Installation Timeline

YipTel is a nationwide leader in business communication solutions. We assist all of our clients in deploying the most secure and reliable technologies that dramatically impact your internal and external relationships. YipTel is uniquely qualified to design and implement our technologies. As a YipTel client, you are introduced to a 5 phase process of project implementation. A Project Manager is assigned and from start to finish you are guided through each phase of our process. Dependent upon your unique business environment and size, system design, number of phone lines porting, and many other variables, each phase of the process requires different amounts of time to complete.

Phase ① Project Kickoff — COMPLETED

This is the **most critical** of all the phases. As a customer, this is the time to identify your internal Project Manager; this individual should be deeply familiar with your business operations and your current phone system and network environment; he or she will work closely with YipTel's PM and Install Team.

- Introduction to your Project Manager
- Engineering Meeting*
- System Design Meeting**

Phase ② Projected Scheduling — COMPLETED

- Phone numbers are submitted for porting
- Equipment is ordered (if applicable)
- **Tentative** timelines for installation are established
- Programming is scheduled
- **Tentative** Hardware install is scheduled
- **Tentative** Training is scheduled
- **Tentative "Go Live"** date is scheduled

Phase ③ Confirmed Installation — COMPLETED

Dates are confirmed for the following phases.

- Number Ports
- Hardware Installation
- Training
- "Go Live"

Phase ④ Training Plan — COMPLETED

- Training Date(s)
- Location
- Number of Classes

Training is conducted on site or remotely. All clients receive links to training videos. It is recommended that you and require your employees to watch the videos ahead of your Training and Go Live dates.

Phase ⑤ Project Completion — COMPLETED

Congratulations!

We made it! Your project is complete.

- Client accounts are entered into billing.
- Account is transitioned to our Account Management Team.

Customers are provided with Email addresses, Phone Numbers and an Escalation list, for critical issues.

FURTHER PHASE 1 INFORMATION

Engineering Meeting: *YipTel's Install Team will meet with your IT Team to learn about the health of your network, discuss requirements based on your purchase, internet connectivity and speed.*

System Design Meeting: *How do you want your calls to flow? In this meeting we will discuss and gather: User Information, Inbound and Outbound Call Flow, Call Queue's, Hunt Groups, Faxing, Analog Devices, etc.*

FURTHER PHASE 2 INFORMATION

A few things to know about porting: *Porting 100 numbers or less takes 5-10 business days (Excluding Holidays), and can take longer. If you have more than 100 numbers that are porting, the time frame is 3-weeks minimum. (No Exceptions).*

If you are installing on a tight timeline, always take these into consideration. Talk to your project manager for more details.