

# Implementation Specifics

## 4. Pre-Conversion Stage

- a. Circuit Delivery by Segra or LEC (fiber and copper circuits) – day of week and window of time provided by Segra, requiring only access to customer DEMARC
- b. Test and Turn-Up of Circuit – Segra or LEC confirms delivery of circuit/transport, tests circuit for MINIMUM of 48-72 hours to prove reliability, transport speed, build into MPLS core routing
- c. Pre-Install of Segra Equipment – Scheduled per customer availability, local Segra to each market/SCLS location to pre-install Segra voice CPE, MPLS router, locate new 1FB copper lines. This stage is NON-service affecting.

## 5. Conversion

- a. Local Segra tech(s) assigned to each location with assignment from applicable customer contact and/or Voice/Data Vendors
- b. Phased Cut Approach versus Single Cut Approach
  - \* Segra Project Management team and Customer / Customer Vendors will discuss and agree upon best practice for implementation of Voice / Data transitions and scheduling (i.e. cut MPLS network all sites one day, followed by voice cut the next day OR phased site-by-site implementation)
  - \*\*Estimated installation window is 90-120 calendar days from receipt of contract\award, can be adjusted/expedited per customer request

## 6. Post-Conversion Stage

- a. Account Executive to schedule meeting with customer primary contact and customer primary billing contact to review first Segra invoice cycle, confirm accuracy and invoice delivery method is satisfactory (i.e. PO Box, Via Email - PDF)
- b. Account Executive to provide customer with hard copy of Segra escalation list for following departments: Customer Care and Order Entry, Billing Operations, Network Operations Center)

### STRATEGIC ACCOUNT TEAM MEMBERS
