www.xclutel.com
708.273.3100 main
708.273.3111 service desk

IMPLEMENTATION

What to Expect with Your New Implementation

This is the short version of how your installation will run, what we need from you and when. The success of any installation depends on our two companies working towards the same goal of superior service, so please read it before your project kickoff and raise anything that does not match your expectations.

Network and Internet

- Circuit installation intervals are approximately 30 to 45 days from the contract approval date.
- Billing of service begins on the Service Activation date, defined as the date on which the network service provider brings the contracted service into the customer premise.
- Once your XCLUTEL circuit is installed you will need to make arrangements for the physical extension of cabling from the circuit into your office location, referred to as a demarc extension. The demarc extension is the sole responsibility of the customer. Should you decide to engage XCLUTEL to complete it on your behalf, please request a quote in advance of circuit installation. Once XCLUTEL receives the signed quote we will proceed accordingly.
- Requests for installation expedites may result in a service fee. An expedite fee does not guarantee that the services will complete as requested, and the fee is nonrefundable. This expedite policy is a pass-through policy from the incumbent local exchange carrier.
- It is important to cancel all services with your previous carrier in writing once your installation with XCLUTEL, including the port of any numbers, is complete. Disconnecting services with your previous carrier before the installation is final could result in implementation delays or unnecessary service interruption.
- It is the responsibility of the customer to cancel any services with other providers that are no longer needed once XCLUTEL services are installed. XCLUTEL does not have knowledge of or access to any preexisting contracts your organization may have signed with other service providers, information pertaining to term contract obligations with such providers, or jurisdiction over such services.

CloudX and Business VoIP

- Our project managers will meet with you to review the information the build depends on: call routing, call coverage, auto attendant scripts, the list of extensions, hunt groups and conference bridges. It is imperative that this information reaches the XCLUTEL project manager in a timely fashion so that there are no implementation delays.
- Training for the phone system and voice mail is scheduled one to two days prior to installation.
- A technician will be on site the first business day after installation for cut coverage, to troubleshoot service issues and provide the technical support the new system requires.
- XCLUTEL uses the Letter of Agency form to research and inventory your phone line and circuit information. This gives us the opportunity to plan and implement your phone and circuit upgrade with the minimum chance of affecting your service.

- Occasionally the phone number records from your current carrier will be incomplete. Should XCLUTEL discover previously undisclosed lines or circuits that are essential to your business operations, we will migrate them for you as quickly as possible, and we will explain any additional costs that may apply to last minute changes.
- Requests for after-hours ports or expedites may result in a service fee. An expedite fee does not guarantee that the services will complete as requested, and the fee is nonrefundable. This expedite policy is a pass-through policy from the incumbent local exchange carrier.
- Advertisements claiming free conference call bridges are in practice resulting in very expensive charges. Please be aware that these services are a scam and that you are responsible for any charges incurred as a result. XCLUTEL offers conference calling products as an inexpensive alternative.
- It is the responsibility of the customer to cancel any services with other providers that are no longer needed once XCLUTEL services are installed. XCLUTEL does not have knowledge of or access to any preexisting contracts your organization may have signed with other service providers, information pertaining to term contract obligations with such providers, or jurisdiction over such services.
- If you subscribed to SMS messaging, you will be required to complete a 10DLC questionnaire required by US mobile carriers to protect consumers and clean up unsolicited spam texting. Approval can take two (2) to five (5) days if the application is submitted with the proper information. XCLUTEL will help make this process as painless as possible.

Equipment and Cabling

- If you opted for an equipment lease you will be required to sign a delivery and acceptance document when the phone system equipment is delivered to your site.
- If you purchased the system with cash, payment is required upon acceptance of the installation. Final payment is due the first business day after the cut over to your new system.

Acknowledgement

This form helps XCLUTEL deliver a quality implementation that exceeds your expectations as a customer. Please sign below to confirm you have reviewed it with your project manager.

Customer signature _____ Date _____

Print name _____ Title _____