or use of a particular service, including the extent of your use of Road Runner or your OLP service, the nature of any transaction you make over the cable system, or any information that constitutes CPNI. We may disclose or sell such mailing list information from time to time. If you wish to be removed from our mailing list, please notify us in writing at our main local office, which will be noted on your cable bill, or by sending an e-mail to TWC.Privacy@TWCable.com. Please include your name and address on any such request.

In addition, we may disclose, in connection with the provision of services to you and pursuant to the consent you granted in your Subscription Agreement, the personally identifiable information described in Section 1 in order to fulfill transactions that you request, to personalize your online experience, as required by law (including as described in Section 3 of this Notice), and as otherwise necessary in the ordinary course of business. The frequency of such disclosures varies according to business needs.

If you are a Phone Services customer, we must disclose certain of your personally identifiable information and CPNI to 911 services and to you or your designee upon your express authorization. We will also disclose limited personal information to telephone companies so that your calls can be properly routed. When you dial a toll-free number, the party you are calling may identify your telephone number using a telephone network technology called Automatic Number Identification (ANI). FCC rules prohibit parties that receive calls on toll-free numbers from distributing these telephone numbers.

Your name, address and/or phone number are provided to those you call in connection with Caller ID functions. You may dial *67 to prevent display of your Caller-ID. Dialing *82 resumes its display.

We will provide your name, phone number and address to directories and 411 services. If you subscribe to our Private Listing service, we will take reasonable precautions to ensure that your information is not provided, but we cannot guarantee that errors will not occur. If you would like more information on the Private Listing service, please contact your local Time Warner Cable office.

3. Disclosure of Information to Governmental Entities and Other Legal Process

Federal law also requires us to disclose personally identifiable information to a governmental entity or other third parties pursuant to certain legal process. Generally, this process requires a court order and, if the order is sought by a governmental entity, you are afforded the opportunity to contest in court any claims made in support of the court order sought, and the governmental entity must offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. However, there are exceptions to this general rule in areas including the Electronic Communications Privacy Act, which allows personally identifiable information to be obtained in some circumstances by governmental entities through a subpoena, warrant or court order; welfare laws, which allow state welfare agencies to obtain by administrative subpoena the names and addresses of individuals who owe or are owed welfare support; child pornography statutes, which impose an affirmative duty on us to disclose certain information upon knowledge; and counterintelligence laws, which require us to provide information based on National Security Letters. At times, laws like these or specific court orders may require that we not disclose to you the existence of demands for your personally identifiable information. We will honor these laws and orders. We will comply with legal process when we believe in our discretion that we are required to do so. We will also disclose any information in our possession to protect our rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

4. Time Period That We Retain Personally Identifiable Information

We maintain personally identifiable information about subscribers for as long as it is necessary for business purposes. This period of time may last as long as you are a subscriber and, if necessary, for additional time so that we can comply with tax, accounting and other legal requirements. When information is no longer needed for these purposes, it is our policy to destroy or anonymize it.

5. Access to Records

Under the Communications Act, you have the right to inspect our records that contain personally identifiable information about you and to correct any errors in such information. If you wish to inspect these records, please notify us in writing and an appointment at our local business office will be arranged during our regular business hours.

6. Your Rights Under the Communications Act

We are providing this Notice to you in accordance with the Communications Act. The Communications Act provides you with a cause of action for damages, attorneys' fees and costs in federal District Court should you believe that any of the Communications Act's limitations on the collection, disclosure, and retention of personally identifiable information have been violated by us. Your Subscription Agreement contains your agreement that, to the extent permitted by law, any such claims will be decided in arbitration and attorneys' fees and punitive damages will not be available.

If you have any questions about this Privacy Notice, please contact us at TWC.Privacy@TWCable.com. May 2010

Features of Business Class Phone

Caller ID

When you receive a call, the name and telephone number of the person calling you is shown on your Caller ID display screen.

To use Caller ID:

1. When you receive a call, wait until your telephone completes the first ring.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your caller ID display screen.

Notes: Caller ID requires the lease or purchase of a display telephone or an add-on display unit.

If a letter 'P' or 'Private' appears on your display after the first ring, the caller may have blocked the display of their name and number.

If "unknown name," "unknown number," "out of area" or "O" appears, the caller is in an area that does not support caller ID services.

To block your information from appearing on a recipient's caller ID:

If you have a publicly listed name and number, you may make a call without identifying yourself by pressing *67 before placing your call.

To allow your information to appear on a recipient's caller ID:

If you have a private or unlisted name and number, you may still wish to reveal your identity to a recipient who blocks anonymous calls. To allow your information to appear on the recipient's telephone, press *82 before placing your call.

Call Waiting

A special tone alerts you to another incoming call if you are already using your phone. The caller will hear normal ringing.

To answer a waiting call:

When you are on the phone, a special tone tells you a second call is waiting. Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

To alternate between callers:

Simply press and quickly release the switch hook or the Flash button on your phone. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up the phone.
2. Your phone will ring.
3. When you answer, you will be connected with the remaining caller.

To deactivate Call Waiting:

You may wish not to be interrupted during a call. To do this, you will need to deactivate Call Waiting.

Press *70 before placing your call.

When you hang up, Call Waiting will automatically reactivate for succeeding calls.

Call Waiting ID

Call Waiting ID lets you see who is calling, even when you are on another call. A special tone alerts you to a waiting call, while the Caller ID display unit shows you who is calling.

Anonymous Call Reject

Anonymous Call Reject allows you to block unwanted calls from callers who restrict sending their Caller ID information.

To activate Anonymous Call Reject:

Dial *77 to activate and wait for the confirmation tone. All unidentified calls will then be rejected.

To deactivate Anonymous Call Reject:

Dial *87 to deactivate this feature.

*Note: voicemail subscribers who activate this feature along with Caller ID Block (*67) must use their voicemail access numbers, rather than their telephone numbers, to access the voicemail system from your business.*

Call Forwarding

To activate Call Forwarding:

1. Press *72.
2. Listen for three short beeps and then a dial tone; enter the 10-digit number of the phone to which you want to forward your calls, and wait for the confirmation tone.

After the confirmation tone, the system will automatically place a courtesy call to the forward-to number. If the forwarded-to party answers the courtesy call, the feature is activated.

If the forward-to line is busy or there is no answer to the courtesy call, you can still activate Call Forwarding by repeating the activation procedure within two minutes of the first attempt.

You will hear an error message if the forward-to number is invalid.

IMPORTANT: You must remember to deactivate Call Forwarding. Calls will continue to forward to the chosen number and bypass voicemail until Call Forwarding is deactivated.

To deactivate Call Forwarding:

Press *73 and wait for the deactivation confirmation tone.

Features of Business Class Phone

Three-Way Call Transfer

To add a third party to an existing two-party call:

1. Press Flash or the switch hook. The initial call will be placed on hold and a dial tone will be heard.
2. Dial the number to be added to the conference, or the number to which you wish to transfer the call.
3. When the party answers, you may speak privately if desired. You may press Flash or the switch hook to complete the conferencing/transfer. The initiator of a three-way call may hang up without disconnecting the other parties.

Note: For a 'blind' transfer, you may hang up once the dialed number begins ringing. If the switch hook or Flash button is pressed before step 2 is completed, you will be reconnected to the original caller.

Hunting – Sequential

When the main number is dialed, hunting will be invoked if a busy condition is present on the main number. The call will be delivered to the first idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Important reminders about Hunting:

The main number must be dialed, and hunting will only be invoked if the main number is busy.

Call Forward or Call Waiting on the main number will override hunting.

For all other hunt group lines, hunting supersedes all individual line functions. For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.

Hunting – Uniform Call Distribution

When the main number is dialed, the call will be delivered to the **most** idle line found in the hunt group. Hunting will stop as soon as an idle line is located, regardless of whether that line is answered.

Important reminders about Hunting:

Hunting will only be invoked if the main number is dialed.

Call Forward or Call Waiting on the main number will override hunting.

For all other hunt group lines, hunting supersedes all individual line functions. For example, if call forwarding is on the second member of the hunt group, hunting will override the call forward data and ring the second line.

Speed Dial

To program Speed Dial numbers:

1. Press *74, then listen for the stutter tone.
2. Choose a digit from 2 to 9.
3. Enter the 10-digit number (dialing "1" first whenever it applies) that will be speed dialed and wait for the confirmation tone.

To make calls using programmed Speed Dial numbers:

Press the chosen digit, followed by the # key and the system will speed dial the telephone number entered for the chosen digit.

Non-Verified Account Codes

Codes are set by the user per telephone number and are from 1–9 digits (0–999999999).

To use Non-Verified Account Codes:

1. Dial number to be called.
2. When prompted by the stutter tone, enter the account code.
3. Press # to indicate the account code entry is complete. After code entry is completed, the system places the call.

Note: 911 calls will not require an account code. 411 and all other N11 calls will receive the account code prompt. To bypass the prompt without entering an account code, press #.

Enhanced 911 Service (E911)

With Enhanced 911 service, your complete address and phone number will automatically be displayed on the police dispatcher's screen.

Business Voicemail Instructions

Instructions in this section are for phone customers who subscribe to the Business Voicemail feature.

These instructions will assist you with the following:

- Setting up your voicemail account
- Setting a voicemail PIN
- Recording and administering voicemail greetings
- Global Business Voicemail keys
- Retrieving voicemail messages
- Managing your voicemail messages, including saving and deleting messages and many other convenient voicemail management options
- Creating, managing and using distribution lists
- Using the PIN skip feature for fast login
- Resetting or changing your PIN

Features of Business Class Phone

Setting Up Your Business Voicemail Account

It will take just a few minutes to set up your voicemail account. Once this step is complete, your voicemail will be ready to receive messages.

1. From your business phone, dial either your voicemail access number, your 10-digit Business Class Phone number, or *98. For easy reference the voicemail access number is listed on the back cover of this user guide.
2. Press # if dialing from your business phone. If accessing voicemail from a remote location, dial your 10-digit business phone number, and then press #.
3. The voicemail system will ask you to enter your PIN. Your temporary PIN is the last 4 digits of your phone number.
4. The voicemail system will ask you to select your language preference; the language options are English and Spanish.
5. The voicemail system will prompt you to change your PIN and press #. Your PIN must be 4 digits.

Be sure to pick a PIN that is easy for you to remember, but difficult for someone else to guess. For example, do not use your phone number, business address or birth date.

IMPORTANT: Please note that should you forget your PIN number when accessing the system, you will be allowed five attempts to enter it correctly. After the fifth attempt, you will be locked out of the account and must call your local Customer Service number (located on back cover of this guide) to have it reset.

6. The voicemail system will ask you to verify your PIN by entering it a second time and pressing #.
7. The voicemail system will give you the option to keep the current PIN Skip option, or to change it. To change it to "on", press 1. To keep the default setting of "off", press 2.
8. The voicemail system will ask you to record your name and press #. If the voicemail will be used to answer calls for more than one person, you should record a name that represents all individuals. For example, "ABC Consultants."
To use the recording of your name, press 1.
To listen to the recording of your name, press 2.
To record your name again, press 3.
9. The voicemail system will ask you to record your standard greeting and press #. This is the greeting callers will hear when you are unable to answer the phone.
To use the recording of your standard greeting, press 1.
To listen to the recording of your standard greeting, press 2.
To record your standard greeting again, press 3.
10. You have now completed setting up your voicemail account. The voicemail system will offer you the opportunity to listen to the main menu. If you are finished, you can simply hang up, or press *9 to exit.

Greetings

Recording multiple greetings will allow callers to hear different outgoing greetings on your voicemail when you activate them, depending on your availability. For example, you may wish to activate a different greeting for your voicemail when you are out of the office, on another call, or when your office is closed.

To administer various greetings:

1. Enter voicemail.
2. Press 3 to access the greetings administration menu. You may select from several types of greetings callers will hear. If you choose a type of greeting that has not yet been recorded, you will be prompted to record your greeting.
3. For each of the following options, you may hear, record, activate, deactivate or delete the particular greeting by following the prompts on the voicemail system. Select one of the following numbers to administer a particular greeting on your system:

Press 1 to administer your personalized, all-purpose greeting for all calls.

Press 2 to administer an alternate all-purpose greeting.

Press 3 to administer a greeting to be heard when your line is busy.

Press 4 to administer a greeting to be heard when your business is closed.

Press 5 to administer a greeting to be heard during an extended absence.

Note: When the extended absence greeting is active, callers will be unable to leave messages.

Press 6 to record your name, or the name of your business, for the automated greeting.

4. Remember to deactivate any alternate greeting you may have selected when your circumstances change. Press 3 at the main menu, and then follow the system prompts to deactivate the current greeting, and follow the prompts to choose a different outgoing message. **It is especially important to deactivate the extended absence greeting when you return to the office, since callers are unable to leave messages when this option is active.**

Global Business Voicemail Key List

- | | |
|---------------------|------------------------------------------------|
| * 0 – Help | * 3 – Erase Last Entry |
| * 1 – Main Menu | * 5 – Log into another mailbox |
| * 2 – Previous Menu | * 9 – Disconnect or terminate an outgoing call |

Features of Business Class Phone

Retrieving Business Voicemail Messages

You can retrieve your messages from work using your business phone or away from the office using any other phone. The following instructions will guide you through the process of retrieving your messages.

To retrieve messages from your work phone:

1. Dial *98
2. Press #.
3. Enter your PIN followed by #. The system will notify you of the number of new voicemail messages.
4. Press 1 to listen to your voicemail messages. You may press 9 to bypass the header and message.

To retrieve messages from any other phone:

1. Dial your voicemail access number, located on the back cover of this user guide, or your 10-digit Business Class Phone number **1-808-206-9800**. The voicemail system will answer with a welcome message.
2. If you entered voicemail through the access number, enter your 10-digit business telephone number and press #. If you entered voicemail by dialing your Business Class Phone number, then just press #.
3. Enter your PIN followed by #. The system will notify you of the number of new voicemail messages.
4. Press 1 to listen to your voicemail messages.

Managing Your Business Voicemail Messages

Once you finish listening to your voicemail messages, you have a variety of options available to manage your messages.

To save a voicemail message:

Once you have retrieved a voicemail message (see "Retrieving Business Voicemail Messages"), you have the option of saving the message.

To save the message, press # after the conclusion of the message.

The voicemail system will save your voicemail message and immediately begin playing the next message.

To replay a voicemail message:

Once you have retrieved a voicemail message (see "Retrieving Business Voicemail Messages"), you have the option of replaying the message.

To replay the voicemail message, press 1 after the conclusion of the voicemail message. The system will replay the message.

To delete a voicemail message:

Once you have retrieved a voicemail message (see "Retrieving Business Voicemail Messages"), you have the option of erasing the message.

To delete the voicemail message, press 3 immediately upon the conclusion of the message. The system will delete the message.

Note: If you accidentally delete a voicemail message, you can only retrieve the message during the same voicemail session, before hanging up.

To retrieve an accidentally deleted voicemail message:

1. Upon realizing that you accidentally deleted a voicemail message, press *7 if still in playback mode. If you have already returned to the main menu, press 1 to listen to messages, then advance to the message you accidentally deleted.
2. After listening to the message, press # to recover it.

To forward a voicemail message:

1. To forward a message, press 4 immediately at the end of the message.
2. Voicemail messages can only be forwarded to other Time Warner Cable telephone numbers. Enter the 10-digit Time Warner Cable telephone number of the person you are forwarding the message to, and then press #.
3. The voicemail system will confirm receipt of the Time Warner Cable phone number of the person to whom you wish to forward the message. Press #.
4. If you would like to forward the voicemail with a personal comment, press 1. The voicemail system will prompt you to record your personal message. Record your personal message and press #. If you do not need a personal comment to accompany the forwarded message, press 2.
5. Press 1 to forward the message.
6. Press 1 again to confirm that you want to forward the voicemail message with the standard delivery options.
7. Your message has now been forwarded.

To keep a voicemail message marked as new:

Once you have retrieved a voicemail message (see "Retrieving Business Voicemail Messages"), you have the option of marking the message as new. You may also mark voicemail messages that you have previously saved as new.

If you want to mark a voicemail message as new, press 6 immediately upon the conclusion of the message. The next time you access your voicemail messages; this message will be retrieved as though it were a new message.

To rewind a voicemail message:

Once you have retrieved a voicemail message (see "Retrieving Business Voicemail Messages"), you can rewind the message several seconds.

If you want to rewind the voicemail message several seconds, press 7 at any time during the message. Your voicemail message will rewind several seconds and begin playing again.

To completely rewind the message, continue to press 7 until you have reached the beginning of the message.

Features of Business Class Phone

To advance the voicemail message:

Once you have retrieved a voicemail message (see “Retrieving Business Voicemail Messages”), you can advance the message several seconds.

If you want to advance the voicemail message several seconds, press **9** at any time during the message. Your voicemail message will advance several seconds and begin playing again.

Distribution Lists

You may find it convenient to send group messages to all individuals on a list you define. Business Voicemail has several options to manage distribution lists.

To create a distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **2** to hear prompts to set up a new list.
5. Enter a number, which will serve as the name of the new list, then press **#**.
6. Follow the system prompts to enter the 10-digit phone numbers of people you wish to include in your distribution list.

To edit an existing distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **1** again to edit lists.
5. Enter the number of the list to edit, then press **#**.
6. To add another person to your list, press **1**.
To remove a person from your list, press **2**.

To delete an existing distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **1** to edit lists.
5. Press **3** to delete an entire list.
6. You will be asked to enter the number of the list you wish to delete. Enter it, and then press **#**.
7. Follow the system prompts to complete and return to the main menu.

To hear who is included on an existing distribution list:

1. Enter voicemail.
2. Press **4** to access the mailbox administration menu.
3. Press **1** to access the distribution list menu.
4. Press **3**. The system will announce the list members.
5. After announcing each member, the system will ask if you would like to edit the list.
Press **1** for yes; press **2** for no. Follow the system prompts accordingly.

PIN Skip

PIN Skip gives you the ability to enter voicemail from your office phone without having to enter a PIN. It can be turned on or off via the telephone keypad. The default setting is OFF.

To change PIN Skip options:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter Login Option prompts.
4. Press **2** for Fast Login setup.
5. Press **2** for PIN Skip options. The system will notify you of the current PIN Skip option status, and then ask if you would like to change that status.
6. If you would like to change the PIN Skip status, follow the prompts.

PIN Resets/Changes

A PIN is needed to log into voicemail. You must know your current PIN, or you will need to call your local Customer Service number (located on the back cover of this guide) to reset your PIN. When a PIN is reset, it will revert to the last 4 digits of your telephone number.

To change your PIN:

1. Enter voicemail.
2. Press **4** to access mailbox administration prompts.
3. Press **3** to enter Login Option prompts.
4. Press **1** to change your PIN.
5. Follow the prompts.