

Installation Steps

Here's how the installation process flows from agreement signing to service activation:

1. All forms must be completed, signed (where applicable) and returned to EVS
2. Payment method is provided and verified
3. Dial plan & Auto Attendant Tree (AAT) info is provided
4. All Audio files are created (EVS)
5. Account is created on the VoIP Portal (Performed by EVS)
6. **VoIP Vender Billing Starts o the day the account is created**
7. Dial plan is created and demonstrated to the client for desired changes and final approval
8. Port process of existing phone # starts (Port is not required if you're starting with a new PH#)
 - a. **Note: If we're porting your existing PH#, you must provide a copy of your latest phone bill not to be older than 30 days. Porting process may take up to 10 business days, or longer in some cases.**

<input type="checkbox"/> Yes, I am requesting to port my PH# (if porting multiple sites, then please email all numbers and indicate which site they belong to)?
<input type="checkbox"/> What is the phone # you would like us to port?
<input type="checkbox"/> Did you include a copy of your latest phone bill not older than last 30 days?
<input type="checkbox"/> I am ordering a new PH# instead (order a new PH# when you open a new site that does not have phone service)

9. Desired phone sets are ordered from EVS (Unless you're using your own VoIP Phones)
10. Phones are provisioned and shipped to participating sites
11. Phone installations:
 - a. Self Installation: Contact EVS at **888-864-7333** once you receive the phones and you're ready to install the phones, we will walk you through the process step-by-step (**No cost to you**)... We ask that the phones are installed within a week of delivery or sooner. **EVS will give you a grace period of 1 week before billing**
 - b. Dispatch Installation: We will setup a schedule for a technician to come out onsite to install all the phones (**installation fees per site...Note: Installation fees cover the first initial installation only, meaning that if for some reason, the phones need to be reinstalled at some point in the future, then a new installation fee will apply**)
12. **EVS Billing Starts a week after delivery, or as soon as the dispatched installation is completed.**
13. Service Activation...Once the phones are installed, you're ready to start using your VoIP Service.

Installation Notes:

SIP ALG	<ul style="list-style-type: none"> You MUST contact your Internet provider, or your IT team and ask them to Disable "SIP ALG" on your Internet router and network switches "SIP ALG" is an internet protocol that can cause poor voice quality such as lag & jitters EVS cannot do this for you since we don't have access to such equipment
Additional Switch (additional cost)	<ul style="list-style-type: none"> If Your network switch does not have an open network jack, then you have two options: <ol style="list-style-type: none"> 1- You need to purchase a new small network switch to plug the phone to 2- Order a phone with the "WiFi" feature so you won't need a network cord
Network Connectivity Questions	<input type="checkbox"/> Do you need an additional small Network switch? <input type="checkbox"/> Do you need to order phones with the WiFi feature instead of buying a small network switch?

Cable Run (Additional cost)	<ul style="list-style-type: none"> If where you want a phone to be installed is too far from any network switch and there's not a network wall jack close by, then you have two options: <ol style="list-style-type: none"> You need to have a cable run between where the phone needs to be installed and the nearest network switch Order a phone with the "WiFi" feature so you won't need a network cord
Cable Run Questions	<input type="checkbox"/> Do you need a cable run (s)? <input type="checkbox"/> Do you need to order phones with the WiFi feature instead of running cables?
Power Strip (Additional Cost)	<ul style="list-style-type: none"> If there is not an electric plug where the phone needs to be installed, or if all the power outlets on the power strip are taken then you have two options: <ol style="list-style-type: none"> If your network switch supports "POE" ...Power Over Ethernet, then you do not need to plug to an electric outlet, the phone will power through the network cord A power strip will be needed
Power Strip Questions	<input type="checkbox"/> Are there enough power outlets for all the phones to be installed? <input type="checkbox"/> Does your Network switch support "POE"?...Your IT team should know <input type="checkbox"/> Do you need a Power Strip?
Phones Network Configuration	<p>Phones can be connected to your network in one of 3 ways (Must select before we ship your phones):</p> <ul style="list-style-type: none"> DHCP LAN Configuration (most common option)...Consult with your IT team Static IP LAN Configuration...Consult with your IT team WiFi...Using WiFi Configuration if phone set supports it and you have WiFi service on site...Consult with your IT team Must select one before we ship your phones
How would you like to configure your phone network connectivity?	<input type="checkbox"/> DHCP LAN configuration <input type="checkbox"/> Static LAN configuration (Static IP: _____) <input type="checkbox"/> WiFi Configuration (WiFi Password: _____ WiFi SSID: _____)
If you're not buying phones from EVS!!	<p>If you are using your own VoIP phones, we first need to confirm compatibility with our VoIP platform, then we will walk you through provisioning over the phone at no cost; however if a technician is requested to provision the phones, there will be an installation charge.</p>
Are you providing your own phones?	<input type="checkbox"/> I am using my own VoIP phones, or I did not buy them from EVS <input type="checkbox"/> What's the make of each phone? _____ How many? <input type="checkbox"/> What's the model of each phone? _____ How many?

I have read all the info above and my questions were answered to my satisfaction...Date: _____

Name of authorized company officer _____ Signature _____

EVS Representative Name: _____