



SPECIAL INSTRUCTIONS FOR REMOTE INSTALLATIONS

(In addition to the information in our “Welcome Letter”)

When systems are installed outside our usual service area, customer personnel working under the direction of the customer’s Network Administrator or IT Professional (with guidance from us) actually perform the installation.

We would first set up the Hosted IP PBX including creation of extensions, mailboxes, phone lines, trunks, ringing, Music-on-Hold, Voice mail and we will, pre-load phone software and program the Network Services Gateway for your system. The system will then be tested in our lab for satisfactory operation.

The customer needs to provide adequate quality Internet bandwidth at the site. In our experience Cable Internet (i.e. Comcast), direct carrier Internet and carrier FIOS have all proven to work reliably while DSL and wireless Internet are often difficult to provision properly for IP voice applications and quality voice transmission. Each phone requires a Cat5e (minimum) LAN Ethernet connection.

We will provide User Guides (on disc) for the phones and we will provide administrator training via Webex if scheduled in advance with our service department within 2 weeks of installation.

Prior to beginning the programming, the customer must provide our technician/programmer with:

1. Required Internet parameters including a Static (Public) IP address
2. Extension numbers
3. Name of extension users
4. E-mail addresses of all extension users
5. Desired call handling/call processing needs

Our pricing includes voice mail system setup with up to 3 auto-attendants. Additional auto-attendants require one extension subscription each at additional cost for the extension subscription.

The system will be activated at the time of shipment. Forwarding of any telephone numbers must be ordered through your present phone company if porting is not completed at the time you begin using the Hosted system. Porting of any of your existing phone numbers must be coordinated with our Porting Department and can take between 2-5 weeks to complete. Full details regarding porting are in your Welcome Letter.

The customer’s personnel, working under the direction of the customer IT Professional or Network Administrator, will be responsible for the following:

1. Local network



2. Local installation of all equipment including phones, VLAN switches (if any) and Edgemark Network Services Gateway etc.
3. Changes to firewall settings if any are required
4. Setup, connection and coordination with the local ISP
5. Any required setup or changes to the termination equipment (modem) provided by the Local ISP.

We are available to provide installation guidance by telephone during regular working hours. We will also make adjustments to Hosted Ip PBX programming if requested within 2 weeks of system installation.

Additional REMOTE installation support is also available at the following rates:

Regular working hours (9am - 5 pm Monday- Friday) \$99.00 per hour
Overtime \$148.50 per hour
Sundays and Holidays \$198.00 per hour
Call 856-761-1000 for support. Use option 8 for after-hours support.

PLEASE REFER TO YOUR WELCOME LETTER FOR ADDITIONAL INFORMATION REGARDING YOUR NEW HOSTED IP SYSTEM.