

EVOLVE 

THE CLOUD SERVICES COMPANY™



Service Implementation Guide

Foreword

The following guide was prepared to assist you with the transition to Evolve IP's cloud-based technology solutions. As with any technology transition, many things require attention and preparation to ensure a smooth transition. If you have questions about the guide below, please direct them to your Project Manager. We look forward to helping your organization evolve through the use of the advanced technologies we will be providing for you!

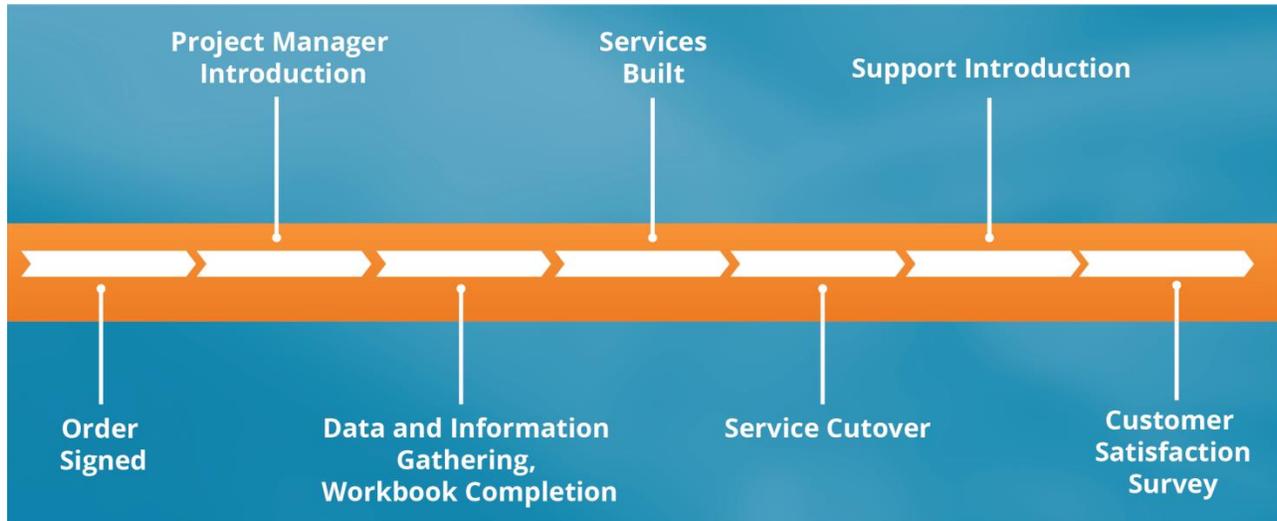
General Overview

This Implementation Guide provides critical information regarding the products and services you ordered from Evolve IP. It also includes specifications and details critical to making your implementation successful and recaps the Statement of Work governing the general responsibilities and accountabilities of each party. This document and the associated processes define the methodology by which your implementation will be managed. Your familiarity with this document, and participation in the implementation process, will help ensure a successful transition.

To provide a granular level of detail on each specific service you ordered, we developed a series of awareness guides and related documentation you need to review to prepare yourself and your organization for the upcoming installation of your Evolve IP services. Please visit <http://www.evolveip.net/awareness> to review the documentation related to your products. Please reach out to your Project Manager with questions.

Service Implementation Timelines

Below is a logical diagram of your project implementation. It helps define the process, set expectations, and can be used as a guide.



Standard Implementation Timeframes



It is important to note that a successful implementation within the timeframes noted above hinges on your ability to provide accurate and timely information. We ask that you, or the designated members of your staff or third party contractors, spend the appropriate time working with your Project Manager and Technical Engineer to ensure all the information we need to collect is accurate and is provided in a timely manner. Providing incorrect information and/or information in an untimely fashion, rescheduling access facility delivery/testing/installation dates, or rescheduling product activation dates after your Project Manager has communicated those dates to you could delay your service activation for some or all of the

services you have purchased. We greatly appreciate any and all help you can provide to ensure a quick, smooth, and seamless transition to your new Evolve IP products and services.

Expedited Installations

The above timeframes are Evolve IP standards to ensure a smooth transition with dependencies on carriers, resources, network engineering design, capacity planning, and project management responsibilities. If you would like your services installed in an expedited fashion, your Project Manager will have your Technology Advisor offer an expedite package to meet your needs.

As a general rule, if you would like installation in 30 days or less, you will need to purchase an expedited installation package. If your order includes Evolve IP-provided internet access and you require your services be installed in less than 45-60 days, you will need an expedited circuit installation in addition to one of our expedited installation packages.

It is your responsibility to communicate deadlines to your Project Manager and discuss the need for an expedited implementation. This will ensure that Evolve IP provides a *best effort* to get all services up and running as quickly as possible to meet your needs.

Detailed Product Deliverables

Statement of Work

It is very important you understand the deliverables surrounding the products and services you ordered from Evolve IP. To assist with this, Evolve IP outlines the specific product deliverables, your responsibilities, and Evolve IP's responsibilities throughout the implementation process. All this information can be found in our detailed Statement of Work, located at <http://www.evolveip.net/paperwork/sow.pdf>. Please take the time to review the specifics related to the products and services you ordered, and reach out directly to your Project Manager with any questions.

The Implementation Workbook

For all orders, your Project Manager will issue you a customized implementation workbook. This is the principal document we use to collect and groom information for customer implementations. All parties involved with the implementation review and share this document. Your Project Manager will articulate the information and sections that need to be completed and when you should have this information back to them. This document lays out all the services you ordered and contains an action register detailing deliverables, responsibilities, and due dates.

In keeping with our desire for your quick and smooth transition to Evolve IP, it is important this document is completed in as full and accurate a fashion as possible. We use this information to build your services, so errors here may cause delays and issues when bringing your services online.

Technical Information and Infrastructure

The most critical components surrounding the installation of your services are the technical details for configuring equipment and your cabling and infrastructure. In many cases, organizations outsource these technical details to third party IT integrators. If you use a third party integrator, you should engage them to assist with the transition and relay their contact information and level of involvement your Project Manager and Technical Engineer

In all cases, the cabling and infrastructure at the installation site is the responsibility of the customer. Evolve IP does not provide, nor do we contract, outside cabling and infrastructure services. Adequate internal facilities to install the services purchased are required. These include, but are not limited to, CAT5 or better cabling to all data/phone areas, rack/shelf space for equipment, and adequate access to any areas receiving Evolve IP services.

It is the responsibility of you or your IT staff to provide accurate and timely technical information. Examples of this include:

- IP addresses
- Subnets
- Default gateway
- DNS addresses
- Port openings
- Server IP addresses
- Remote applications
- Location of security devices
- Printers/copiers
- S2S VPN tunnels

If you, or your IT staff, are technical in this regard, Evolve IP can assist in gathering this information. The IP addresses and technical details need to be shared early in the design of the network integration. Your Project Manager will provide you with our implementation workbook to convey this information to all engineers involved in the design and configuration of your services. Additionally, your technical resources should be available during scheduled site visits and/or phone calls.

If you do not have an experienced in-house technical resource or 3rd party Integrator, Evolve IP can recommend a vendor to support those components of your network or take full control of your network from PC management through your WAN. Please consult your Technology Advisor for pricing and details.

Key Implementation Dates

Site Survey

If you purchased Evolve IP on-site installation of your services, a site survey is included as part of the package. Evolve IP will send a technician to your location to examine the physical layout of your facility, dmarc location, network equipment areas, and the review any limitations and/or changes that need made to comply with EIP business standards and your statement of work.

Installation

If you purchased Evolve IP on-site installation of your services, we are responsible for dispatching technicians to your site to perform the necessary work. Please note, while we perform the installation work, we also require your technical personnel and/or third party integrators are available for the installation and prepared to make any changes necessary to non-Evolve IP managed services.

Customer Support Contacts

Overview

Communication is a key component in any relationship, and the lines of communication between you and your technology provider are vitally-important to your organization. Now that Evolve IP provides your organization with critical components of your technology, we need to ensure we have clear lines of communication between all parties. We routinely send updates on things such as product announcements, billing, general account information, Customer Support Center ticket updates, and maintenance notifications.

General Contacts

Evolve IP's system of record tracks work orders and service calls into our engineering support teams. The contacts listed on your sales order under Group Administrator, Billing, and Executive are automatically added to our system. If you would like to request additional people to be authorized to contact our Customer Support Center, please contact your Project Manager with the name, email address, and phone numbers of the contacts you wish to add along with the roles you want them to occupy.

Notification Procedures

Should you need to open a support ticket with our Customer Support Center, we will provide all updates via email to a single notification contact designated on your account. Additionally, the notification contact email address also receives updates on the items mentioned in the "Overview" section above. We value these pieces of information arriving and the correct people, so please review the "Notification Contact Best Practices" section below. Please note, we can assign a separate notification contact to each of your locations if you desire. Notification contacts should be communicated to your Project Manager or our Customer Support Center.

Notification Contact Best Practices

To ensure the proper people within your organization are notified, we strongly recommend you establish an email distribution list as your notification contact. This gives you the ability to easily modify the list as roles change and allows coverage in the event one or more persons on the list are unavailable. We also recommend you include the administrative, technical, and appropriate local contacts on the list wherever possible.

Customer Support Center and Escalation Contacts

In the event you experience a service-affecting issue and require assistance, please contact our Customer Support Center at Support@evolveip.net, by calling us at 610.964.8000, or opening a ticket using your OSSmosis administrative portal. If you are unable to reach someone in the Customer Support Center, or

you feel you are not receiving the level of support you require, please follow the escalation list below and someone will assist you.

Escalation Level	Escalation Contact	Title	Telephone #	E-mail
Level 1:	Customer Support Center		610.964.8000, Opt 5	support@evolveip.net
Level 2:	Phil West	Manager, Enterprise Customer Care	610.230.0184 (work) 610.804.8044 (cell)	pwest@evolveip.net
Level 3:	Nick Page	SVP, Network Services	610.230.0223 (work) 610.733.7378 (cell)	npage@evolveip.net
Level 4:	Joseph Pedano	EVP, Cloud Engineering	610.230.0213 (work) 484.576.3131 (cell)	ipedano@evolveip.net
Level 5:	Peter Eisengrein	EVP, Network Operations & Design	610.230.0192 (work) 267.980.7708 (cell)	peisengrein@evolveip.net
Level 6:	Mike Batdorf	EVP, Business Operations	610.230.0185 (work) 610.716.7983 (cell)	mbatdorf@evolveip.net