Implementation Specifics

Once an Agreement is in place, an external kickoff call will be completed by the account team, customer and project team to discuss services purchased. The agenda will include face-to-face introductions to key contacts of the Project Management team and a review of the below project outline that spells out the process from contract execution to post-cut follow ups.

1. Data Gathering Stage
    a. Pull Customer Service Record
        i. Acquire Customer Service Record from current LEC, compile number inventory and identify respective location BTN, 1FB Copper Lines, Toll-Free Routing/Ring-To, etc.
    b. Vendor Contact Info and Introductions
        i. Gather voice and data vendor contact info / POC for each customer premise
        ii. Voice Configuration – PRI Protocol / DNIS digits / Channel Type / Digits Out=Pulsed / Caller ID and CNAM Control
        iii. Data Configuration – MPLS WAN and LAN topology and addressing / Firewall Configuration and policies/DHCP requirements / LAN Servers requiring Public IP Addressing / DNS / etc.
    c. WAN mapping and design – meeting or conference call with Segra Engineer(s) to review Segra Network Design and establish Network Drawing for Implementation
    d. Billing/Account Set-Up – Account Executive and Customer review Group Billing Form, Customer Proprietary Network Information Authorized Contact(s) Form, Billing Address and Contact, etc.

2. Submit Service Order Change
    a. Credit Approval – Submitted and Approved by Segra Accounting Chair, Luci Mackie
    b. Group Billing / Account Detail – per customer specifics and paperwork, list sub-account titles and address(s)
    c. Customer Premise Site Survey – Segra Engineer or Local Market Install Technician to visit each site to confirm rackspace/backboard availability, document DEMARC extensions needed for service, confirm A/C power availability
    d. Initiate Service Orders – Account Executive and Sales Engineer to submit voice and data orders to Segra Order Entry team, key SO#s within Work Flow System
    e. Project Assignment and Contact

3. Status Updates & Milestones - What to Expect
    a. Bi-weekly status calls with Project Coordinator – Beginning 15 Days after submittal of final Service Orders (estimated 30 business days after contract award)
    b. Customer Project Package – working document with a compiled list of Service Orders, Dependencies, FOC, Contacts, Scope of Work and Milestone Dates
    c. Milestones – Reviewed via status calls / conference bridge including Firm Order Confirmation (FOC) and updates on circuit construction, DOT and City/County Permits (relevant to fiber or ethernet circuits), Copper 1FB FOC, Port Order FOC (from current LEC)

SEGRA