

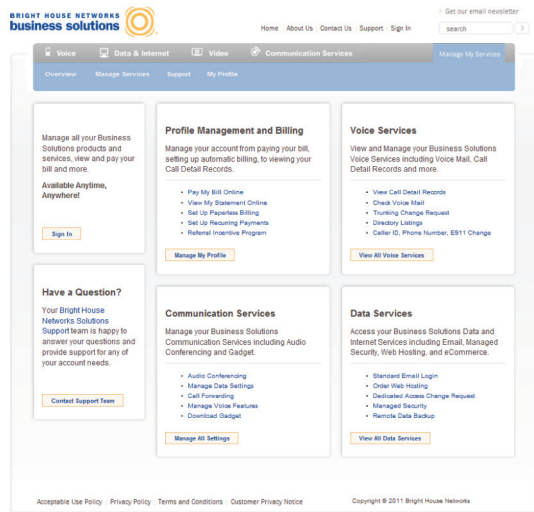
# BUSINESS TRUNKING ROUTING CHANGES

## Getting Started

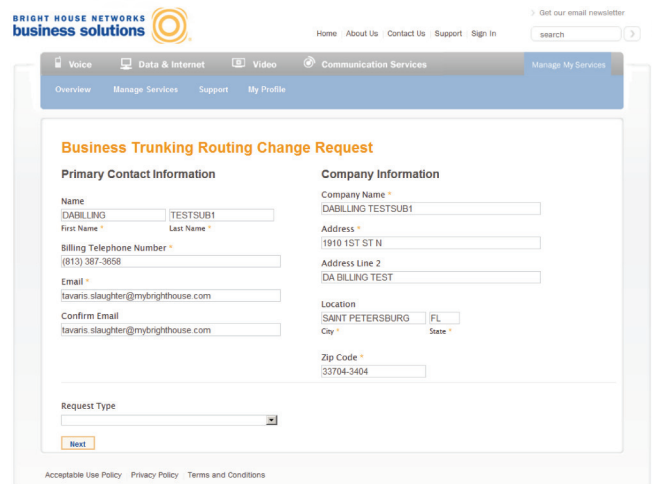
With the Bright House Networks Business Solutions My Services page you can request changes to the routing of your Business Trunking account.

To make changes to the routing of your Business Trunking account go to the My Services page to set up your User Name and Password. Visit [http://business.brighthouse.com/Manage\\_My\\_Services/](http://business.brighthouse.com/Manage_My_Services/) to register.

1. Sign in with your Username and Password. Then click **View All Voice Services**.



2. Click **Business Trunking — Request Routing Changes**.
3. The primary contact information for your account will be displayed.

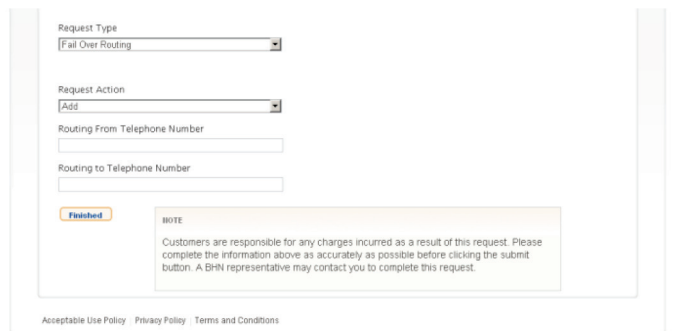


4. Under the Primary Contact Information portion, there is a drop down box labeled **Request Type**.
5. Select the request you would like to make from the drop down box. Then click **Next**.

### Failover Routing

Failover Routing provides for additional diversity options for supporting call completion. When one destination is unavailable, Bright House Networks will route calls to an alternate destination.

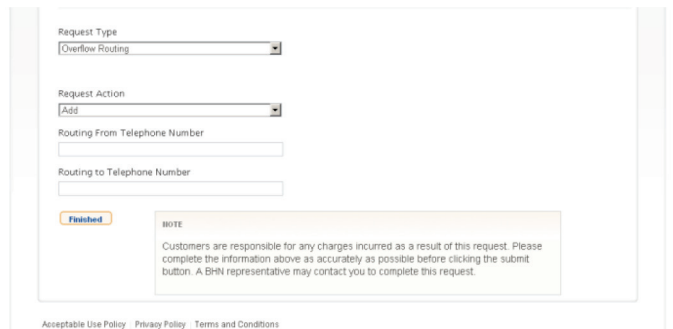
1. Select the request you wish to make from the drop down box under **Action**.
  - Add
  - Change
  - Delete
2. Enter the **Routing From Telephone Number** and the **Routing To Telephone Number**.
3. Then click **Finish**.



### Overflow Routing

If one destination's capacity is full, Overflow Routing enables Bright House Networks to send the inbound call to alternate destination.

1. Select the request you wish to make from the drop down box under **Action**.
  - Add
  - Change
  - Delete
2. Enter the **Routing From Telephone Number** and the **Routing To Telephone Number**.
3. Then click **Finish**.



## Time-of-Day Routing

Time-of-Day Routing routes calls to a customer defined location based on the time the call is originated.

1. Select the request you wish to make from the drop down box under **Action**.
  - Add
  - Change
  - Delete
2. Then enter the **Routing From Number**, and the **Routing To Number**.
3. Select the **Start Date**, and enter the **Start Time** and **Stop Time**.
4. Then click **Save**.

Request Type  
Overflow Routing

Request Action  
Add

Routing From Telephone Number

Routing to Telephone Number

**Finished**

**NOTE**  
Customers are responsible for any charges incurred as a result of this request. Please complete the information above as accurately as possible before clicking the submit button. A BHN representative may contact you to complete this request.

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## Day of Year Routing

Day-of-Year Routing routes calls to a customer defined location based on the date the call is originated.

1. Select the request you wish to make from the drop down box under **Action**.
  - Add
  - Change
  - Delete
2. Enter the **Date** you wish the routing to take place.
3. Enter the **Routing From Telephone Number** and the **Routing To Telephone Number**.
4. Then enter the **Start Time** and the **Stop Time** from the drop down provided.
5. Then click **Finish**.

Request Type  
Day of Year Routing

Request Action  
Add

Date  
3/24/2011

Routing From Telephone Number

Routing to Telephone Number

Start Time (24hr Format)

Stop Time (24hr Format)

**Finish**

**NOTE**  
Customers are responsible for any charges incurred as a result of this request. Please complete the information above as accurately as possible before clicking the submit button. A BHN representative may contact you to complete this request.

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