



Commercial and Residential Fence Installation Company Gains Flexibility, Reliability with Comcast Business VoiceEdge®

Scalable cloud-based voice solution allows Hurricane Fence to better serve customers across office locations and in a hybrid work environment

RICHMOND, VA. – NOV. 30, 2021 – [Comcast Business](#) today announced that [Hurricane Fence](#), one of the industry's most trusted and experienced fence and perimeter security providers, is leveraging Comcast Business' VoiceEdge® cloud-based voice solution. The technology offers Hurricane Fence added flexibility with continuity features to help increase productivity and support communications and collaboration needs, regardless of whether employees are working on business premises or remotely.

With roots in Richmond, Va., along with statewide and national reach, Hurricane Fence specializes in fences and perimeter security for residential, commercial and government projects. Military bases, government agencies and other commercial facilities in the Mid-Atlantic region and beyond have relied on Hurricane Fence for turnkey privacy and physical security products since 1994, while private residences have benefited from Hurricane Fence's residential offerings since 2008.

Recently, Hurricane Fence realized a need to upgrade its standard phone lines and consolidate phone systems across its physical locations in Norfolk, Va., Raleigh, N.C., and Richmond, Va. After considering multiple options, the company selected Comcast Business VoiceEdge. With its web-based functionality, employees can access voice service on the go with the VoiceEdge mobile and desktop apps, which have proven to be invaluable over the past several months while many Hurricane Fence employees continue with remote or hybrid work.

"As interest in fencing and security has increased over the past year-plus, we needed a solution that could keep up with customer demand and the everchanging needs of our employees. Our modernized phone system is not only easy to use, it has been critical in supporting our customers quickly and efficiently," said Tina Estep, business manager, Hurricane Fence. "As our employees work from home or different offices, and our company continues to grow, technology and support from Comcast Business will be imperative to our success."

In addition to helping employees take phone calls and provide customer service support from anywhere, the upgraded phone systems provide a seamless experience for customers, allowing them to call a central number where Hurricane Fence routes calls, based on automated prompts, to the appropriate office to better handle customer service inquiries and updates. This ability has been critical in communicating about recent challenges associated with supply chain delays, and other unexpected circumstances such as COVID-19 protocols for service and installation.

"By proactively upgrading to the advanced, voice solution, Hurricane Fence was in a unique position to quickly transition its processes to support new work environments at the onset of the pandemic," said Dan Carr, senior vice president of Comcast Business for Comcast's Beltway Region, which includes Maryland, Virginia, Washington, D.C., and parts of Delaware, North Carolina and West Virginia. "Now, as the company looks to prepare for what's next, VoiceEdge

and its ability to provide seamless and reliable voice continuity, at scale, will continue to allow Hurricane Fence to meet the evolving needs of customers and employees alike.”

For more information, visit <http://business.comcast.com>.

About Comcast Business

Comcast Business offers a suite of Connectivity, Communications, Networking, Cybersecurity, Wireless, and Managed Solutions to help organizations of different sizes prepare for what's next. Powered by the nation's largest Gig-speed broadband network, and backed by 24/7 customer support, Comcast Business is the nation's largest cable provider to small and mid-size businesses and one of the leading service providers to the Enterprise market. Comcast Business has been [consistently recognized](#) by industry analysts and associations as a leader and innovator, and one of the fastest growing providers of Ethernet services.

For more information, call 866-429-3085. Follow on Twitter [@ComcastBusiness](#) and on other social media networks at <http://business.comcast.com/social>.

About Hurricane Fence

Hurricane Fence is the Mid-Atlantic region's leading fence installer, specializing in fence and perimeter security solutions for residential, commercial and government projects. Since 1994, we have been committed to complete satisfaction, one project at a time. We strive every day to bring new and innovative ideas to our industry, as well as take the Hurricane Fence brand across the country. As said best by Owner & President Dennis Sulser, "We have tremendous gratitude for the years of knowledge, hard work and support put into this company by our family of employees, our vendors and clients. We recognize that this is the foundation that allows us to continue to respond to the needs of our evolving industry and the community."

For more information or a free estimate, please call 804-353-6030 or visit hurricanefenceinc.com. Follow us on Facebook [@HurricaneFence](#) and on other social media networks – all linked on our website!

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