



Notice to Customers: Hurricane Florence Preparation & Call Routing

Dear MegaPath Customer,

We want our customers to know we're with you as you prepare for Hurricane Florence. MegaPath is committed to providing the highest reliability possible to our customers. In adverse weather conditions, such as hurricanes, factors outside of MegaPath's control may result in service issues in impacted areas. We want to assure you that we fully understand the importance of your business communications services and we will work diligently with our partners to repair impacted services resulting from Hurricane Florence.

In an effort to minimize impact, we remind you that MegaPath's Hosted Voice service includes forwarding and mobility features that enable you to redirect your business lines to help you remain operational should the hurricane compromise the power or Internet service at your business location.

If you are in Hurricane Florence's predicted path, we advise you to take every safety precaution and set up call forwarding to help keep communication lines open. Please see the instructions below to guide you through that process.

To Forward a Number

1. Go to <http://my.megapath.com>
2. Click on Open Voice Manager
3. Enter User ID (Voice Number) and Password
4. Click on Inbound Call Handling
5. Select Forward all calls to
6. If you haven't already configure the forward-to number, click the blue arrow next to forward all calls to and enter the forwarding number on the Forward call page
7. Click Done

Note: You can also forward calls to your direct line by dialing *72 from your personal phone.

For more information on Call Forwarding, please visit [How to Configure Call Forwarding Options](#)

To Forward a Hunt Group

1. Go to <http://my.megapath.com>
2. Enter Username and Password
3. From the home tab, locate the Services box and click on Voice
4. Scroll below the table and click Manage Now next to Voice Services Management
5. On the left navigation pane, click on Voice Admin to expand it, and then choose Global Services
6. Scroll down to your Hunt Group section and click on the gear next to it
7. In the bottom right of the newly expanded box click Detail Setting
8. A new page will pop up and place you on the profile tab of the service selected. Click on calling Features to edit all available settings for the service
9. On the option for Call Forwarding always, click On to enable the service. Then enter the forwarding number
10. Click Done

For more Administrator Resources, please visit the [Voice Learning Center](#).

For further assistance, please contact MegaPath Customer Care via chat at <http://my.megapath.com> or by phone at 877-611-6342 (Option 4).