

## What to Expect with Your New Implementation

**Network** – Circuit installation intervals are approximately 30-45 days from the contract approval date.

**Network** – Billing of Service will begin on the “Service Activation” date, as defined as the date on which the network service provider brings the contracted Service into the customer premise.

**Network** – XCLUTEL uses the Letter of Agency form to research and inventory your phone line and circuit information. This method gives us the opportunity to plan and implement your phone and circuit upgrade with the minimum chance of affecting your service.

**Network** – 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. We will also explain any additional costs that may apply to last minute changes.

**Network** – 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. This is referred to as a “Demarc extension”. Demarc extension is the sole responsibility of the customer. Should you decide to engage Xclutel to complete the Demarc extension on your behalf, please request a quote for such service in advance of circuit installation. Once Xclutel receives the signed quote, we will proceed with the Demarc extension accordingly.

**Network** – Requests for after-hours ports or expedites will result in a service fee. An expedite fee unfortunately does not guarantee that the services will complete as requested, and the fee is nonrefundable. This expedite policy is a pass-thru policy from the ILEC (Incumbent Local Exchange Carrier – AT&T).

**Network** – It has come to our attention that advertisements claiming free conference call bridges are actually resulting in very expensive charges. Please be aware that these services are a scam and you are responsible for any charges incurred as a result. For your convenience, XCLUTEL offers state of the art Conference Calling products as an inexpensive solution to your Conference Calling needs.

**Network** – It is important to cancel all services with your previous carrier in writing once your service 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.

**Network** - It is the responsibility of the customer to cancel any services with other service providers that are no longer needed once Xclutel services are installed. Xclutel does not have knowledge of or access to any pre-existing contracts your organization may have signed with other service providers, information pertaining to term contract obligations with such providers, or jurisdiction over such services.

**Phone System** – We strongly recommend adding 4 business lines to your circuit orders for system backup and redundancy. There is an additional monthly cost plus applicable taxes and surcharges for each business line.

**Phone System** – Our project managers will meet with you to explain and review the following required information: Information on call routing, call coverage, auto attendant scripts, list of extensions, hunt groups, and conference bridges. It is imperative that this information be given to the XCLUTEL Project Manager in a timely fashion to ensure that there are no project implementation delays.

**Phone System** – Training for phone system and voice mail will be set up 1-2 days prior to the phone system installation.

**Phone System** – A technician will be on site the 1st day of business after the installation for cut-coverage. The technician will troubleshoot service issues and provide technical support required to the operation of the new system.

**Phone System** – If you opted for an equipment lease you will be required to sign a delivery and acceptance document upon delivery of the phone system equipment to your site.

**Phone System** – If you purchased the system with cash; payment is required upon acceptance of the phone system installation. Final payment is required the first day of business after the cut-over to your new system.

This form is to help XCLUTEL achieve a quality solution implementation that exceeds your expectations as a customer. The success of any installation depends on the collaboration of our companies towards a mutual goal of superior phone service.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_