



Welcome to Hosted Voice

Choosing the right Hosted Voice Provider is an important decision. Project coordination, provisioning, number porting, and support are major components that must be addressed. You also want your service preferences to be set up to your exact specifications. Our expert provisioning team will work with you all along the way.

How It's Done in 6 Easy Steps:

1. Network Assessment

We have a speed test tool. You run it and save the results. It tells you and us if your current internet connection is able to handle hosted voice or if you need more bandwidth (<https://nexvortex.speedtestcustom.com/>).

2. Complete a Dial Plan

To configure your solution our provisioning team needs to know your dial plan preferences. These preferences are documented on dial plan forms. You can find these forms at www.nexvortex.com/hostedvoice.

3. The Kick-Off Call

A kickoff call will be scheduled by your assigned project manager to ensure everyone is on the same page. We will cover timelines, dial plan questions, cutover plan, answer general questions, and set up your account portal. A first-month service payment will be needed to start the provisioning process.

4. Phone and Service Provisioning

During the ordering process, you made a decision to rent, buy new, or have your existing phones re-provisioned. New phones and phone rentals typically take 5 days to receive from submission of the dial plan documentation. Once you receive your phones, it is time to plug everything in and make sure it works properly. Phone guide documentation and feature sheets are provided so you know how to use your new phones.

5. Porting Your Phone Numbers

nexVortex will work diligently to port your existing phone numbers. This process takes 10 to 14 days from the time port orders are submitted. However, depending on your existing carrier, this process can take up to 30 days. You will be informed once we establish a port date for your existing numbers. If you don't have any numbers to port, we can help set you up with brand new phone numbers.

6. Port/Install Date and Training

Prior to your port date, your equipment should be set up and tested. Our support team can see when your phones are "live" and can assist you with any questions you may have. On the day of the port, your phones will begin ringing over the nexVortex platform. At this time, our team will follow up with you to confirm everything is set up to your satisfaction.



Resources

› nexVortex Speedtest Tool

Gathers key metrics to determine quality of internet access.

<https://nexvortex.speedtestcustom.com/>

› Dial Plan Forms

Information necessary to set up phones for your business environment.

www.nexvortex.com/hostedvoice

› Hosted Voice Reference Guide

Reference documents to learn more about phones and features.

www.nexvortex.com/hosted-voice-reference-guides

