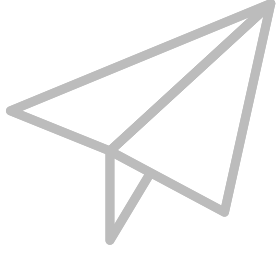


High Level IPM Process

Customer receives notification of assigned Project Manager (PM)



PM will send Welcome Letter to customer and schedules kick off call

Kick off Call takes place. The purpose is to conduct introductions, go over expectation of project, review the order and provide overview. Weekly meeting times are established.

If applicable the PM will submit the circuit order

Equipment is ordered

Client fills in Client Worksheet with user details (name, telephone number, email, other services)



DID's are ordered and/or port is scheduled. Porting requires a customer bill from current provider or a CSR. Telecom will generate an LOA signed by the customer to begin submitting port request to current provider.

***If onboarding Microsoft Skype4B or Cisco Jabber:** Customer enables their network to reach CallTower through a Digicert request and making DNS changes

PM tasks CallTower departments to build services in calltower:connect

Customer signs up for admin & user training.

Activation of services is coordinated with customer and any external/internal resources that may be required

Customer is handed off to CallTower Support.

PM submits account to CallTower's Billing department



STEP 01



- 1 Provide complete and accurate information for service order
- 2 If ordering a circuit, provide detailed demarcation information including site address, suite and floor
- 3 Complete questions from welcome letter



- 1 Provide complete and accurate information for service order
 - Identify order requirements & perform prequalification of service
 - Engage with partners
 - Requests availability for kick-off

STEP 02



- 1 Attend kick-off call and provide account information:
 - Domain Information
 - Verification of equipment order or information on existing equipment that will be used



- 1 Schedule kick-off call and subsequent meetings
- 2 Order circuit
- 3 Order equipment
- 4 Initiate internal account and location creation

STEP 03

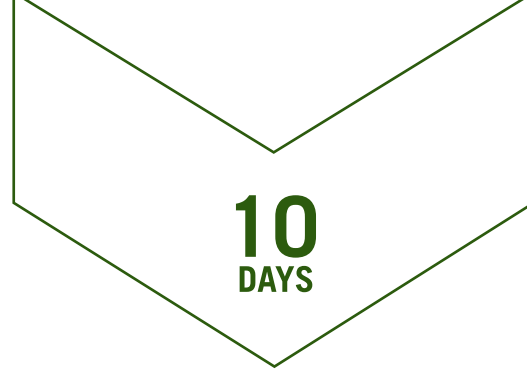


- 1 Provide User information (name, email, address, user type)

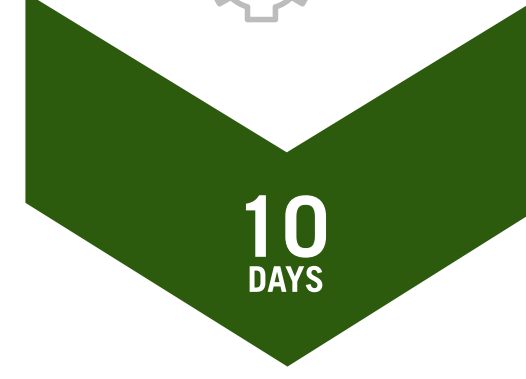


- 1 Build users and features

STEP 04



- 1 Fill out CallTower call flow/tree
- 2 Provide auto attendant recordings
- 3 Confirm user and equipment information is accurate
- 4 Provide LOA or CSR and copy of current bill for Number Ports



- 1 Provide FOC information from carrier
- 2 Provide IP Information for circuit
- 3 Set-up auto attendant
- 4 Call flow testing
- 5 Coordinate loop delivery date with the telecom provider

STEP 05

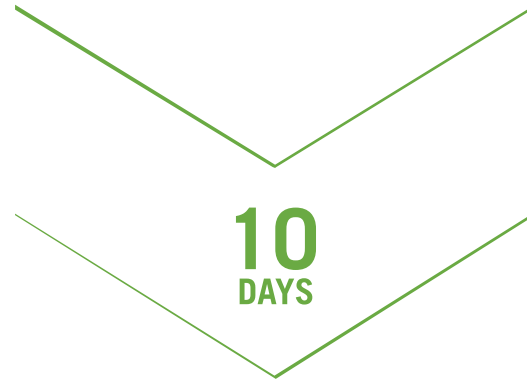


- 1 Confirm site readiness
- 2 Customer registers and completes online training



- 1 Program and ship equipment
- 2 Submit port request (9 days prior to go live)
- 3 Implementation testing

STEP 06



- 1 Provide technician access to telco closet and location
- 2 Have someone on-site with console cable and laptop for TTU (test and turn-up)



- 1 Schedule circuit test and turn-up
- 2 Coordinate "go live" and porting
- 3 Coordinate handing the customer off to CallTower Support

FINISH

Implementation Intervals

