

## What to Expect with Your MegaPath Hosted Voice Installation

Thank you for choosing MegaPath Hosted Voice for your business communications. To set the proper expectations, this document describes the general installation responsibilities for the Customer and MegaPath from pre-sales through activation. This document is a guideline as each implementation is unique. It is our commitment to you to deliver an exceptional customer experience.

### Installation Responsibilities

Customer Responsibilities	MegaPath Responsibilities
<b>Pre-Sale Discovery</b>	
<ul style="list-style-type: none"> <li>Identify Voice order requirements with your Sales Agent</li> </ul>	<ul style="list-style-type: none"> <li>Identify Voice order requirements to meet your business needs</li> <li>Sales Agent to send documents requiring customer signatures, including Service Order and Customer Acknowledgement Form</li> </ul>
<b>Service Order and Signature Documents</b>	
Provide the following documentation: <ul style="list-style-type: none"> <li>Signed Service Order and Customer Acknowledgement</li> <li>Letter of Authorization and list of numbers if transferring numbers to MegaPath</li> </ul>	<ul style="list-style-type: none"> <li>Sales initiates handoff to Service Delivery</li> <li>Order documents uploaded for processing</li> <li>Voice Project Manager (VPM) assigned</li> </ul>
<b>Order Review and Acceptance</b>	
<ul style="list-style-type: none"> <li>Provide documentation on user details and call flow</li> <li>Review Voice order details and network design with VPM</li> <li>Confirm your network/LAN is ready for Voice, including required inside wiring (Cat 5 or better), switches, routers, firewalls, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Handoff Call initiated by VPM to kickoff installation project</li> <li>VPM will review signature documents, user details, requirements of the ordered solution, as well as discuss installation expectations</li> <li>VPM uploads finalized Voice Order Details</li> </ul>
<b>Order Enrollment</b>	
<ul style="list-style-type: none"> <li>Register for Online Administrator training</li> </ul>	<ul style="list-style-type: none"> <li>VPM initiates order processing</li> <li>VPM schedules Online Administrator training with customer</li> <li>VPM initiates installation scheduling process</li> </ul>
<b>Loop Delivery (If Internet Access Provided by MegaPath)</b>	
<ul style="list-style-type: none"> <li>Provide access for loop delivery date, also known as the Firm Order Commitment (FOC) date</li> </ul>	<ul style="list-style-type: none"> <li>Local telecom provider to prep local access loop for circuit order, and to do acceptance testing with MegaPath</li> <li>Loop delivery timelines vary by tech type. Refer to access what to expect for additional details.</li> </ul>
<b>Hardware Shipping</b>	
<ul style="list-style-type: none"> <li>Track and receive equipment for install</li> <li>Attend online training in preparation for service installation</li> </ul>	<ul style="list-style-type: none"> <li>Equipment shipped.</li> <li>Tracking information sent to customer</li> </ul>
<b>Access Circuit Installation (If internet Access Provided by MegaPath)</b>	
<ul style="list-style-type: none"> <li>Arrange access to your buildings telco closets, suite, and any other areas necessary to complete wiring terminations</li> </ul>	<ul style="list-style-type: none"> <li>If Internet circuit is provided by MegaPath, a technician will test circuit, connect it to your buildings inside wiring, and install any vendor- or MegaPath-provided access equipment ordered</li> </ul>
<b>Voice Installation</b>	
<ul style="list-style-type: none"> <li>Arrange access for MegaPath technician, and coordinate equipment installation and testing with VPM and IT personnel/PBX tech</li> <li>Provide DHCP enabled router if no voice gateway or router equipment (EdgeMarc/ADTRAN/Meraki MX) is included on order</li> </ul>	<ul style="list-style-type: none"> <li>If Voice Pro Install is included on order, MegaPath tech will connect and test any MegaPath-supplied voice gateway equipment (EdgeMarc/ADTRAN) and switches.</li> <li>If IP Phone Placement is included on order, the MegaPath tech will also place and test phones at desks</li> </ul>
<b>Training</b>	
<ul style="list-style-type: none"> <li>Admin attends webinar sessions, coordinated with help from VPM or training coordinator, and extends invite for employee training sessions to staff</li> </ul>	<ul style="list-style-type: none"> <li>MegaPath voice customer trainer provides customized training sessions via screen share, and provides consultation for utilizing phones and services and features</li> </ul>
<b>Number Porting (If using existing phone numbers)</b>	
<ul style="list-style-type: none"> <li>If porting numbers, customer may set up call forwarding to MegaPath temporary numbers in preparation for porting</li> <li>For Analog Lines or Trunking, schedule PBX tech to complete interconnect of PBX equipment on port date</li> <li>For Hosted Voice, once service is activated, customer initiates porting request via self-porting tool in MegaPath Customer Portal <a href="http://my.megapath.com">http://my.megapath.com</a></li> <li>Once port is confirmed to be complete, move forward with canceling service with previous provider</li> </ul>	<ul style="list-style-type: none"> <li>Once previous provider approves and schedules the port, VPM completes the port</li> <li>VPM verifies call routing and service completion with customer on port date</li> </ul>
<b>SERVICE ACTIVATION COMPLETE</b>	