



Migrating business phone services is a complex task comprising:

- PBX configuration and testing;
- Configuration of handsets and accessories;
- Delivery of hardware and internal installation; and
- Phone numbers, often being ported from other carriers.

### Order & Porting Authority Forms - Stage 1

- Order and Porting Authority forms are completed (if applicable).
- OntheNet checks the requirements and then invoices any establishment fees, with payment being required before Stage 2 commences.

### Implementation - Stage 2

#### PBX Configuration

- PBX configuration and setup of call flows, outbound and inbound call testing, using new or interim numbers.
- OntheNet configures call flows, extensions and establishes core PBX call routing.
- Completion is typically within 3 weeks.

#### Hardware

- New hardware is configured with the PBX and either delivered to the customers address or made available for collection at OntheNet. Note payment of any establishment fees is required before shipping.

#### Phone Numbers

- One new phone number is supplied per handset.
- Simple Port (when possible) ordered after cutover day - approx. 7 days lead time; or
- Complex Port planning - approx. 30 days lead time.
- Customers can prepare an Exchange Based Diversion (EBD) to interim numbers on cutover day with their current provider.

### Cutover Day - Stage 3

- Hardware is installed and re-tested as live.
- Inbound calls are activated (via new numbers, Simple Port completion, or customer driven EBD activation).
- Phones are live! OntheNet technical staff will make any further adjustments to the PBX if required.

### Post Cutover - Stage 4

- Billing and contract term commences immediately.
- When applicable, Simple Porting is ordered and completed in approximately 7 days; or
- Complex Porting is ordered and completed in approximately 30 days.
- Customer can cancel services that are no longer required with the previous provider.