# HOME
## TELECOM

Connected Business Solutions

# Home Telecom Business Solutions

## LOCAL

Home Telecom is an independent telecommunications company based in Moncks Corner, South Carolina since 1904. Employing close to 200 local telecom professionals and utilizing multiple technologies, most notably fiber-to-the-premises, enables Home Telecom to provide Voice, Data, Video, Security, and Wireless services to residents, small-to-medium sized businesses, and large enterprises across South Carolina.

Home Telecom takes pride in being a community leader as displayed by a strong commitment to community service. Each year, Home Telecom provides monetary support for community outreach including education, health care, recreation, environmental and human service programs. But beyond these contributions, Home Telecom's employees actively volunteer their time in community projects.

## INNOVATIVE

Home Telecom is committed to innovation and providing its customers with the latest and greatest technology. We demonstrate our commitment as one of the first telecommunications companies to:

- Launch gigabit Internet service in the state of South Carolina
- Utilize fiber to provide high speed Internet and video conferencing to local area schools for distance learning
- Deploy state-of-the-art Fiber-to-the-Premises technology
- Convert video television system to an all digital platform

## CUSTOMER FOCUSED

Home Telecom has dedicated Account Specialists, backed by the expertise of our Engineering Support Team. They create a tailored solution for your specific business needs. It's never a one-size-fits-all approach. With around-the-clock Internet Technical Support and our 24/7 Network Operations Center designed for businesses with Enterprise Solutions, you can count on your business solutions staying connected and running smoothly.

# DATA NETWORKING & INTERNET SOLUTIONS

In today's competitive markets, business productivity is a must! A fast, reliable Internet connection plays an important role in obtaining a high level of productivity. Home Telecom has a variety of solutions to connect your businesses. We provide scalable Data and Internet access solutions over a variety of technologies, customized for your unique requirements. At the core of these services is our fully redundant backbone that delivers secure, dedicated services across our fiber network. Home Telecom carrier-class network allows us to deliver services ranging from Business Class Internet to ultra-high capacity Metro Ethernet over Fiber.

## BUSINESS CLASS INTERNET – 10 MBPS TO 500 MBPS

- Fiber-based Internet backbone network to provide the fastest, most reliable service

- Deployment of IPv6 throughout our network to assure that our solution is ready for the future

- Built-in resiliency through redundant and diverse routing, which features geographically-distributed peering to other backbone providers

- Comprehensive Trend Micro Titanium Internet security solution that automatically protects you on up to 8 computers from viruses and other Internet threats

- Static IP(s) for you to manage servers, set up a firewall or host a website

## METRO ETHERNET - 10 MBPS TO 100 GBPS

Metro Ethernet combines the power of Ethernet and optical technologies across the Home Telecom MPLS (Multi-Protocol Label Switching) network to provide a low-cost, scalable, and secure bandwidth solution. Metro Ethernet also allows each business to consolidate and prioritize its voice, Internet, and data connections across one Metro Ethernet connection. It is especially advantageous for larger businesses with multiple locations. It offers features including Flexible and Scalable bandwidth options from 10 Mbps to 100 Gbps allowing you to only pay for what you need.

- Reliable and Secure Performance due to our fiber backbone and MPLS carrier-grade network

- Our MPLS backbone has self-healing, diversely routed optical paths that provide the resiliency and security required for your most mission-critical applications

- Supports Multiple Applications such as data file transfer, Internet access, off-site data storage, and access to outsourced applications

- Fast, Dedicated, and Symmetrical describes the access speeds that will allow you to dramatically improve daily business operations and increase efficiencies

- Metro Ethernet Forum (MEF) Certified Solutions delivers scalable, reliable business-class Ethernet that performs according to rigid service level specifications and strict industry standards as defined by MEF

## MPLS

In today's fast-moving environment, you depend on your network to connect all your locations seamlessly. With MPLS (Multi-Protocol Label Switching) service, you get an exclusive connection to our MPLS network providing a flexible and scalable private IP-based VPN service for all your locations. So no matter which protocols your various networks are running, your business won't slow down. Additional bandwidth required for complex applications and large files can be accommodated without any business interruptions.

Private MPLS-VPN network converges all of your voice, data, and video on a single network connection. Wherever you have offices, your associates can have access to critical applications—voice, video, conferencing—and company's Intranet accessible whenever and wherever needed. Your information never touches the public Internet, so there are no data security concerns. All of your information remains on our private, fiber–based network. With our fully redundant network core, you do not need to be concerned about reliability.

## WI-FI NETWORKING

A Wi-Fi Network is a great way to keep your customers happy while attracting new business. It allows them to spend more time—and money—with you. It can even help promote your products, services, and promotions.

Reliability is a must. If the network goes down, customers may go elsewhere. However, designing, building, managing, and setting up a reliable Wi-Fi network can be costly and time consuming.

That's why Home Telecom offers Wi-Fi services that can include:

- Customized wireless design with room to grow
- Quality of service and bandwidth management
- Dedicated client services and customer care call center for prompt service

### MYWIFI PRO

Home Telecom offers MyWiFi PRO for our small to medium business customers. MyWiFi PRO is a secure network solution for internal resources with a guest network for visitors to the business.

Service includes:

- Remote Network Audit which includes installation of virus protection on up to 8 computers
- One time connection of up to 10 COE wireless enabled devices

- Enable printer and file sharing
- Set up of your network security by adding SSID and password for the wireless network
- Window decals showing your business as a WiFi Hot Spot
- Ongoing phone support for the wireless network and the wireless connection of COE devices
- Troubleshooting/replacement of the modem with wireless capability if the wireless network stops functioning as a result of equipment failure

## STRUCTURED WIRING

Home Telecom provides designs to distribute communications for all levels of voice and data services, including fiber optic cabling. Through our experience and knowledge, we will show you the benefits of having one in-house staff that can manage equipment systems for each different transport technology available. We eliminate the need for multiple groups and outsourcing to develop network projects, because we are your one-stop communications shop.

## CURRENT HOME TELECOM BUSINESS CERTIFICATES

- BAIS - Brocade Accredited Internetwork Specialist
- BCND - Brocade Certified Network Designer
- BCNE - Brocade Certified Network Engineer
- BCNP - Brocade Certified Network Professional
- BCSPNE - Brocade Certified Service Provider Network Engineer
- Cisco Certified Entry Networking Technician (CCENT)
- Cisco Certified Network Associate (CCNA)

## WEB SOLUTIONS

Home Telecom offers web services to fit your needs. From domain registration and hosting to building your site, we've got your covered. You can see a list of services we offer below, and visit our Web Solutions home page to find out more and get started!

- Domain Name Registration FREE with every domain name
- Website Hosting
- Website Builder Packages
- Digital Certificates
- Email Hosting

# VOICE SOLUTIONS

Businesses of all sizes depend on reliable, cost efficient, voice solutions. As voice services continue to migrate to an IP platform, a trusted partner with experience delivering voice services over multiple platforms is a must. No matter what technology you choose, the fact remains that reliability is your number one concern. Home Telecom offers scalable and customizable Voice Solutions ranging from small office to multi-site enterprise applications. Whether you need a single business line or solutions to power your extensive phone system, Home Telecom delivers reliable services and superior customer service.

## COMVERGE HOSTED PBX

Imagine one company managing all of your telecom needs while providing the product diversity your business demands. Home Telecom's ComVerge removes the complexity from the design, procurement, and management of our customer's solutions. We design multi-vendor solutions in order to provide the most advanced telephone services available. These solutions are then managed and supported from a single point of contact. ComVerge brings a big business phone system to you at a lower total cost of ownership, and is easy to manage. Using the technology of Voice over Internet Protocol (VoIP) over Home Telecom's state-of-the-art fiber network, you can efficiently use one connection for all your communications needs. Robust features include Shared Line Appearance, Multiple Appearance Directory Numbers (MADNs), Call Pick-up Groups, Music on Hold, Unified Messaging and Short Code Dialing.

*Real Business Benefits:*

- No premises-based equipment to install, maintain, or occupy space

- Administrators and users easily manage and control all features from any web browser

- High quality, reliable solution over the Home Telecom managed network

- Home Telecom's network will automatically handle calls and messages during power outages

- Flexible infrastructure can grow as your business grows

- Existing phone systems can easily integrate into Hosted PBX-providing better support for home workers and satellite offices

- Feature upgrades are done seamlessly in our network; no more costly software upgrades

## SIP TRUNKING

Home Telecom Business SIP Trunking service combines voice and data over a single connection enabled by our extensive IP network. By connecting our service directly to your IP-PBX, you lower equipment costs and improve the utilization of your network.

- Dynamic, Integrated Service - Allocate bandwidth dynamically for data services when your network is not used for voice traffic. SIP Trunking integrates your voice and data traffic eliminating the expense of separate networks, while providing a standard platform for current and future multimedia applications.

- Flexible and Scalable - Meet bandwidth demands today and into the future with speeds from 1.5 Mbps to 10 Gbps. Our flexible voice options provide the foundation for unified communications while also supporting your legacy phone system with PRI, Digital Trunks, and Business Lines.

- Managed Quality of Service (QoS) - SIP Trunking provides managed QoS to prioritize clear, reliable voice with up to double the amount of calls with compression.

## VOICE EQUIPMENT/IP READY

Home Telecom combines best-in-class telecommunications equipment with a full suite of networking, communications, and managed services. This unique combination of equipment and service provides an end-to-end solution designed to help your business run more efficiently.

- Best in Class Partnerships – Home Telecom partners with ESI—industry-leading manufacturer of innovative communications servers, software, and products for businesses—to offer award-winning all-in-one phone systems for nearly every size of business.

- Full Service Provider - Whether you need the latest in or a basic phone system, Home Telecom will help you through the entire process, from selection and installation by certified technicians to training and on-going support.

## PRI SERVICE

Increase your productivity and connect your employees to local and long distance voice services with Home Telecom PRI. We also support inbound Caller ID Name, individual station-level information for outbound Caller ID, 911 calls, and long distance billing, if requested.

## BUSINESS CLASS VOICE LINES

With Home Telecom feature-rich business lines, all of the standard features you need to run an efficient business are available. Simple lines are available for alarm systems, point-of-sale and other similar applications. Our advanced communication features give your business advanced options such as voicemail with incoming fax capabilities and single number service with simultaneous and sequential ring options.

## LONG DISTANCE CALLING

Home Telecom Business also offers competitive rate plans for Domestic long distance calls and frequently called International locations.

## UNIFIED MESSAGING

Have your voicemail messages delivered to your email address, so you can be notified and play your voicemail messages from any computer or smart phone device.

- Live Message Playback

- Dial Out to Cell Phone with Listen Option

- Restore deleted voicemails up to 14 days

- Set-up reminder calls

- Mark messages as new

- Compose messages and send to distribution list

- Sub Mailboxes

- Fax Messaging - Receive, view and forward faxes electronically with a dedicated fax number and multiple means of accessing your messages

# MANAGED & CLOUD SOLUTIONS

Home Telecom has been a partner of Immedion since 2010 when Immedion announced their expansion into the Charleston region. Immedion's Charleston facility is located in the Palmetto Commerce Park near Ladson, in Charleston County. Immedion's data center is constructed to meet and exceed the conditions of the coastal region: both hurricanes and earthquakes. The location, with easy access to an airport and just a short distance to downtown Charleston, is well situated to provide production and disaster recovery solutions to many of the businesses located in and around the Charleston region. The Charleston facility is Immedion's fourth data center. With four geographically diverse data centers, Immedion is able to provide uptime for critical technology beyond the capabilities of any single data center location.

## MANAGED SERVER HOSTING

- High Availability (HA)
- Virtual Dedicated Servers
- Geographically Redundant

## COLOCATION

All the benefits of a state-of-the-art data center without any of the associated capital costs. By taking advantage of Immedion's colocation facilities through Home Telecom you will maintain control and ownership of your assets while gaining access to all the enterprise-class services Immedion has to offer in our multiple SSAE 16, SOC 1 Type II certified data centers. Use Home Telecom for all your data center needs, or as a supplement to your current infrastructure.

## DISASTER RECOVERY SERVICES

Preparing for a disaster, or even a significant business crisis, doesn't have to be an overly expensive or taxing operation. Home Telecom Business and Immedion assist customers throughout the disaster recovery planning and implementation process. By leveraging Immedion's SSAE 16, SOC 1 Type II compliant data centers, highly skilled staff, and suite of Managed Services, clients are able to mitigate inherent risks to production data associated with substandard data room infrastructure or network security threats.

Backed by industry-leading service level agreements (SLA), Home Telecom and Immedion will work with clients in providing the highest assurances that business critical data is backed up and available for restoration at all times.

Finally, if your business experiences a crisis, Immedion can provide 24/7, 365 data center services including temporary workspace to get your business back up and running as quickly as possible.

## MANAGED NETWORK SECURITY

Our Managed Network Security solution enables organizations to focus on their core business instead of monitoring and responding to network disruptions. Managed Network Security is a critical component to a company's success when doing business over the internet.

As corporate networks become more critical to the overall success of the business, our staff of experts is experienced in managing security issues for businesses with varied compliance regulations and requirements across many industries. We ensure your systems are never vulnerable.

## SERVER MONITORING MANAGEMENT

In partnership with Immedion, Systems Management service gives you access to well-trained IT specialists to assist you with your unique business requirements. Immedion works with you to determine exactly what your system management needs are and ensures your systems are never compromised. Systems Management of servers, applications, and network infrastructure such as routers and firewalls minimizes downtime by providing proactive data interpretation and real-time metrics to identify, isolate, and track issues before they become business-impacting problems.

## DATA PROTECTION SERVICES

Your data is too valuable to lose. Home Telecom and Immedion backup service is scalable, and highly reliable ensuring your organizations mission-critical data and applications are constantly protected and retained.

Our Backup service provides flexible, scalable, reliable, and secure solutions that support file, Web, application, database, and operating system backups.

# TESTIMONIALS

"When I learned that Home Telecom could deliver Metro Ethernet services to us in three weeks, it blew my mind. We ultimately chose Home Telecom based on several reasons, including the availability and quality of fiber. In addition, their pricing was by far better than anything else out there...and they're a local company with a local feel; we like that."

**Eric Wright: Senior Linux Systems Admin, SPARC – Software Development and System Integration Company - Metro Ethernet customer**

"We could not be happier with Home Telecom. We have never had someone show more care and assistance and in today's world; that is rare."

**Mike Holcombe: Regional Manager, Farmers & Merchants Bank**

"Their consistent fast services allow me to do everything I need and more. There is never a wait for a large file to go through, or for me to receive information from my clients!"

**Heather MacQueen Jones: Consultant, Adversity Outdoor Advertising**

"Home Telecom has been extremely reliable for us. We feel like Home Telecom cares about us as a business and our success!"

**Randy Chitwood: Chief of Staff, SPARC**

# SECURITY SOLUTIONS

Home Telecom Security is committed to our customers and the security of your business. Our customers are guaranteed professional installations and we offer a full line of customizable equipment to help secure your business.

- 24/7 Local, Full Service Central Monitoring System
- UL Certified Equipment
- Member of National Burglar and Fire Alarm Associations
- Authorized Honeywell Security Dealer
- Professionally Trained Employees
- Authorized First Alert Professional Dealer

## 24/7 MONITORING

Home Telecom's local monitoring station will help protect your business from intrusion and fire. With 24/7 monitoring and a close working relationship with local law enforcement, rest easy knowing you are in good hands. Our monitoring station is equipped with agents who, in seconds, can deploy law enforcement to your business in the case of an emergency. With added peace-of-mind and Home Telecom Business competitive monthly monitoring rates, you can focus on your business and leave its safety and security to us.

Save up to 20% on your monthly business' insurance premium by submitting an Insurance Credit form to your provider.

## REMOTE ACCESS TOTAL CONNECT

With Remote Access by Total Connect™, you can stay connected and in control of your business whenever you want, wherever you are. Control your security system, receive important alerts and true system status in real-time. Now you can arm and disarm your security system via the Internet, smart phones, tablets and other web-enabled devices.

### Remote Access

- Remotely arm, disarm or check the status of your security system
- Works across all major platforms including iPhone, iPad, Android, and Blackberry

### Video Monitoring

- With Total Connect™ Video Monitoring, you can view live video and receive images of specific activity occurring around the interior or exterior of your business from any remote location
- View live video on up to six cameras at a time
- Specify the exact type of events you want to be notified of and receive video alerts and pictures in real-time

### Event Notification

Wherever you are, you can receive texts or email alerts about important activities and events occurring at your business, including:

- When the security system has been armed or disarmed
- When employees or cleaning crews arrive at your business or if they don't arrive by a certain time
- If motion is sensed in a protected area

## WIRELESS SECURITY SYSTEMS

Our Basic Wireless Security System is ideal for small businesses with limited security needs. It offers great value and peace-of-mind for your small business. Basic Wireless Security System includes:

- Wireless Control Panel with Battery Backup
- Integrated Internal Siren
- Internal Message Center with Built-in Microphone
- 1 Wireless Motion Detector
- 1 Wireless Keychain Remote Control
- 2 Wireless Openings
- Free Paging Capabilities
- Free Professional Installation
- 1 Yard Sign: 2 Window Decals
- Free Installation
- Text alerts to your mobile phone when your system is armed or disarmed
- Key fob included for one-touch arming and disarming

## CUSTOMIZED SYSTEMS

A Customized Security System can be designed for your business no matter how large or small. We can identify your specific security needs and install the necessary equipment to make sure those needs are satisfied. Home Telecom offers a variety of equipment to choose from sure to meet your specific demands:

- Key Pads
- Control Panel
- Panic Buttons
- Door Contacts
- Glass Breaks
- Motion Detectors
- Foot Rails
- Money Clip
- Air Conditioner Contacts

## FIRE PROTECTION

Home Telecom offers fire protection for your business, employees and important files stored on premise. If a fire starts, you can reduce the Fire Department arrival time by having the proper equipment already in place.

- Fire Control Panel
- 24-hour local UL Listed monitoring of Fire Alarms and Sprinkler Systems
- Installation of an NFPA approved, stand-alone fire alarm to meet all local fire code requirements
- Heat Indicators
- Smoke Detectors
- Pull Stations
- Strobe Lights

## VIDEO SURVEILLANCE

Having a video surveillance system installed in your business is vital in reducing crime and protecting your assets. With customizable, state-of-the-art solutions you can watch over your business anywhere, anytime.

- Indoor/Outdoor video cameras available to give you clean crisp footage
- Digital Video Recording equipment ranging from 250 GB to 4 TB of memory
- Access live video of your business over the Internet from anywhere in the world

## ACCESS CONTROL

Protect your business with the proper access control. Whether it's eliminating security threats from unauthorized subjects or restricting employee access to certain areas, Home Telecom has the solution for you. Again, no job is too big or small.

- Easily restrict or grant access to certain areas with customized ID badging
- Add additional layers of security to your business with hand and finger readers

# DIGITAL VIDEO TV & ADVERTISING SOLUTIONS

Whether you want Digital Video TV for your lobby or waiting area or would like digital background music playing throughout the office, Home Telecom Digital Video TV offers solutions that meet the needs of all our Business partners.

Service is available to:

- Restaurants
- Assisted Living Facilities
- Apartment Buildings
- Medical Offices
- Hospitals

## DIGITAL MUSIC

Home Telecom Digital Video TV provides a wide range of commercial-free, CD-quality digital music stations perfect for providing the ideal environment in your business. Whether it is for a waiting room, to provide atmosphere in a restaurant or to be used as background music for your employees the fifty channels of classical, blues, rock, country and more will enhance the ambiance. Digital Music is available with the Essential Digital Video TV package.

## YELLOW PAGES AND ONLINE ADVERTISING

MakeitLocal: Connecting Local Buyers with Local Sellers!

For business owners, MakeitLocal is a convenient, effective multimedia advertising platform to present your products and services to the local community, ensuring that your business and your message can be found. By advertising on local video TV, print, mobile and web, we can help you market your business in every aspect.

## VIDEO TV ADVERTISING

Affordable Advertising On Home Telecom Digital Video TV!

- Ad insertion on 20 SD Channels and 10 HD Channels with geographical and cross-market targeting available
- Local Programming Channel 6
- Still Slides
- Infomercials

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888-746-4482
www.business.homeSC.com

579 Stoney Landing Road  Moncks Corner, SC 29461