



Maryland Municipality Gets Work Done Despite Pandemic with Comcast Business' VoiceEdge

The cloud-based VoIP solution allows employees of the Town of North Beach to meet constituents' needs while continuing to work from home

BALTIMORE – October 21, 2020 – [Comcast Business](#) today announced the Town of North Beach, Maryland, is leveraging its VoiceEdge cloud-based VoIP solution, which has given North Beach the agility to quickly shift to a remote-work environment without interruption during the pandemic.

The municipality realized a need to modernize its phone systems when town employees began experiencing issues with their landline telephone service. After considering multiple options, the Town of North Beach – which is both a Comcast Business data and cable customer – selected Comcast Business' VoiceEdge virtual PBX solution, allowing it to bundle three services into one bill, saving money as well as adding convenience. Since VoiceEdge is web-based, town employees gained the ability to take their phone lines with them on the go via the VoiceEdge mobile app – a capability that proved invaluable shortly after installation, when the COVID-19 pandemic forced a move to working remotely.

"I'm grateful for the Comcast Business team who worked to bring the new service online and helped our employees understand how to download and use the app. I can't express how easy it is – we love our new setup," said Stacy Milor, North Beach Town Clerk. "The solution also put us in the right place once COVID-19 hit. We haven't missed a beat while working from home, especially with our phone system. It's been a seamless experience. We've even enabled remote access to municipal services and held virtual town council meetings."

Once the pandemic is over, town employees will continue to reap the benefits of having an easily-accessible, cloud-based phone service when they're called away from their desks or when at conferences or community events.

"By being proactive in upgrading to an advanced, cloud-based PBX, the Town of North Beach was well positioned to quickly shift its entire office to a work-from-home environment without losing any of the capabilities of its phone system," said Wolf Lewis, Senior Director of Enterprise for Comcast's Beltway Region. "VoiceEdge's ability to help provide seamless business voice continuity will continue to allow employees to meet constituents' needs."

About Comcast Business

Comcast Business offers Ethernet, Internet, Wi-Fi, Voice, TV and Managed Enterprise Solutions to help organizations of all sizes transform their business. Powered by an advanced network, and backed by 24/7 customer support, Comcast Business is one of the largest contributors to the growth of Comcast Cable. Comcast Business is the nation's largest cable provider to small and mid-size businesses and has emerged as a force in the Enterprise market being recognized over the last two years by leading industry associations as one of the fastest growing providers of Ethernet services. To learn more, visit <http://business.comcast.com>, call 866-429-3085 or follow us on Twitter [@Comcast Business](#) and on other social media platforms at <http://business.comcast.com/social>.

Media Contacts:

Sandy Arnette, Comcast
443-447-6251

sandra_arnette@comcast.com

Shelby Armstrong, FINN Partners
989-600-8749

shelby.armstrong@finnpartners.com