

Guide to Successful Implementation

Thank you for doing business with Segra. Here is a simple guide to ensure your service installation is smooth and successful. You are one of the four key players involved in ensuring successful implementation of your Segra services.

The other key players are:

- Your Segra Project Coordinator
- The vendors who maintain your telephone system and computer network
- Segra Network Partners

The following steps must be completed before we can enter your order and provide you with a due date:

1. Segra must have complete and accurate information for your order to be entered into our systems.
2. Based on the services ordered, a Segra Engineer may call you (and, if applicable your phone/data equipment vendor) to collect the technical specifications and physical site requirements to support the services ordered. Please be ready to provide the information to the Segra Engineer and ensure it is complete and accurate.

* Delays in obtaining complete and accurate information may delay the delivery of your service.

Once we have received your information, your Project Coordinator will work with you throughout the service delivery process. Following these steps your P.C. will:

1. Contact you to discuss a Target Due Date for the activation of your service.
2. Provide you with a Firm Order Commitment (FOC).
3. Contact you to finalize the date your services will be installed.
4. Before your scheduled installation date, you will be contacted to ensure you are prepared for the delivery of your service.
5. The following items must be available prior to your service delivery date:
 - a. Please make sure your installation site has adequate space and power.
 - b. Provide building access to your premises for Segra or our network partner to install your services.
 - c. A cable run may be required from the Segra router (if applicable) to your network hub. If so, please ensure that this is provided and that your computers are networked.
 - d. Please ensure you or your vendors are available on your service delivery date to perform testing with Segra.

Delays in the items above may result in additional charges and could delay your service delivery date. Your Project Coordinator will interact with all key players to make your service delivery date a success.

THANK YOU FOR CHOOSING SEGRA!