



# PRODUCT

## CUSTOMER RECOVERY

Within seconds, NuVox's Customer Recovery service allows you to re-route your calls to avoid losing your phone connection. NuVox understands that not being connected can literally cost your business thousands of dollars in just a few hours. That's why our Customer Recovery service makes preparing for emergency planning easy. You can quickly route hundreds of calls from any phone to a secondary number in the event of a loss of telecommunications services.

### Examples for Use

- ▶ Suppose your business has a location in New Orleans that is closing for Mardi Gras. You can easily route calls directed to New Orleans to another location, for example Nashville, that does not celebrate Mardi Gras. No business is lost while the celebration goes on in New Orleans.
- ▶ During a snowstorm, you can reroute your business' calls to another location or perhaps to an employee's home. Again, no business is lost during the inclement weather.
- ▶ If a hurricane or tornado is threatening one location of your business, you can route calls to a second location not impacted by the disaster.

### Features of Customer Recovery

- ▶ **Single-line Forwarding.** Customer-controlled call forwarding allows the customer to activate the forwarding number using any phone.
- ▶ **Multiple-line Forwarding.** This method is designed for businesses that need to forward multiple lines. A pre-determined list of numbers is easily activated as conditions dictate.

### Advantages of Customer Recovery

- ▶ Provides a cost-effective way to stay connected during an emergency
- ▶ Easily activated from any telephone (land line, pay phone, cell phone, etc.)
- ▶ Flexible and simple to maintain

To learn more about how your business can enjoy the ease and flexibility of Customer Recovery, contact your NuVox Representative.

*Available in selected NuVox markets.*

Because Business is on the Line.

[www.nuvox.com](http://www.nuvox.com)