

2013

Implementation Guide



4 Easy Steps to Ensure a
Seamless Service Installation

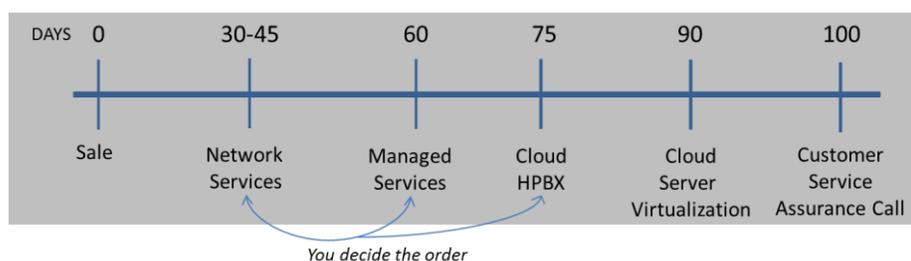
Equinox Communications: Your one-stop telecommunications provider.

Thank you for your interest in our services! This Implementation Guide lets you know what to expect once you decide to order our services. With over 5,000 customers, we strive to exceed customer expectations everyday by delivering on time and on budget – whether it's installing a new service, a bundle of services, upgrading equipment or simply being there when you need us. We know you may have questions on your service with us and we hope this guide provides answers to your questions and puts you at ease. We're glad you partnered with us and ensuring a smooth implementation of your services is our highest priority. We provided four simple steps to help you understand the installation process:

1 Installation Timelines

The following charts estimate the timeline of a bundle implementation plan or the number of business days to install individual services once your order is completed. Upon request, orders can be expedited to better meet your needs.

Bundled Services Timeline:



Individual Service Installation Days:

Service	Estimated Days
Managed Services (e.g. Managed Firewall, Managed Router)	15-30 days
Cloud Services (e.g. Disaster Recovery, Hosted PBX, Video Conferencing, Virtual Server)	15-30 days
Voice Services (e.g. Local, Long Distance)	30-45 days
Data Services (e.g. Frame Relay, Internet, IP Connectivity, MPLS, VPN)	30-45 days
Ethernet, Fiber	120+ days

2 Installation Scheduling

Once your order is completed, you will be contacted by a Project Manager on our Implementation Team within one week to schedule your installation and answer any questions regarding the installation process and customer equipment configuration options, if required. Our Project Manager will be your primary point of contact up through complete installation of your services.



3 Installation Day

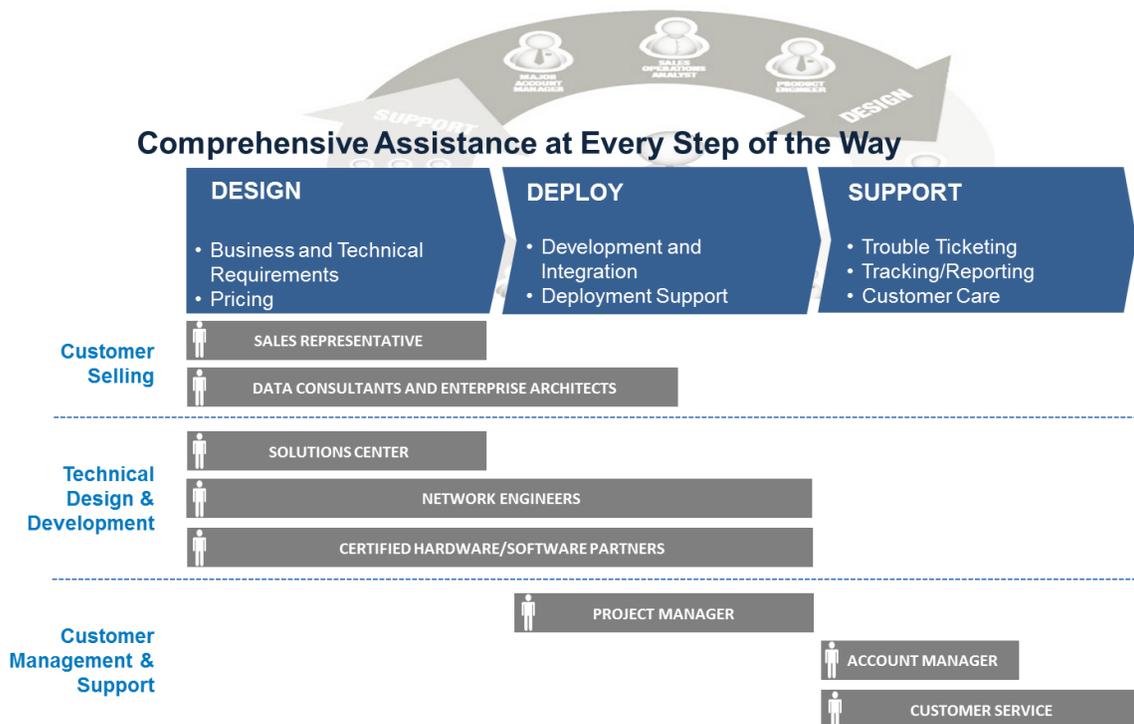
Many Equinox Communications services do not require a Technician to physically be at your location for installation; however, if a Technician is necessary to be at your location, he or she will verify that the installation cutover was 100% successful and your service is fully operational and functional. Our Project Manager and Technician will be working together with you to ensure a successful installation of your service.



4 Post-Installation Customer Support

One of our Account Managers will call you within one week after successful installation to introduce themselves to you as your post-installation interface. Our Account Managers are there to answer any questions you have regarding your services. They will also keep in touch with you on an ongoing basis to ensure our services are meeting your needs.

Service Support Strategy:



Frequently Asked Questions (FAQs)

Q: Will services be implemented all at once or phased at different time intervals?

A: We will gladly work with you to determine what works best for your schedule. We certainly have the ability to install multiple services simultaneously; however, many customers prefer a phased-in approach so they don't install multiple services the same day. This helps manage time and resources so that there is little interruption to your daily business.

Q: How long will it take to install services?

A: Depending on whether you ordered individual or bundled services, it may take from 15-90 business days. Please see the chart on the previous page for estimated days.

Q: What information is required from me?

A: Our job is to make this as easy for you as possible. If required, your Sales Rep and Project Manager will work with you to gather necessary information and will be sensitive to your time.

Q: When will billing start?

A: Billing will not start until the specific service is operational. Billing will include any applicable fees and taxes, plus your first full-month's service fee and pro-rated charges for the period between your billing date and the first statement.

Q: Who do I contact for customer support after installation?

A: Your Equinox service comes with 24x7 access to our world-class customer support team. Our customer support team can assist you with service issues, questions, etc.

- Phone: 1.877.344.2474
- Email: support@equinoxcommunications.com
- Your Account Manager