

Business Phone PLUS

Typical Delivery Process

Migrating business phone services is a complex task comprising:

- The new PBX configuration & testing
- Handsets, accessories and soft clients for end users,
- End user & administrator training and
- Phone numbers, often being ported from other carriers.

Stage 1

Order and Porting Authority forms (if applicable). OntheNet checks requirements and invoices setup fee with payment required before Stage 2 commences. Key roles and contacts identified.

Stage 2

Configuration

PBX configuration & setup of call flows via Digital Receptionist, outbound and inbound call testing, using new or interim numbers.

- Phase 1 – OntheNet configures call flows and assists customer to create agents/extensions/groups and establish core PBX call routing.
- Phase 2 – Customer configures additional/new features required for cutover with OntheNet support/guidance.
- Completion is typically within 30 days ready for planned cutover day.

Hardware

- New hardware supply (if applicable) & configuration. Note payment is required before shipping, or
- BYO hardware is typically reconfigured by the customer and cut over on cutover day.

Phone Numbers

- New numbers allocated (if applicable), or
- Simple Port (when possible) planned for cutover day - approx. 7 days lead time, or
- Complex Port planning - approx. 30 days lead time. Complex Port customers need to prepare for an Exchange Based Diversion (EBD) to interim numbers on cutover day with current provider.

User/Agent Training

- Options include train the trainer at OntheNet (included) or onsite training at an additional hourly rate.

Stage 3 - Cutover Day

- New or existing hardware is installed and re-tested as live.
- Inbound calls are activated (via new numbers, Simple Port completion, or customer driven EBD activation)
- Users are live! OntheNet technical staff are available to support the portal administrator & unforeseen requirements.

Stage 4 - Post Cutover

- Billing and contract term commences immediately.
- When applicable, Complex Porting is ordered and completed in approximately 30 days.
- Customer can cancel services that are no longer required with previous provider.

Custom configurations are available to support large, multi-site customers and complex contact centre solutions.
Non-standard installations are POA