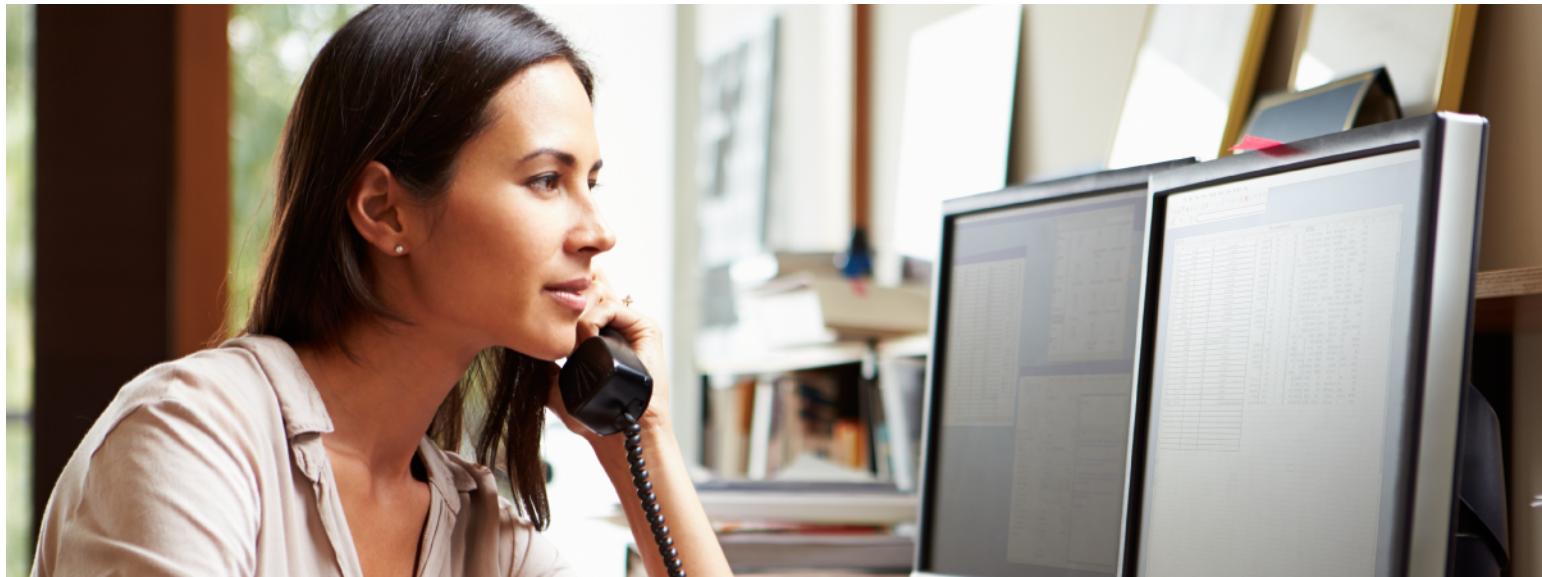




nexVortex Hosted Voice Implementation and Planning Guide



OCTOBER 2019



HOSTED VOICE IMPLEMENTATION AND PLANNING GUIDE

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1 Introduction

Welcome to nexVortex! This document is intended for nexVortex customers and resellers as an aid to setting up nexVortex Hosted Voice. If you require additional information or have specific setup questions, please contact a hosted specialist or your channel account manager (CAM). For further assistance, you can also email the Support team at support@nexVortex.com.

1.1 Best Practices

To ensure the best outcome when setting up nexVortex Hosted Voice, please adhere to the following best practices:

1. Pre-qualify customer site(s) for Hosted Voice (see Implementation Guide).
2. Plan adequate time to document Hosted Voice call-flow details.
3. Decide on the amount of Hosted Voice and Contact Center seats needed.
4. Determine the rental, purchase, or reprovision options for phone hardware.
5. For call recording, determine if a larger storage pool is needed beyond the amount included.
6. Check portability before creating a nexVortex account and number porting.
7. Consult the expertise of your channel account manager who can provide assistance on solution design, quotes, customer-conference calls, general questions, and private training sessions.

2 Site Requirements

Please pay careful attention to the setup procedures for the three site requirements below.

2.1 Bandwidth Requirements

A reliable low latency, low packet loss internet connection is required to maximize the benefits of your nexVortex Hosted Voice. nexVortex requires a speed test to check the customer's site for latency, jitter, upload and download speed before implementation. Please visit

<https://nexvortex.speedtestcustom.com/> to capture a speed test from the customer's network and return the results to your project coordinator or CAM (see Exhibit 2.1 below). Provide snapshots of your results (from both Denver and Ashburn options) to your project coordinator for verification or complete the nexVortex Site Discovery Form with the information you receive from the test.

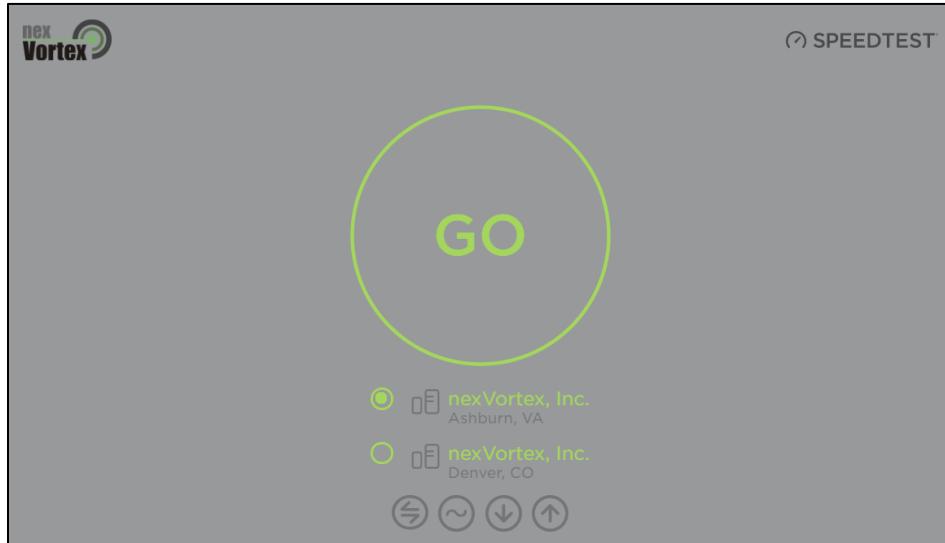


Exhibit 2.1: nexVortex Speed Test Screenshot¹

2.2 Cabling Requirements

The customer's site must have Cat 5 cabling or higher at each station to correctly power the phones. For rented or purchased equipment from nexVortex, each phone will come with a power cord.

2.3 Firewall Requirements

The customer's firewall make and model is necessary information in order for the Support team to help troubleshoot if problems arise. Please make a note of the customer's firewall information on the required nexVortex Site Discovery Form.

Follow the instructions below to correctly configure the customer's firewall for clean signaling.

- Disable session initiation protocol (SIP) application-layer gateway (ALG) on the modem and firewall
- Turn on Persistent NAT
- Increase NAT/UDP timers to 5 minutes (300 seconds)
- Write a NAT policy rule for voice with 5060-5065 UDP and 10000-20000 UDP. Do not use the default SIP rule, because it is for SIP ALG
- Reboot the firewall

¹ nexVortex-generated graphic.



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For questions or concerns, please send an email with the customer's business name and account number to support@nexvortex.com. This will create a ticket for our Support team to assist with firewall or configuration issues.

3 Phones

(Please refer to "PHONE HARDWARE" Section 1.11 of the [nexVortex Terms and Conditions](#).)

nexVortex preconfigures its phone rentals and new phone hardware. As such, you may not change the electronic serial number or equipment identifier of your device or perform a factory reset of your devices without first getting written authorization from nexVortex. Customers understand and accept that they are not to make their own changes to these phones while using nexVortex's service. Customer-made configuration changes to these devices can cause service to become disabled. A minimum of two (2) hours of professional service at a rate of \$195 per hour will be charged for reconfiguring devices that have been tampered with by a customer.

3.1 Rental Phones

Several Yealink models are available for a 3-year term rental. No more than one (1) phone rental per individual seat can be rented. Customers who wish to add more phones to a seat are required to purchase them or have existing phones reprovisioned; moreover, they understand that rental hardware is the property of nexVortex and will be returned in its entirety to nexVortex in the original box upon termination of service relationship. Damage caused to rental hardware outside of manufacturer's defect is the sole responsibility of the customer, which includes power surges, theft, water damage, or damage due to improperly securing hardware. Rental hardware that the customer damages will be billed at the current purchase price of a new phone.

Any phones returned to nexVortex are to be sent back in their original manufacturer's box. In addition, the customer understands and accepts that there will be a charge of \$9 per phone returned without its original manufacturer's box.

Phones returned to nexVortex, after the completion of the customer's term agreement, must be in fully functional working condition and include nexVortex power jacks and cables. The full cost of the new equipment will be charged to the customer for damaged phones, missing cables, and missing or broken power jacks. Rented phones are under warranty for the life of the rental agreement.

3.2 Purchased Phones

Yealink and Polycom models are available for purchase on 3-, 2- and 1-year term agreements. Phones purchased through nexVortex are the property of the customer. There is a limited (one) 1-year warranty on phones. Damage caused to phones outside of the manufacturer's defect is the sole responsibility of the customer, which includes power surges, theft, water damage or damage due to improperly securing phones.



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3.3 Reprovisioned Phones

nexVortex will only support phone makes and models that have been preapproved for reprovisioning. Phones not provided by nexVortex have a \$20 (twenty)-dollar reprovisioning setup charge. Discounts are available based on quantities or partner-program status. Current firmware is also a factor in which phones will be supported. Feature loss and deregistration is common with phones that are not preapproved for nexVortex Hosted Voice service. Consult your CAM for reprovision approval.

Refer to the examples below of approved and supported phone models for reprovisioning. Note: Always double-check with your CAM for approval on phone models to ensure they are compatible with nexVortex Hosted Voice service. As of July 2017, the list below is valid for supported phones to reprovision and is subject to change at any time.

Yealink Supported Models				
T18P	T19P	T20P	T21P	T22P
T23G	T26P	T27P	T28P	T32G
T38G	T41P	T42G	T46G	T48G
	W52P (H)	W56P (H)	CP860	VP-2009
EXP 40 Sidecar	T42S	T46S	CP920	CP960

Polycom Supported Models				
Soundpoint IP 300	Soundpoint IP 301	Soundpoint IP 320/330	Soundpoint IP 321	Soundpoint IP 331
Soundpoint IP 335	Soundpoint IP 430	Soundpoint IP 450	Soundpoint IP 500	Soundpoint IP 501
Soundpoint IP 550	Soundpoint IP 560	Soundpoint IP 600	Soundpoint IP 601	Soundpoint IP 650
Soundpoint IP 670	SoundStation IP 4000	SoundStation IP 5000	SoundStation IP 6000	SoundStation IP 7000
Soundpoint IP 300	Soundpoint IP 301	Soundpoint IP 320/330	Soundpoint IP 321	Soundpoint IP 331

Cisco Supported Models				
SPA 501G	SPA 502G	SPA 504G	SPA 508G	SPA 509G
SPA 512G	SPA 514G	SPA 525G	SPA 525G2	

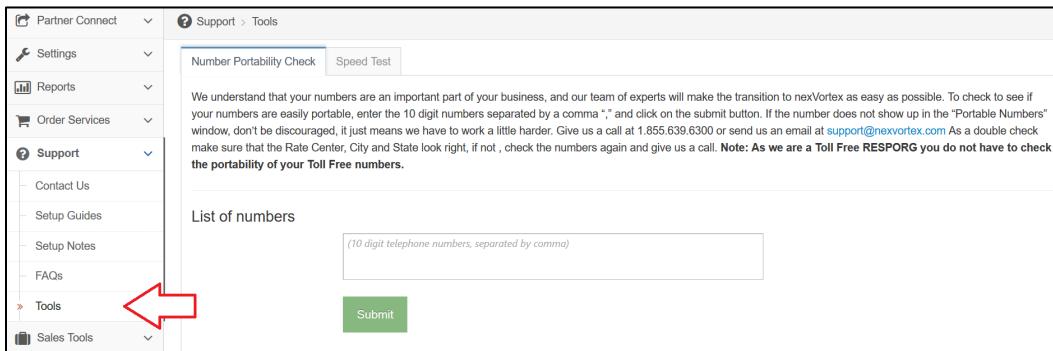
Linksys Supported Models			
SPA 941 2-line	SPA 942 4-line	SPA 2102	SPA 3102

Generic	
Clarity GSM	SIP Phone

NetGen
HX402E (2 FXS) for paging only. nexVortex does not support ATAs for faxing. Please see Section 6 of this document for additional information on our nVFAX Solution.

4 Number Porting and Activation

In your nexVortex Partner Portal, you have the ability to check number portability before submitting a port order via the Support -> Tools section, as shown in Exhibit 4-1 below. Please check to ensure numbers are portable before creating a nexVortex Hosted Voice account.



The screenshot shows the 'Support > Tools' section of the Partner Connect interface. On the left, there's a sidebar with 'Settings', 'Reports', 'Order Services', 'Support' (which is expanded to show 'Contact Us', 'Setup Guides', 'Setup Notes', 'FAQs', and 'Tools'), and 'Sales Tools'. The 'Tools' option under 'Support' is highlighted with a red arrow. The main area has tabs for 'Number Portability Check' and 'Speed Test', with 'Number Portability Check' selected. Below the tabs is a note about checking number portability. A text input field labeled '(10 digit telephone numbers, separated by comma)' is provided for entering numbers, and a green 'Submit' button is at the bottom.

Exhibit 4-1: nexVortex Partner Portal Support Tools Menu²

Note: You can also submit numbers for a portability check through the Post Sales team.

For Hosted Voice Seats and cloudQSM Hosted seats, the start of service billing will begin the sooner of the following: nexVortex account has usage from forwarding existing numbers, number ports have completed, or fifteen (15) days from the time nexVortex rental equipment is shipped. The number-porting completion date is not considered the start of service billing.

Although it is common for the porting process to take 10 to 14 days from the time port orders are submitted, existing carriers can release numbers much sooner. Following the submission of a port order, the customer will receive a firm order commit (FOC) date. A FOC date is the date the port will occur.

² Ibid



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Rescheduling an FOC date is difficult and in some cases cannot be accommodated, especially for a date-change request within 48 hours of the FOC date. Additional charges up to \$100 per number can be charged for expedited change requests, FOC date changes, or snap-back port requests. nexVortex does not provide guarantees on snap-back port requests. Porting information, timelines, and preparation details are provided in the nexVortex Customer Portal.

5 Contact Center/Call Center Seats with cloudQ

A minimum of five (5) cloudQSM Contact Center seats are required to order service unless combined with nexVortex Hosted Voice seats. nexVortex Hosted Voice customers can add cloudQSM Hosted Contact Center seats by ordering a minimum of two (2) seats. In addition, a fifteen (15)-day notice is required to add cloudQSM Contact Center seats. nexVortex will allow a customer to subtract cloudQSM Contact Center seats as long as the minimum requirements are met and no fewer than 75 percent of the peak amount of cloudQSM Contact Center seats ordered are kept in service. cloudQSM Contact Center seats with nexVortex phone rentals cannot be reduced during the term period. Seat reductions submitted after the first day of a calendar month will be recorded and implemented for the next billing cycle, which will begin on the first day of the next calendar month. cloudQSM Contact Center seats subtracted below 75 percent of peak use or below the minimum amount required for service will be billed at the rates listed in your Customer Service Order Agreement.

Every physical address where cloudQSM is deployed will require an E911 registration. It is the customer's responsibility to update nexVortex with these E911 locations. Standard E911 location fees apply for additional emergency locations. Three (3) hours of professional service is provided with new cloudQSM Contact Center deployments. Additional cloudQSM professional services can be ordered in 1-hour blocks with pricing at \$195 per hour.

cloudQ Contact Center seats may be added to hosted orders. These seats may require additional configuration docs to be set up correctly.

6 Fax

nexVortex facilities support for T.38 and G.711 passthrough protocols for faxing; however, fax service and delivery using SIP Trunking and Hosted Voice over IP services are not guaranteed. nexVortex recommends nVFAx, which is an electronic-based fax service. More information on this can be requested by emailing sales@nexVortex.com.

The customer acknowledges alarm lines, credit-card machines, elevator lines, and other analog device applications are not to be used with the nexVortex service. nexVortex Hosted Voice may not function with these devices or by nature of delivery may not meet local, state or federal specifications or requirements for these line applications. Additional information on nVFAx can be found [here](#).

7 Submitting the Order

Return all required documents to your nexVortex channel account manager who will then pass the order to the nexVortex Hosted Implementation team; subsequently, a Hosted Implementation team member will reach out to you with any additional information needed. Once the documentation is complete, a time will be scheduled for a kick-off call.

7.1 Documentation Needed to Submit a Hosted Order

- Contract
 - Porting
 - DID LOA
 - TF LOA
 - Bill Copy (must be less than 60 days old)
- Phones
 - Rent
 - Credit App
 - Purchase
 - Reprovision
 - MAC Addresses
 - Confirm Make and Model
- Dial Plan Docs
 - Site Discovery
 - Location and User Info
 - Preferences
 - Phone Numbers
 - Ring Groups (optional)

CONTRACT

The contract needs to be in the end-user company's legal name. nexVortex Hosted Voice Solution is not currently available for wholesale or white label. Contracts signed and returned past the expiration date may need to be revised to reflect updated pricing. Contracts not signed by an officer of the customer's company will not be accepted. Please review all agreement information before customer signature to ensure the order will be correctly processed and that there will be no delays during implementation.



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PORTING DOCUMENTATION

Direct inward dialing (DID), letters of authorizations (LOAs), and toll-free LOA- Resp/Org forms need to be correctly filled with account information and authorized signatures to ensure a smooth porting process. A bill copy from the losing carrier must be submitted with the LOA documents to port numbers.

The bill submitted for DIDs must be less than 60 days old, and toll-free bill copies must be less than 30 days old. For multiple accounts, a bill copy that meets the requirements listed above will be needed for each separate account.

PHONES

If a customer chooses to rent equipment from nexVortex, a nexVortex credit application must be approved. Please speak to your channel account manager if you have concerns about rental practices. For purchased equipment customers will be required to charge up their new account with enough funds to cover the cost of the equipment as well as standard ground shipping. For existing customer phones to be reprovisioned, a provisioning URL will be sent after the kick-off call. The phones will need to be provisioned before the scheduled port time and date to ensure a smooth “go live” transition.

SITE DISCOVERY and DIAL PLAN DOCUMENTS

The site discovery and dial plan documents are required for all hosted orders. These documents will help us create the call flow for the customer. Details should include which users will be tied to which extensions, mobile preferences for forwarding or find me, follow me, auto-attendant preferences, and open/closed hours. These documents will also help us ensure correct set up for E911 emergency services registration. All required dial plan documents can be found [here](#).

If you have questions on the dial plan documents, please reach out to our Post Sales team at sales@nexvortex.com or contact your channel account manager.

7.2 Kick-Off Call

Once a hosted order has been approved, a kick-off call will be scheduled between the IT partner, customer, and a member of the Hosted Implementation team. On this call, the documents and order will be reviewed, questions will be clarified, and a timeline will be agreed upon.

At this point, customers will also be asked to “charge up” their new nexVortex account. The charge-up amount will be based upon each customer’s service plan and will be up to the discretion of the hosted team member. This charge up must cover any rental or purchase costs, shipping, the first month’s service, and applicable taxes. This charge up is typically done with a credit card.

The kick-off call is also a great time for customers to ask questions about their new service.



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7.3 Timeline

From the time a hosted order is submitted to the “go live date,” implementation typically takes 3 days to 2 weeks. This timeline is heavily dependent on equipment shipping and porting timelines. Once all documentation has been submitted, a kick-off call will be scheduled. This call is required to create the account, have the customer charge up, and review dial plan documents. Port orders will be submitted immediately following the kick-off call and any requested port dates will be taken into consideration.

For reprovisioned phones, a provisioning URL will be sent out following the kick-off call. Any rented or purchased equipment will be ordered and a tracking number will be sent to the customer. Shipping typically takes 2-3 business days, depending on the customer’s location.

In the days leading up to the port date, you will receive a reminder notice to ensure that the phones will be plugged in at the time of the port. We strongly recommend that you ensure phones are plugged in and tested before their port takes place; moreover, we will provide login instructions as well as instructions on how to use the telephone and voicemail features.

7.4 Follow Up

Billing, portal, and phone training will be available once the nexVortex Hosted Solution has gone live. If you have questions or would like to learn more about your Hosted Solution, please do not hesitate to reach out to our Sales or Support team.

Sales Team and Post Sales Team Email: sales@nexvortex.com Phone: 855.639.8888	Support Email: support@nexvortex.com Phone: 855.639.6300
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