

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.

Order & Porting Authority Forms - Stage 1

- 1.1. Order and Porting Authority forms are completed (*if applicable*).
- 1.2. OntheNet checks the requirements and then invoices a setup fee, with payment being required before Stage 2 commences.
- 1.3. Key roles and contacts are identified.

Implementation - 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

Cutover day - Stage 3

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

Post Cutover - Stage 4

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

Notes : -

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