

# WHAT TO EXPECT WITH YOUR ACTIVATION:

Here is what you can expect before, during and after your activation and here is what we ask that you be prepared for.

## / WHO WILL BE ON THE CALL:

- Your dedicated PC, ensuring things go smoothly
- A member of our activation team, to ensure that your service is working correctly.
- You and your technical team.
  - Your data/voice team and vendors are required to be on these activation calls to ensure all services are in working order.
  - If you cannot have smart hands onsite for the activation Nitel can provide remote hands support for a cost.

## / HOW/WHEN ACTIVATION WILL BE SET UP:

- As soon as Nitel has a FOC from our access/loop vendor your dedicated PC will reach out to you to begin the scheduling process.
  - Your PC will set up a tentative date with you approx 3-5 business days after the FOC
  - Your PC will send a save the date calendar invite on the tentative activation date to you and your team.
- At loop delivery your PC will confirm that the loop has been delivered and ensure that the tentative date is a go.
  - Your PC will send the confirmed activation date calendar invite to you and your team.
- What happens if there is a delay in the loop.
  - Your PC will escalate with the vendor to drive completion as quickly as possible. If this will cause a delay in the activation your PC will work with you to create a new activation date.

## / TIMELINES

- Vendor provides FOC ~25 business days from Nitel loop order
- FOC date provided +1: PC will work with you to set up a tentative activation date.
- Vendor provides Loop
- Loop delivery +1: PC will reach out to you to confirm activation date or to inform you of where the circuit stands.
- Activation call completed

- 5 business days post activation your PC will reach out to you to ensure that your services are working as expected and provide you with your post install team contact info.

## / CUSTOMER PROCESS

- Nitel strives to limit the work on your side however we do ask that the following is completed on your side.
  - Coordination with your technical team, including voice and data vendors needed, making sure they are on the call for the activation.
  - Demarc extensions are completed, prior to the activation call to take the access loops from the MPOE to your network equipment.
- Nitel activations are 1 hour blocks Monday through Friday between the hours of 8am CT and 5pm CT. If you need an after hours activation, just let your PC know, so they can set it up.