



UniVoIP Service Activation

| Customer Responsibilities | UniVoIP Responsibilities |
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| Initial Discovery | |
| <ul style="list-style-type: none"> Identify Voice order requirements with your UniVoIP Sales Representative Assess your Local Area Network and Wide Area Network readiness for Voice; including inside wiring (CAT5, CAT5e, or CAT6), switches, routers, firewalls, PoE, IP addressing, QoS | <ul style="list-style-type: none"> Identify service requirements to meet your business needs Demonstrating UniVoIP services UniVoIP Sales Representative to send documents requiring customer signatures, including Subscription Agreement and explain the activation process and support |
| Subscription Agreement | |
| <ul style="list-style-type: none"> Provide the following documentation: Signed Subscription Agreement including acknowledgment of Responsibilities and SSA Customer needs to pay the NRC/Schedule A prior to UniVoIP assigning a Project Manager | <ul style="list-style-type: none"> Upon receipt of all required documentation and payment of the NRC/Schedule A, your Sales Representative will introduce a UniVoIP Project Manager (UPM) as your primary point of contact throughout the Activation process |
| Activation Kickoff | |
| <ul style="list-style-type: none"> Appoint primary point of contact for UniVoIP for all Activation information and tasks Participate in the UniVoIP installation kickoff call Review Agreement details and network requirements with UPM Acknowledge or provide completed User & System Settings Worksheet | <ul style="list-style-type: none"> UPM will schedule Activation Kickoff Call UPM & Sales Representative will review signature documents, user details, requirements of the ordered solution, as well as discuss installation expectations UPM will define timeline and process with the customer Schedule administration training UPM will provide tentative activation timeline and UniVoIP contact details following Kickoff Call UniVoIP Sales Representative will update deliverables as discovered during Kickoff Call. |
| Service Provisioning | |
| <ul style="list-style-type: none"> Confirm your Local Area Network and Wide Area Network readiness for Voice; including inside wiring (CAT5, CAT5e, or CAT6), switches, routers, firewalls, PoE, IP addressing, QoS Participate in UPM update meetings as necessary | <ul style="list-style-type: none"> UPM initiates order processing UPM initiates installation scheduling process |



| Circuit Delivery (If Private Wide Area Network or Internet Access Provided by UniVoIP) | |
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| <ul style="list-style-type: none"> • Provide access for loop delivery date, also known as the Firm Order Commitment (FOC) date, estimated loop delivery in most markets is 30 days • Extend Circuit from MPOE to data equipment location within suite. Depending on your buildings requirements, a Riser Management Company may be required to complete the extension. Speak with your building's management office to verify requirement • <u>If Broadband or DIA circuit, integrate to Local Area Network prior to scheduled voice activation</u> | <ul style="list-style-type: none"> • Local telecom provider to prepare local access loop for circuit order, and to do acceptance testing with UniVoIP • Confirm circuit has been extended to customer suite • Circuit turn-up estimate of 45 days in most markets |
| Hardware Delivery | |
| <ul style="list-style-type: none"> • Track and receive equipment for install | <ul style="list-style-type: none"> • Equipment shipped or delivered by installation engineer • Tracking information sent to customer if shipped |
| Site Access & Activation | |
| <ul style="list-style-type: none"> • Provide requirement for Certificate of Insurance (COI) as required by your building management for technician access • Provide access to MPOE, data room and all locations with telephones • Prepare script for Auto Attendant (Day and Night) and have a person available onsite with the technician to record • Require all users to attend telephone training class the day of activation | <ul style="list-style-type: none"> • If T1, e-line, or MPLS circuit is provided by UniVoIP a technician will be dispatched to your site to connect and test the UniVoIP equipment • Access and Voice equipment installation may be scheduled separately in some cases • Will set up Admin recording sessions for customer to record the AA (Day and Night) • Technician will provide basic end user training (6 people per class, approx. 15 minutes) |
| Activation Complete | |
| <ul style="list-style-type: none"> • Primary Point of Contact to Sign Activation Completion document | <ul style="list-style-type: none"> • UPM will introduce Lead Support contact • Contract Billing begins |



POST ACTIVATION

Administrator Training

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| <ul style="list-style-type: none"> Customer designated Administrator will schedule time to complete Admin Training remotely with Support Lead | <ul style="list-style-type: none"> Support Lead will conduct new Admin training |
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Number Porting (If reusing existing phone numbers)

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| <ul style="list-style-type: none"> If porting numbers, customer may set up call forwarding to UniVoIP temporary numbers in preparation for porting Once OfficeConnect service is activated, customer initiates porting request via UPM Provide completed LOA, RESPORG, CSR, previous Phone Bill Once port is confirmed to be complete, move forward with canceling service with previous provider | <ul style="list-style-type: none"> Provide Temporary DID numbers Once previous provider approves and schedules the port, UPM completes the port UPM verifies call routing and service completion with you on port date |
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