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*An informational Application Profile*

**COMMUNICATIONS CHALLENGES**

Housing Opportunities Made Equal is a civil rights organization and housing counseling agency with offices in Buffalo. In early 2012 HOME sought a firm that could accommodate their requirements in relocation to a new facility. They required an advanced feature set, but also a company that would be able to assist with an efficient transition.

**PREVIOUS ENVIRONMENT**

Housing Opportunities Made Equal utilized a basic electronic key telephone system prior to electing for a Comtel system. Their needs have been relatively straightforward during their history.

**SOLUTIONS BRIEF**

Comtel has provided a Toshiba CIX hybrid digital/IP based system for Housing Opportunities Made Equal. The CIX system affords HOME of traditional digital features, with the potential for adding in options for remote workers in the future.

**THE CUSTOMER VIEW**

**Scott Gehl, Executive Director**

"Comtel ran interference when it counted most for HOME! Faced with a delay by the Telco carrier in making line connections for our move, Comtel rerouted all of HOME's incoming calls to a Comtel system for several days (so HOME could go on serving clients) and then arranged a connection with an alternate provider. Comtel really came through for us."



**750 Ensminger Road Tonawanda, NY 14150**  
**(716) 874-5500**

**CUSTOMER:**  
**HOUSING**  
**OPPORTUNITIES**  
**MADE EQUAL**  
**BUFFALO, NY**

**SOLUTION:**

- Toshiba CIX
- Voice Mail

**PROFILE:**

HOME is the fair housing agency for Western NY providing housing counseling, information and education services for more than 5,000 clients each year - including victims of housing discrimination.

Information about HOME is available at [www.homeny.org](http://www.homeny.org).

**WIN-RESULTS:**

- Full Feature Set
- Organized Transition
- Solid Support

