

What to Expect with Your Managed Network and Security Installation



Thank you for choosing MegaPath Managed Networking and Security for your networking needs. We strive to deliver a smooth, accurate, and timely implementation. The goal of this document is to provide an easy-to-follow resource that sets the proper expectations for a MegaPath installation.

The following table outlines the installation intervals for MegaPath services. Please refer to MegaPath's Service Level Agreement (SLA) for official service commitments (www.megapath.com/sla).

Note: Any additional construction time required for high-cap circuits is not included as part of these intervals.

Managed Network and Security Type	Installation Interval
Managed WiFi	15 Business Days
SD-WAN Pro	15 Business Days
SD-WAN Enterprise	15 Business Days

The following table outlines general requirements and milestones for a MegaPath Managed Network and Security Service implementation.

Professional Managed Network and Security Installation Responsibilities

Customer Responsibilities	MegaPath Responsibilities
Pre-Order (Day 0)	
<ul style="list-style-type: none"> Provide complete and accurate information for service order Provide Technical Architecture Details in regards to your implementation Provide local contact information of on-site personnel including name, telephone number and email address 	<ul style="list-style-type: none"> Identify order requirements and perform prequalification of service address Complete a Technical Architecture Document (TAD) based upon the Order Specifications for signature Provide service order agreement for signature
Order Acceptance (Day 0)	
<ul style="list-style-type: none"> Returned signed service order agreement Return signed TAD 	<ul style="list-style-type: none"> Assignment of a Project Manager to handling the implementation of the service order
Order Conversion / Handoff (Day 1-3)	
<ul style="list-style-type: none"> Handoff call to meet your Project Manager assigned to work your implementation Confirmation of order details and placement of the order 	<ul style="list-style-type: none"> Handoff call to confirm the order Conversion of the order into our system
Hardware Shipping and Service Provisioning (Day 4-6)	
	<ul style="list-style-type: none"> Once your order has been confirmed, it will be released to our vendor for shipment. Ground takes anywhere from 3-5 business days to arrive. Once the hardware ships, our engineers will begin building your services per the TAD.
Equipment Delivery and Install Scheduling (Day 6-11)	
	<ul style="list-style-type: none"> If MegaPath is providing Equipment (CPE), we will ship the hardware to the service location MegaPath will schedule the installation of the hardware, giving enough time for it to arrive onsite, and inform you of the appointment
Installation Scheduled (Day 12-13)	
<ul style="list-style-type: none"> Confirmation of hardware delivery Confirmation of the Scheduled Install 	<ul style="list-style-type: none"> Validate the delivery of the equipment (if applicable) Confirm your Schedule service installation by a MegaPath technician and inform you of the appointment
Installation/Service Activation (Day 14-15)	
<ul style="list-style-type: none"> Provide technician access to the telco closet and location where hardware is to be installed on installation date 	<ul style="list-style-type: none"> MegaPath technician arrives on site, configures hardware, confirms connectivity, and completes installation*

* If the MegaPath technician identifies the need for extensive inside wiring, the install will be completed to the Network Interface Device (NID) or point of Demarcation (DMARC). Additional wiring can be arranged through MegaPath.