

# Voice Messaging Services



Voice messaging services by tw telecom provide a cost effective and efficient way for customers to capture, retrieve and manage their voice messages. Voice messaging services allows customers to decide how and when to access their phone messages by sending unanswered calls to a voice-messaging mailbox.

tw telecom's voice messaging services provide multiple mailbox options which include features such as call answering, messaging (send, reply, copy and group lists), busy greeting and delivery options (urgent, private, return receipt). tw telecom's voice messaging services are a vital component for businesses of any size with voice communication needs.

## Voice Messaging Services Offer The Following Mailbox Options:

**Basic Mailbox:** Includes 5 group lists, 15 messages, 14-day message retention, 1-minute greeting length, 2 minute message length, call forward busy, call forward no answer, and message waiting indicator.

**Deluxe Mailbox:** Includes 8 reminders, 5 future deliveries, 15 group lists, extended absence greeting, revert to operator, 60 messages, 45-day message retention, 1.5-minute greeting length, 5-minute message length, call forward busy, call forward no answer, and message waiting indicator.

**Deluxe Multi-Mailbox:** Includes 8 reminders (expanded), 5 future deliveries, 4 sub mailboxes, 15 group lists, extended absence greeting, revert to operator, 60 messages, 45-day message retention, 1.5-minute greeting length, 5-minute message length, call forward busy, call forward no answer, and message waiting indicator

**Enhanced Mailbox:** Includes 5 reminders (expanded), 5 future deliveries, 15 group lists, extended absence greeting, 30 messages, 31-day message retention, 1.5- minute greeting length, 4-minute message length, call forward busy, call forward no answer, and message waiting indicator.

**Auto Attendant:** An enhanced voice messaging service that includes all of the features of voice mail plus call screening, single number, send calls option, and toll saver.

## About tw telecom

tw telecom delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the United States. Since 1993, we have built a legacy of success through exceptional customer care, remarkable products and powerful networks. These strengths enable us to deliver scalable solutions that help customers improve their business metrics. For more information, please visit [www.twtelecom.com](http://www.twtelecom.com).

