Cisco WebEx Calling Ordering Via Cisco Control Hub

Ordering IntelePeer PSTN services in Cisco Control Hub

- ✅ PSTN service is ordered directly from Cisco Control Hub which uses automated processes with IntelePeer to setup an IntelePeer account and order and provision telephone numbers

- ✅ **There is no longer a need to fill out the contact request form on the IntelePeer website to request a new IntelePeer account.**

- ✅ There are two IntelePeer tiles on the 'Select Your Provider' page:
  - Select the **IntelePeer 'Order Numbers now'** tile if customer is new to Cisco as of 9/7/21
  - Select the **blank IntelePeer tile** if customer is new to Cisco prior to 9/7/21
  - *See next page for a screenshot of the 'Select Your Provider' page*

- ✅ The ordering process and criteria to pick the correct IntelePeer tile on the 'Select Your Provider' page is the same whether its your initial order/location, or you are adding additional locations

PSTN Service in Cisco Control Hub

IMPORTANT: When prompted to select your provider

Select the 'Order Numbers now' tile if customer signed up for service **after 9/7/21**, or if ordering for a **brand-new** customer

Select your Provider

Choose the provider you would like to order your phone numbers from.

			Selected carrier
IntelePeer *The Cloud Communications Company* — Order Numbers now	OneStream (US)	Veracity (US)	You haven't selected a carrier.
TATA COMMUNICATIONS	**IntelePeer** *The Cloud Communications Company*	NTT (US)	

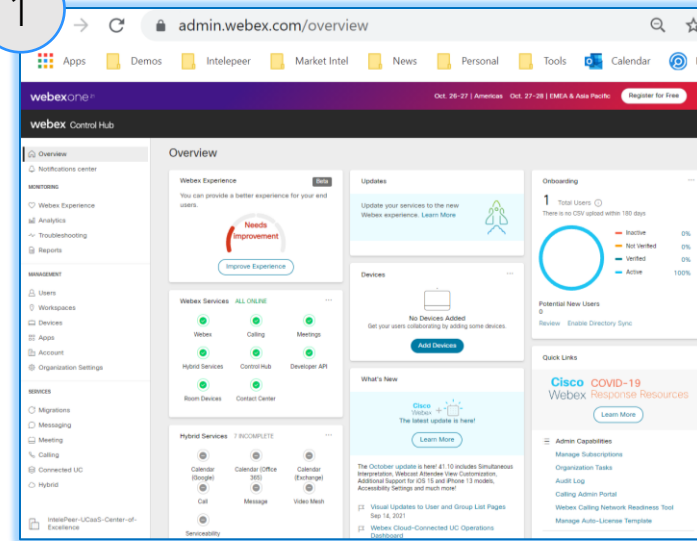Select this tile if customer signed up for initial service **before 9/7/21**

The remaining slides will step through how to get to this screen
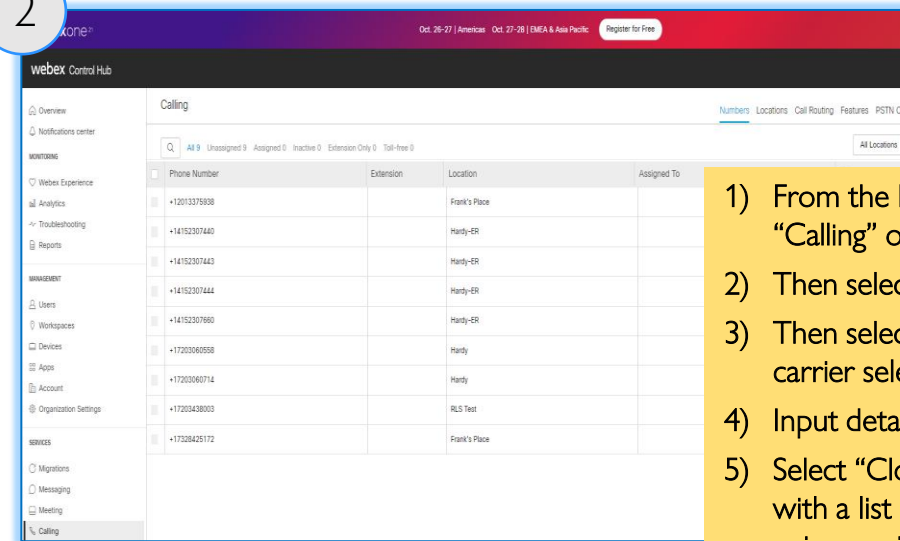
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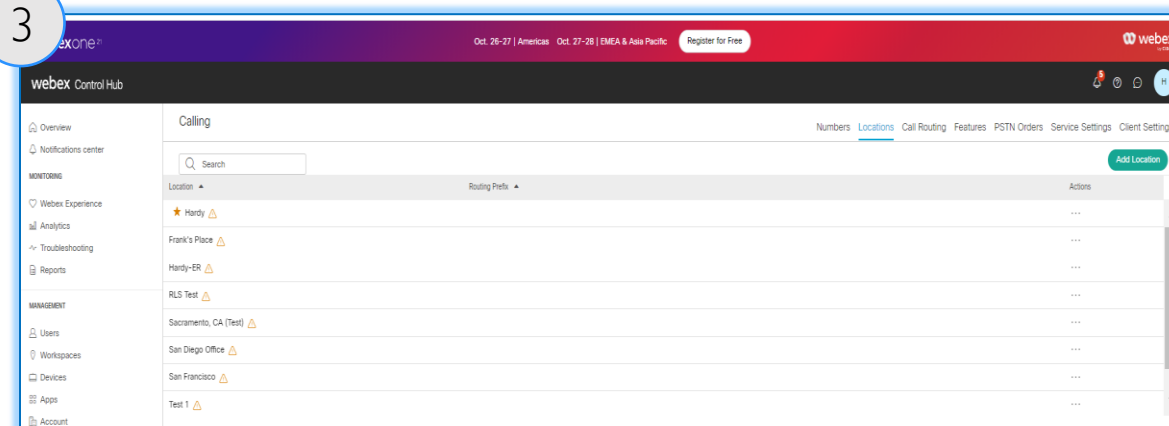
✔ You must first setup a location in Control Hub

1) From the Home Page of the Cisco Control Hub, select "Calling" on the lower left-hand menu

2) Then select "Locations" from top menu bar

3) Then select "Add a location", which will present the carrier selection screen, offering 3 types of carriers

4) Input details into the "Add Location" dialog box

5) Select "Cloud Connected PSTN" and you'll be presented with a list of tiles for the different carriers that are offering voice services for Cisco Webex
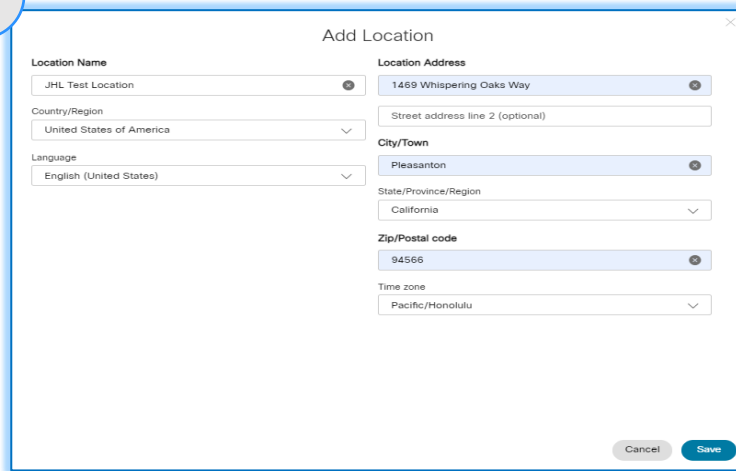
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✅ After you have setup the location and saved, select yes to add calling to the location

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Add Location

Location Name
JHL Test Location

Country/Region
United States of America

Language
English (United States)

Location Address
1469 Whispering Oaks Way

Street address line 2 (optional)

City/Town
Pleasanton

State/Province/Region
California

Zip/Postal code
94566

Time zone
Pacific/Honolulu

Cancel   Save

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Add Your Calling Connection for JHL Test Location?

JHL Test Location needs a connection type to add numbers.
Do you want to add the connection to this location now?
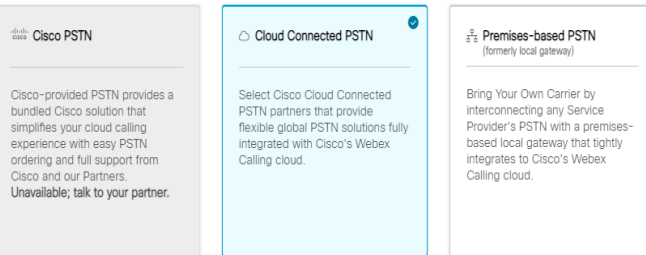
No   Yes

5) Input details into the "Add Location" dialog box
6) Click "Yes" on the dialog box asking if you'd like to add your Calling Connection to this location
7) Select "Cloud Connected PSTN"
8) Once done, you're presented with a list of PSTN provider options. See next slide to understand which IntelePeer tile to choose

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Connection Type

Choose the connection type for all phone numbers associated with JHL Test Location.
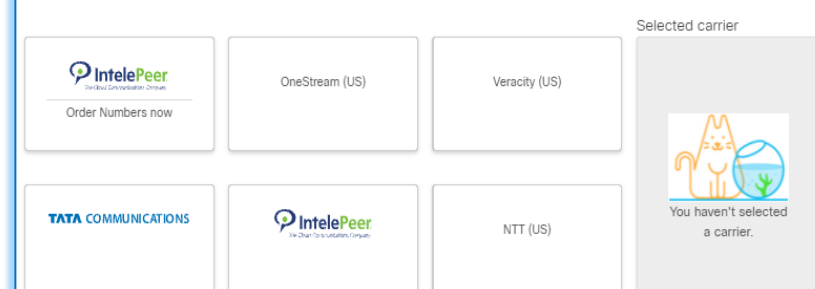
Cisco PSTN	Cloud Connected PSTN ✓	Premises-based PSTN (formerly local gateway)
Cisco-provided PSTN provides a bundled Cisco solution that simplifies your cloud calling experience with easy PSTN ordering and full support from Cisco and our Partners. **Unavailable; talk to your partner.**	Select Cisco Cloud Connected PSTN partners that provide flexible global PSTN solutions fully integrated with Cisco's Webex Calling cloud.	Bring Your Own Carrier by interconnecting any Service Provider's PSTN with a premises-based local gateway that tightly integrates to Cisco's Webex Calling cloud.

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Select your Provider

Choose the provider you would like to order your phone numbers from.

| IntelePeer — Order Numbers now	OneStream (US)	Veracity (US)	**Selected carrier**
TATA COMMUNICATIONS	IntelePeer	NTT (US)	You haven't selected a carrier.

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Brand NEW customers as of 9/7/21 should select 'IntelePeer Order Numbers now' tile (also includes SMS):
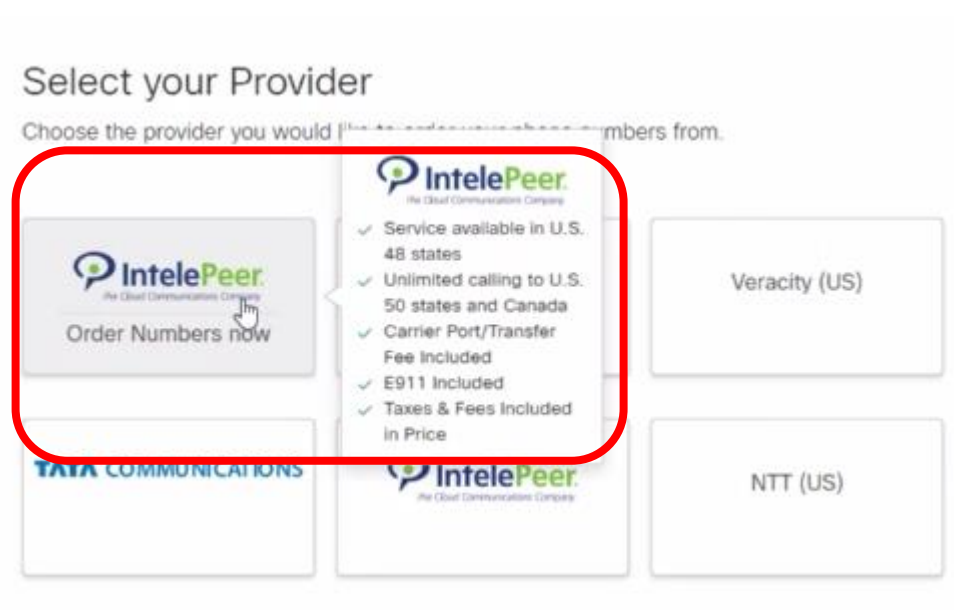
Customers prior to 9/7/21 should select generic 'IntelePeer' tile:
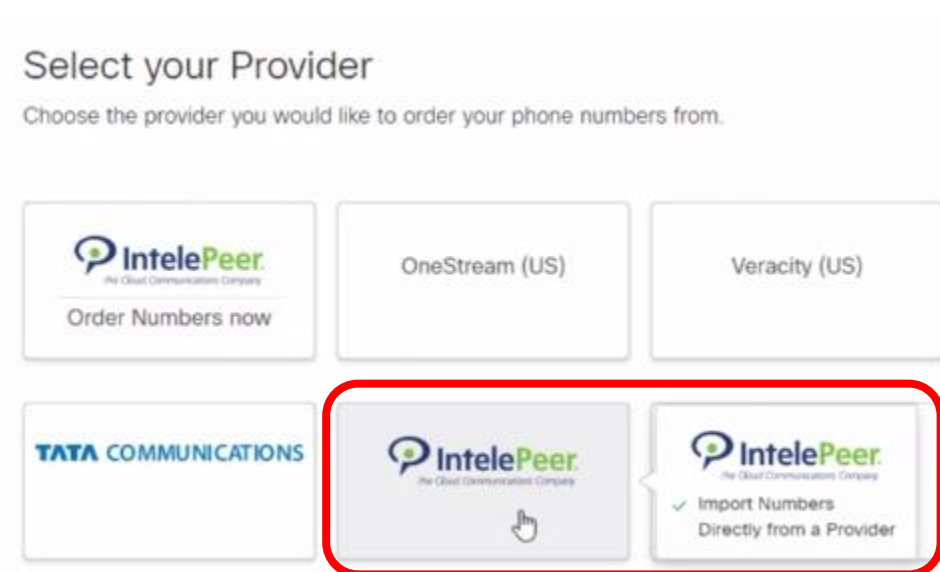
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✔ After you have selected an IntelePeer tile, confirm contact details and proceed to next step:

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- ✅ Enter Emergency Services Address and additional details (Suite, Floor etc.) and proceed to next Step

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✓ Confirm the Emergency Services Address and process to the next step:

Edit PSTN Connection for Location 123

○───────●───────○───────○
Contract Information   Emergency Services   Order Numbers   Confirm Order
                       Address

Emergency Services Address
In case of an emergency call, local emergency response crew would use this address to locate the caller.

Here's what you entered:

5975 s quebec st.
Suite 300
Centennial, Colorado
80111

Here's what we recommend:

5975 S QUEBEC ST
STE 300
ENGLEWOOD, CO
80111

Edit   Next

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✓ Search for and order numbers – when ready, proceed to the next step:
- Note: Trials can only order 10 numbers.

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✓ Confirm your order and submit:

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✓ Confirm your order and submit. That's it, you're done!
- When order provisioning completes, your numbers are ready for use. However, you will still need to assign to users/devices before using