

## WHAT TO EXPECT

# REMOTE CALL FORWARDING

**Remote Call Forwarding (RCF)** is a forwarding feature that allows a Comcast Business Voice subscriber to maintain a telephone number from a geographic area different than the subscriber's physical location. With RCF, incoming calls automatically are forwarded to the subscriber's physical location as an inbound-only feature.

The following steps are necessary to activate your RCF line.

ACTIVATION STEP	DETAILS
1. Order reviewed for accuracy for all services (includes Comcast Business Voice, RCF, Toll Free lines, Comcast Business Internet and/or Comcast Business TV)	Your service delivery team will ensure all the paperwork is in place to ensure smooth porting of your telephone numbers. This includes your RCF number as well as any Business Voice numbers you may be porting. Note: if you are getting new numbers from us, it will only be the RCF number that is porting. Customers are responsible for submitting a completed Letter of Agency to complete the port for telephone numbers, and a Resp Org form to complete the port of toll free numbers.
2. Installing Business Voice and RCF service	Once your Business Voice lines are in place and working, the service delivery team will execute the port to enable your RCF number. Once this number ports, it will then ring to an active Business Voice line, and will be an inbound feature only.

## FREQUENTLY ASKED QUESTIONS

### 1. How long will the process take?

Depending on the intervals of your current carrier, it can take two to four weeks to port your existing number and activate RCF.

### 2. Does this enable me to "keep the same number"?

In a sense, yes. You will keep your existing phone number in that it will forward to your new number so that customers can still reach you on that line. However, you will not be able to place out-going calls from the existing number. RCF is an inbound feature only.

### 3. Can I use my RCF number for my caller ID?

No, RCF is an inbound feature only. You may choose your caller ID as name and number or number only however, in both cases, the number will be your Business Voice line. It cannot be the RCF number.

### 4. Can I list my RCF number in the Yellow pages and with directory assistance?

Yes, but you cannot make this request through Comcast. Rather, you will need to contact the Yellow Pages provider directly.

There may be instances where Comcast requires your assistance in working with your current carrier to release the number that will be remote call forwarded. In that case, you will receive a call from us.