# HostMyCalls™

*Providing Business VoIP and Unified Communications*

# Disaster Call Forwarding

Previously, customers wanting to redirect their voice calls for scheduled maintenance would have to place a service ticket for our Support Team to redirect calls in advance. To improve this process, HostMyCalls has developed the **FREE** *HostMyCalls Disaster Call Forwarding Service*.

## Requirements

- **An internet-accessible device:** For *Customer Administrators*, a computer with any popular internet browser

- **Internet connection:** Broadband access to the internet

- **Admin log in credentials:** The authorized administrator is assigned credentials from HostMyCalls to access the customer portal

## How it Works

The call forwarding service is accessible by an authorized**\*** customer administrator. Using assigned credentials, the administrator logs into the HostMyCalls Portal.

At any point during normal system operation the customer administrator can add or change the *Disaster Call Forwarding* destination for any voice number.

In the simple-to-use tool, any or all numbers can be redirected to any 10-digit voice number.

When an outage is detected, the numbers will automatically be forwarded to the assigned destination number. After the outage has cleared, calls will automatically return to the system to be routed as normal.

**\*** *To setup this service and add an authorized Customer Administrator, contact **HostMyCalls Support** -*

- *Our normal business hours are from Monday – Friday from 8 am to 8 pm (Eastern).*
- *If calling from a HostMyCalls supported telephone which uses 3-digit extensions, dial 600.*
- *If calling from a HostMyCalls supported telephone using 4-digit extensions, dial 6000.*
- *If calling from any other telephone, dial 800.434.9608.*
- *Send messages via email to:* support@hostmycalls.com

### AVAILABILITY

This **FREE** service is for any DID voice phone number provided by HostMyCalls.

### PREPLANNED MANAGEMENT

The automatic call forwarding service takes effect immediately after the setup process.

### SELF-ADMINSTRATION

The authorized administrator is assigned credentials from HostMyCalls to access the customer portal. From there, the administrator can make changes on their own.

For more information on any of our products or services please visit us on the Web at: www.hostmycalls.com

Contact Your Authorized HostMyCalls Sales Agent for More Information Or Call 866.242.6161 for Assistance

## HostMyCalls™
### AUTHORIZED AGENT