

Premium Attendant

Flexible, Reliable, Automated Call Handling

Your customer's first phone call into your business makes a lasting impression.

That's why Premium Attendant helps ensure that callers can intuitively and simply navigate even the most complex organizations 24 hours a day, 7 days a week.

Similar to a live operator, Premium Attendant offers powerful capabilities for directing incoming callers to the appropriate department or employee. You get the benefits of automation with the ability to improve productivity and cost control without the burden of an overly complicated system to manage.

Easy to Manage Features

Call handling does not have to be a source of frustration for your customers or your service team. With Premium Attendant, you can easily manage a host of features through your phone or our web-based CommPortal.

Multi-Level Menus – We offer 150 fully-customizable, multi-level menus so that even the largest organizations can provide intuitive, consistent navigation. Callers simply select from a list of options and their calls are directed to the most appropriate person or department.

Flexible Announcement Presentation – It's easy to create different announcements and menus on demand, whenever you need them. You can use your announcement feature for outside business hours or during weekends and holidays.

Dial-By-Name or Extension – Callers can identify and dial organizations or individuals directly by simply entering the first few letters of their names or extension. The option to transfer directly to a voice mailbox further reduces the need for a live receptionist.

Easy Set-Up and Administration – Configure and monitor your Premium Attendant through CommPortal or by phone. Leverage multiple administration options to configure schedules, recordings and call trees.

Why FairPoint?

Superior network

FairPoint is proud to bring you the largest network in Northern New England, with 17,000 fiber route miles and coverage of over 95% of businesses in Maine, New Hampshire and Vermont.

Local support

Sales support staff and experienced sales engineers in your area can design the right solution for your business.

Portfolio of services

Our broad portfolio of IP-based services enable customers to enhance functionality while improving efficiency.

Expertise

We have over 20 years of experience supporting businesses like yours, in your local market.

Competitive pricing

We can show you how our services can add value to your business and make it more efficient.

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How It Works

Professional interface – Premium Attendant provides your business with a convenient and virtual means to answer your business' incoming telephone calls.

Purchase options – are easy. Just order Premium Attendant with any FairPoint Hosted PBX line.

Customer experience – is enhanced. Premium Attendant combines advanced web and telephone features to create a professional, customer-friendly image for your business today.

Your Hosted PBX Service

When you order Premium Attendant, you'll also be leveraging FairPoint's Hosted PBX service, which delivers the power of a PBX over a FairPoint Ethernet connection utilizing FairPoint's managed devices on your premises. FairPoint also provides a range of IP phones that are available at competitive monthly rates. Features offered on all service levels include:

- Unlimited local calling
- Station-to-station intercom calling
- Caller ID, including name and number
- Voicemail
- Call forwarding
- Call transfer
- Call park / retrieve
- Speed dialing
- Return call / busy redial
- Call manager / find me follow me
- SimRing to ring a maximum of 5 phone numbers simultaneously, including cell phones
- Call hold, including music on hold
- Web portal for do-it-yourself changes and feature activation and management
- Attractively priced distance calling plans

Take Control

Through either your phone or our easy-to-use web portal, you have complete control over how your Premium Attendant system is set up and used.

