Your Onboarding Journey

Partners in Your Business Transformation



VONAGE

A Message from the Vice President

I'd like to personally thank you for placing your trust and business with Vonage. Partnering with a new supplier to support your company's growth is always a big decision. This guide will help you navigate through your onboarding journey with Vonage.

Once you've completed the onboarding process, I would like to hear from you on how it went. We'll be sending you a short, online survey. Your feedback is critical in helping us deliver an exceptional customer experience.

A warm welcome to our community! If you have any concerns or comments at all, please do not hesitate to contact me directly at alex.laporte@vonage.com. Welcome to Vonage!



Best Regards,

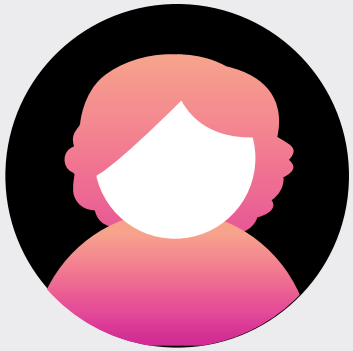
Alex Laporte
Vice President, Professional Services

Your Implementation

Our team is excited to welcome you to Vonage and we're here to help you through the implementation process. Your success is our success.

Throughout your project, your assigned team member(s) will align with internal resources and stay in constant contact with the project stakeholders to make the journey smooth and efficient.

Professional Services Team



Project Manager

Main point of contact for account implementation and porting/number transfer

Line Number Portability (LNP) Resource

Resource for number transfer activity

Voice Provisioner

Technical resource for complex call flow designs/ build and phone testing

Implementation Review

Project Preparation
- Welcome Letter
- Kickoff Call
- Shipping

Site Preparation
- Site Readiness
- Network Review
- Device Testing

Provisioning Services
- Configure Devices

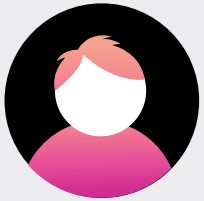
Training
- Portal Training
- End User Training

Go Live
- Account Activation & Call Testing
- Number Transfer

Post Go Live
- Platinum Business Support
- Customer Success Management
- Customer Experience Survey

*Activities based upon purchased features

Key Stakeholder Implementation Best Practices



Shipping equipment to be received by key stakeholder



Ensure all network equipment is ready for go live date



Gather all user lists, call flow data, and porting telephone numbers



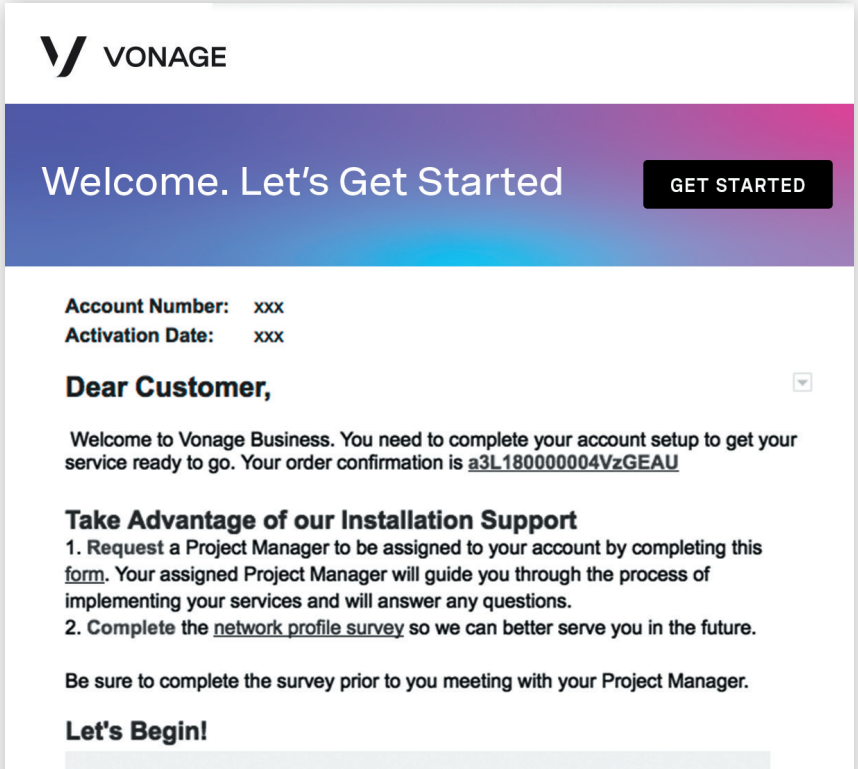
Request most recent bill copy from your current provider

Welcome Letter

Upon quote acceptance, please expect to receive our Welcome Email from donotreply-vb@vonage.com to begin the process to install your services.

It will advise you that these three (3) tasks must be completed:

1	2	3
Login Credentials	"Keep Your Phone Number" Instructions	Review the Quick Start User Guides



VONAGE

Welcome. Let's Get Started

GET STARTED

Account Number: xxx
Activation Date: xxx

Dear Customer,

Welcome to Vonage Business. You need to complete your account setup to get your service ready to go. Your order confirmation is a3L180000004VzGEAU

Take Advantage of our Installation Support

1. Request a Project Manager to be assigned to your account by completing this form. Your assigned Project Manager will guide you through the process of implementing your services and will answer any questions.
2. Complete the network profile survey so we can better serve you in the future.

Be sure to complete the survey prior to you meeting with your Project Manager.

Let's Begin!

Kickoff Call

The Professional Services team will help guide you through your specific implementation process.

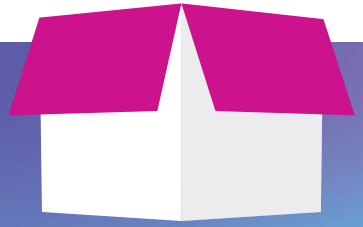
Once you have requested a project manager from the Welcome Letter, the Project Manager will reach out to you within 2 business days to schedule your Kickoff Call.

We will review the implementation and account activation processes for all locations. Your project manager will work with you to define the key stakeholders and project owner milestone responsibilities.

We will review the following:

- Service features on contract
- User Information
- Virtual Receptionist
- Call Flow
- Account Activation
- Timeline and Installation Strategy

Shipping



Your team should expect to receive all equipment prior to go live.

Note: Equipment may arrive prior to first contact by your project manager.

Once equipment is received, please keep all equipment untouched and store it in a designated area until you are contacted by Vonage with next steps.

Site Readiness

Our team will review your telecommunications infrastructure to verify compatibility and provide recommendations for your Vonage installation.

It is important for you to determine a suitable technical contact from your business who understands your network and can engage with our team during this process.

Vonage provides power supplies with hardware.

SITE READINESS GUIDE

Is Your Site Ready for Vonage Services?

Internet & Wi-fi capability

- Each phone requires approx 100 kbps of download speed and approx 100 kbps of upload speed in addition to the needs of other devices on the same network.
- Vonage Business highly recommends Publicly Routable Static IP Addressing for any WAN links. This is an industry best practice.

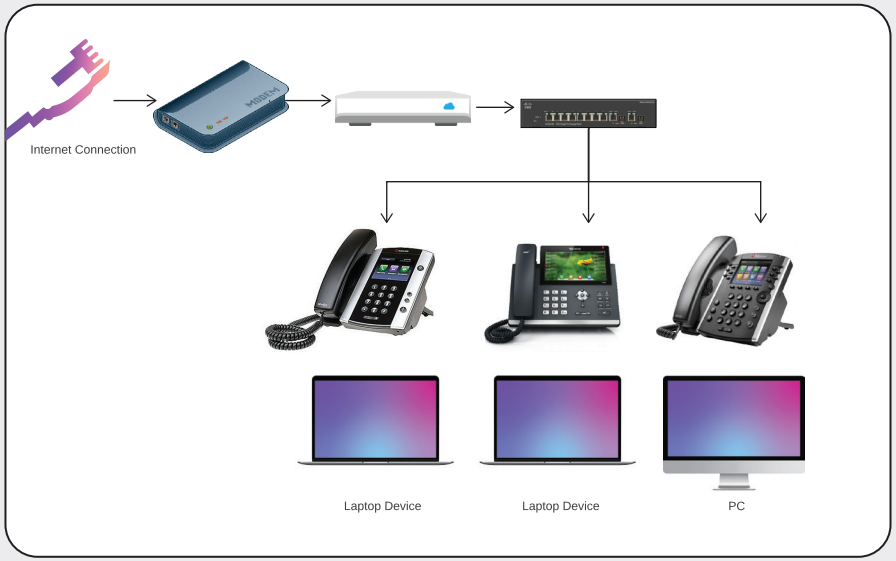
Network Equipment Compatibility

- https://businesssupport.vonage.com/articles/answer/Network-Equipment-Compatibility-21546
- https://businesssupport.vonage.com/articles/Answer/Router-Setting-Guidelines-1048

Wiring with a single or dual data cable

- Cat5e or better cabling infrastructure and patch cables.

Network Topology



Number Transfer

Our team will provide the LOA (Letter of Agency) with the Welcome Call meeting notes. The LOA gives Vonage legal authority to transfer your existing telephone numbers.

Vonage will communicate all updates to you, including submission, number transfer date, and completion.

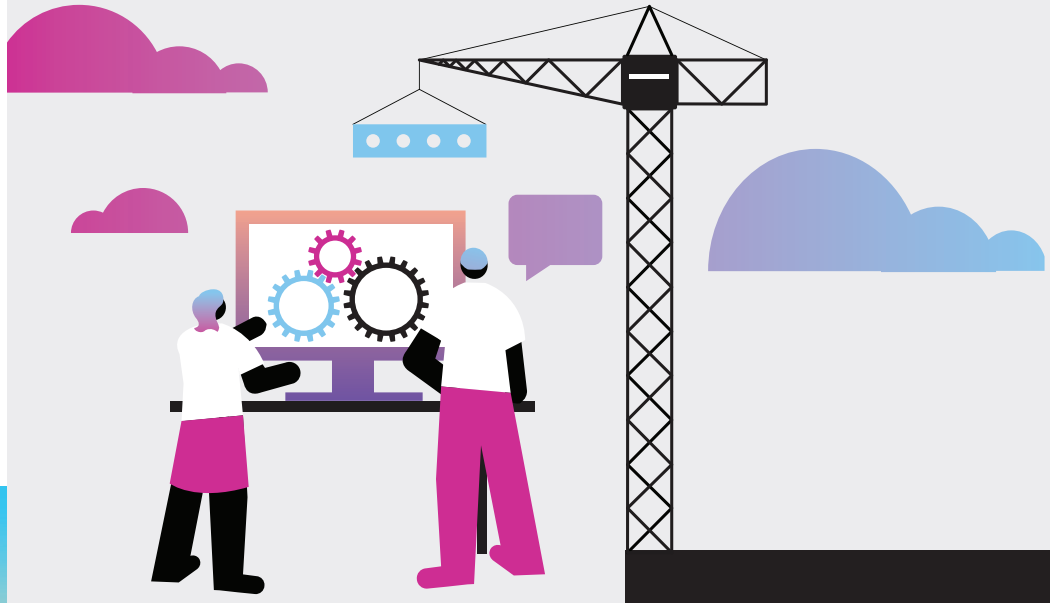
PHONE NUMBER TRANSFER

Number Transfer could be delayed due to the following:

- All Account Mismatch / Name Mismatch / Address Mismatch
- Number(s) is Inactive
- Unauthorized Signature on LOA
- Wrong Wireless Account Pin
- Incorrect / Missing Account Number
- Invalid Billing Telephone Number or BTN

A best practice is to provide the Customer Service Record (CSR) with copies of the most recent Phone Bill and Letter of Agency (LOA) at time of submission, which contains all the information for a successful number transfer.





Provisioning

Our Provisioning team will configure your services. They will work closely with your project team to ensure your services are built to your specific needs.

If you are purchasing our hardware, it will be provisioned to support VBC configurations prior to delivery.

If you have your own devices, a Voice Provisioner will assist you with reprovisioning the devices.

PHONE SETUP

You will be notified by a Project Manager once build and configurations are completed.

What does the provisioning team do?

1

Conduct Solution Design Workshop Call

2

Upload all user details in your account

3

Call flow built out on the Vonage platform

Design, Configuration & Network Review

During this stage, our team will conduct a technical review with your IT staff.

If Vonage provides a SmartWAN device, a SmartWAN specialist will help build the network configuration with the main technical point of contact prior to install.

Vonage Technical Review Call

1	2	3
Review your Business Network	Equipment Settings Recommendations from Vonage	End-to-End Testing

Who is needed on the design call(s)?



Telephone Operations Manager

Data Call (optional)
Configuration Call (required)



IT Resource(s)

Data Call (required)
Configuration Call (optional)

Vonage Business communications features aim to enhance the workflow and productivity of your organization. Get started with your new business phone system with guides and online trainings.

ONBOARDING GUIDE

Customer Training

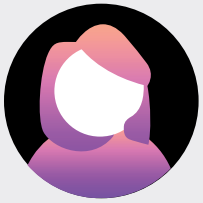
If you have purchased a Service Level Package for custom webinars or onsite training, a call will be set up with our training department to schedule and coordinate.

During this call, Vonage will tailor your training based on your business needs. We will discuss topics like billing, caller ID, individual extension settings and more.

Who is needed on the training/onboarding call?



Key decision makers



Account administrators

Type of Training

(Click name below for more information)

Complimentary

Complimentary Live Training Sessions ▸

VBC Training Portal ▸

Admin Portal ▸

Phone Setup ▸

Optional

Custom Webinar
$350/webinar

Onsite Training
$2000/day/location

Onsite Support
$3500/day/location

"Go Live" and Service Testing

You will be notified when Vonage receives a confirmed number transfer/port date. Your Professional Services team will be readily available to support you during and after "go live".

Test DIDs
Inbound/Outbound

→

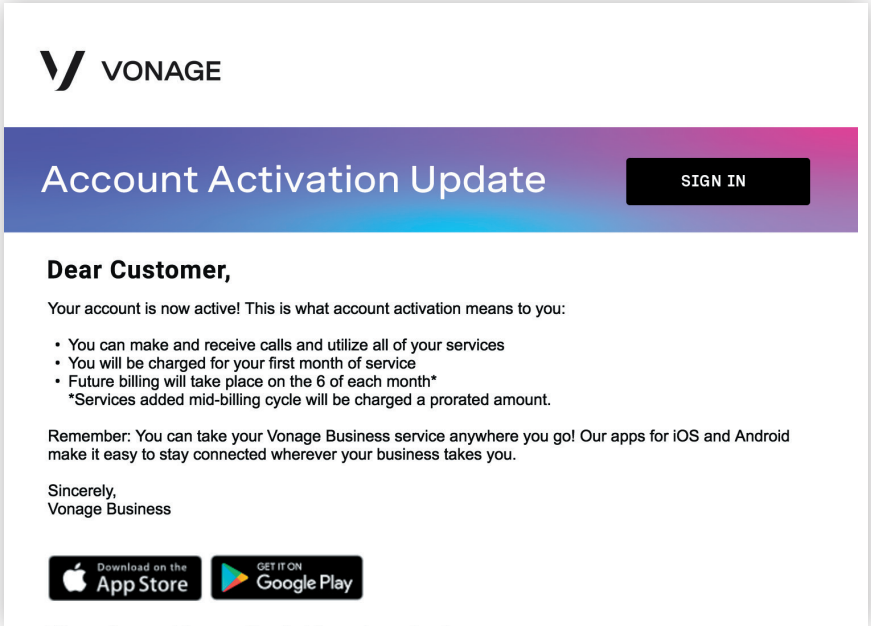
Test Call Flow
Verify Auto Attendants

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Test Voice Applications
Call Center, etc.

←

Validate Network Connectivity
Test all access required



VONAGE

Account Activation Update

SIGN IN

Dear Customer,

Your account is now active! This is what account activation means to you:

- You can make and receive calls and utilize all of your services
- You will be charged for your first month of service
- Future billing will take place on the 6 of each month*
  *Services added mid-billing cycle will be charged a prorated amount.

Remember: You can take your Vonage Business service anywhere you go! Our apps for iOS and Android make it easy to stay connected wherever your business takes you.

Sincerely,
Vonage Business

Download on the App Store | GET IT ON Google Play

Professional Services Team Escalation Path

Professional Services
install-vb@vonage.com

↓

Professional Service Management Team
installescalation-vb@vonage.com

↓

Kris Thornton
Director, Professional Services
Kris.Thornton@vonage.com

↓

Jared Morling
Sr. Director, Professional Services
Jared.Morling@vonage.com

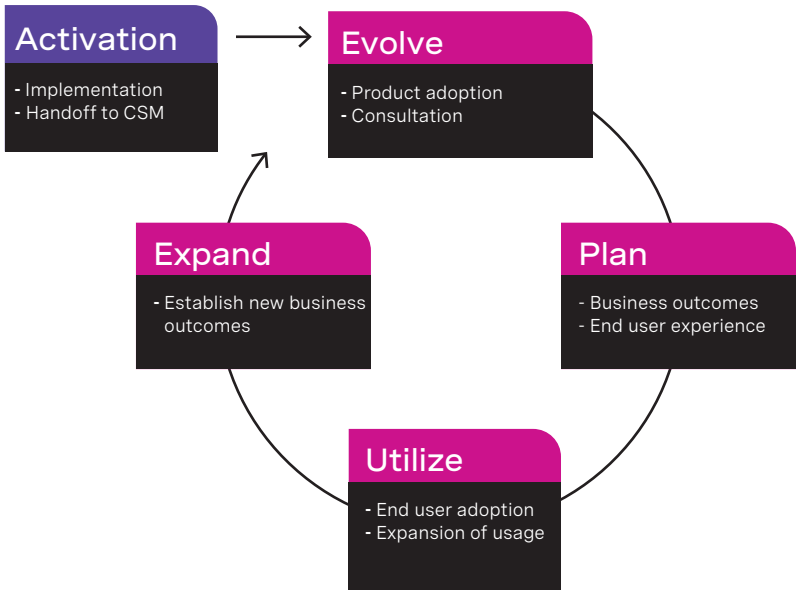
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Alex Laporte
VP, Professional Services
Alex.Laporte@vonage.com

Customer Success

Once all services are operational, your Project Manager will formally introduce you to the Technical Care and Customer Success Teams, notifying the team that your implementation is complete and facilitate a seamless handoff.

The Customer Success Manager will be your communications consultant, helping you drive strategic initiatives, and serving as a single point of contact to manage your Vonage services. The Customer Success Team primarily focuses on product adoption & education, consultation, and advocacy for our customers.



Help Is Here

Once your implementation is complete, there are many options for ongoing support ranging from Online Ticket Submission to Live Chat to 24x7 Toll-Free Access.

Here are the support options to assist you.

Vonage Support Pages

"Ask the Community" Platform

Open a trouble ticket

Customer Care
866.901.0242

Chat Bot

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