

Verizon Centrex CallMAXSM Services

Features

Call screening
Call preview
Locator service
Cellular service
Touchtone and web access

Benefits

Mobility
Real-time access
Convenience
Cost control
Emergency disaster management

Verizon Centrex CallMAXSM services help you to be available to your clients wherever you are at any time. The only number you need is your Centrex number. You manage your voice communications from your desktop via the World Wide Web or any touchtone or cellular phone. CallMAXSM is one of the many voice solutions from Verizon that helps you focus on managing your business.

Ever need to be in two places at the same time? These days, who doesn't. When you need to be there, but your calls are going elsewhere, do you manage with cell phones, pagers, several reach numbers — even multiple voice mailboxes? If your work requires that you focus on high-priority projects, travel frequently, or just leave your desk for a short period of time, CallMAXSM offers a choice of services designed to keep you in touch.

Don't Let Your Work Drive You Into Hiding

It happens every day. You are working on a high-priority project. The clock is ticking, and you need to wrap up the details. Meanwhile, the phone rings. Not once, but six times, with calls you could have taken later. When deadlines are tight, and you need to focus on your work, how do you manage? Turn off your phone? Move to a conference room? Forward your calls to someone else for screening? Why not put CallMAXSM Basic Service to work for you instead?

CallMAXSM Basic Service Includes:

- **Priority Screening.** With CallMAXSM Basic Service, you can create a list of your Priority Callers. When you activate the service, your Priority Callers will be delivered directly to you while everyone else is filtered out and sent to your Centrex voice mailbox. You can deal with them when you have the time. You can build your Priority Callers list to filter calls based on three-, six-, or ten-digit numbers. So you can screen your callers based on the area code, exchange, or their specific ten-digit number. Create a list that's available all the time or add a temporary list of numbers that is only active for the number of days you choose.
- **Call Preview.** CallMAXSM Basic Service also allows you to preview your incoming calls before you even pick up the phone. Calling name and number displays, call waiting options, and distinctive ringing features are bundled with CallMAXSM Basic Service to give you a number of different call preview options. When you subscribe to Basic Service, every call will be delivered to your desktop with calling name and number displays. Callers on your Priority Callers list will also ring through with a distinctive ring to let you know immediately this is a call you want to take. And, you also have the ability to manage multiple call waiting options in case you expect to be on the phone while waiting for that critical call.
- **ICAS (Internet Customer Access Service).** As a CallMAXSM subscriber, you have access to a Verizon website (ICAS) where you can manage your services in real-time.
- **Toll-free Telephone Update System.** On the road? Don't have access to the web all the time? You can also use the convenient, toll-free telephone update system to manage your services from any touchtone phone.
- **Help Desk.** Support for CallMAXSM services is available 24x7.

CallMAXSM Locator Service

Home, office, hotel room, client site, airport, your car — when you're on the go and not sure what the best number will be to reach you — CallMAXSM has the solutions you need. CallMAXSM Locator Service lets you forward your calls to as many as four different locations. If you are not available at any of those locations, CallMAXSM will send your callers safely back to your Centrex voice mailbox.

What's more, with CallMAXSM Locator Service, you can build a number of calling lists in advance. Simply activate the list that best suits your immediate needs. If you are on the road and forget what numbers you have on a list, call the telephone update system and have your list read back to you before you activate it. Going to be out of town for a few days? Turn CallMAXSM Locator Service on indefinitely or schedule the service to be active for one to seven days.

CallMAXSM Cellular Service

When you need to be away from your office but you know you can be reached on your cell phone, simply turn on CallMAXSM Cellular Service. Your calls will be forwarded directly from your office to your cellular phone. If you are on your cell phone or unavailable when someone calls, the call will be delivered to your Centrex voice mailbox. And, thanks to the convenient touchtone update system with real-time activation, you can turn your service on or off in a matter of seconds. So, even if you are only going to be away from your desk for a few precious minutes, you can still be in touch.

CallMAXSM Is the Solution for the Mobile Workplace

Recent studies indicate that the average employee spends as much as 20 percent of his or her time away from the desk. When you consider executives, telecommuters, consultants and road warriors in general, that number increases dramatically. When communications are critical, a missed call could easily result in lost opportunities or even lost revenues. You only subscribe to the services you need — nothing more.

You can start with CallMAXSM Basic Service and add Locator and Cellular services as necessary. Or, subscribe to all the CallMAXSM features in one convenient package. You select the services you need — when and where you need them. Best of all, CallMAXSM services are provided by Verizon — an industry powerhouse with the proven expertise to deliver innovative solutions to complex business problems.

Find Out More

For more information on CallMAXSM services, contact your Verizon Business account manager or visit us at verizonbusiness.com. Not all services available in all areas.

