Telesystem

Hosted VoIP Phone System Buying Process

Customer Request for Quote
- By calling in to Telesystem or via form on the website.

Review of Business Needs
- Telesystem provides a dedicated Account Executive (AE).
- AE conducts a basic communication needs discovery.

Quote
- AE uses the results of the discovery and the initial estimate (if applicable) to provide a quote.

Contract
- Contract generated for the agreed term.
- Mutually signed by Telesystem and the customer.

Construction
45 to 60 Days. Off-net locations only.
- Secure/sign necessary permits and easements including Building Owner, Rail Road, Utility Pole, Right of Entry, etc.

Planning & Design
2 Weeks
- Contact information exchanged.
- Special needs/date requirements discussion.
- Detailed discovery. May include site visit.
- VoIP-Readiness review.
- Per-user phone configuration discussion.
- Ordering of endpoints.
- Training objectives defined.

Delivery of Services
1 to 3 Days
- Delivery of specific service provider equipment needed.
- Transport testing for VoIP quality compatibility.

Testing
1 to 5 Days
- Customer network test to ensure VoIP Readiness.
- Endpoint testing - includes hardware, configuration, and test calls.

System Implementation
1 to 3 Days
- Final installation of endpoints.
- Design-change freeze until after Service Acceptance. Additional changes made after Turn-Up.

Customer Training
1 to 3 Days
- Training. Class size typically 10 users or less. Multiple sessions and/or webinar option available.
- End-User Portal Training available upon request.

System Turn-Up
1 Day
- Service activation.
- Porting of non-Telesystem telephone numbers.

Service Turn-Over
Same Day as Turn-Up
- Service acceptance.
- Change request completion.
- Delivery of the Turn-Up Package. Includes Welcome Letter, Call Scenario Test results, LAN Assessment Results, Customer Support Contact Information, and Customer Satisfaction Survey.

Toledo, OH | Philadelphia, PA
1.888.808.6111 | www.telesystem.us