



Welcome to Webex Calling

Your new business voice communications solution is an easy-to-use service designed to enhance communications with your co-workers, customers, and suppliers. It will help you work more efficiently - from virtually anywhere.



Communication is our number one priority as we prepare you for activation

This welcome package includes the following information to help you prepare for service activation:

- Where to get help during your order implementation.
- What to expect during the implementation process, including a schedule and timelines.
- Things to think about before you finalize your order.
- A checklist to track your progress during a self-installation of Webex Calling.
- Things to consider and discuss with your Order Manager before finalizing order
- Day 2 support - key resources after your implementation - help & assistance.
- Important billing FAQ's.
- Important information regarding the Verizon Enterprise Center.

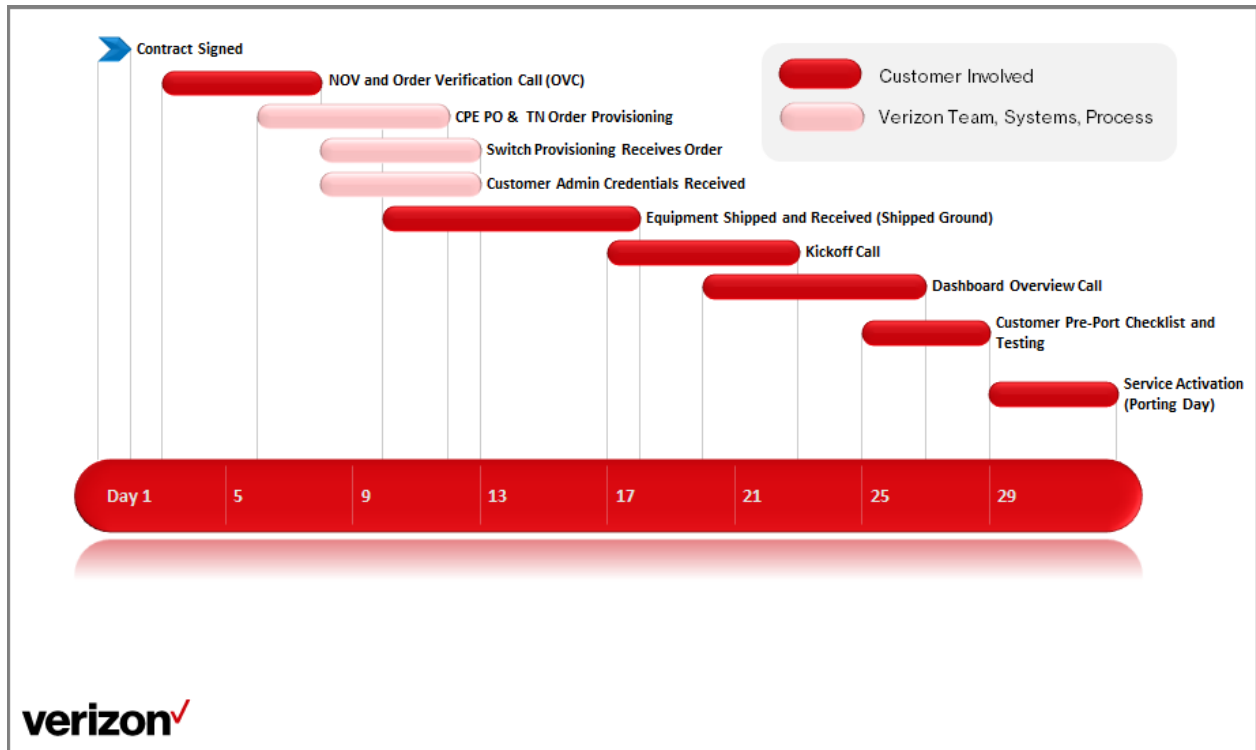
Where to get help while order is in progress

Assistance Chart – Orders in Progress		
Contact Source	Use When	Contact Method
Order Manager	Anytime in the order process	Call or email (method provided by your assigned Order Manager)
Implementation	After CPE (phones) are delivered and Receive Kickoff e-mail	1-800-287-6235 (Option 1) -- Implementation Escalation Contact
Customer Training	Educate yourself on features and dashboard setup	https://webexcallingvztraining.verizon.com/webinars/
Firewall Requirements	This document provides an overview of the required protocols for service on the platform including the ports that are used.	Firewall Requirements

What to expect during the implementation process

As we prepare you for your Webex Calling activation, clear and frequent communication remains our number one priority. You'll receive a series of emails leading up to activation, as well as phone calls to schedule your service kick-off call.

Your activation timeline is based on a few key items relating to your order, including whether or not you'll be performing a self-installation. Webex Calling is built to allow for self-install with some key implementation assistance along the way. The timeline below is based on calendar days and assumes you are installing your own phones. On average, orders are completed roughly 30 calendar days from the time you sign your contract.



- Note: These are estimated timelines and vary depending on service needs. This is a general chart to provide a sequential list of expected milestones.
- **To review the status of your order at any time contact your Order Manager assigned to you.** Direct contact information was provided in the email in which you received this document. If there are any changes or challenges during your order processing, work with your Order Manager to adjust your order accordingly.

Checklist for self-installation

Throughout the implementation process, you'll receive a number of emails and phone calls to assist you with service activation. This checklist will help you track your progress and anticipate the next steps in the activation process.

Days	Service Activation Setup	Call Topic or Email Subject Line	Content
Day 0	Network Order Validation	Network Order Validation Welcome Letter	Welcome letter with a link to access the order validation screens, review and update any ordering fields, approve and submit for processing.
Day 1 -4	Order verification call and Welcome Kit email	Order Verification call and Welcome Kit	Welcome, order confirmation, process review, TN assignment, and activation date setup.
Day 8 – 13	Welcome email	Welcome to Webex Calling	<i>MyAccount</i> User ID and Web link. These are your self-service portal admin credentials. Save for kick-off call.
Day 8 – 13	Password email	Your Webex Calling password	Your password comes immediately after the welcome email in a separate email for security purposes.
Day 9 – 14	Equipment shipping email	Your Webex Calling shipment is on the way	Shipping notification, tracking numbers, equipment details, and next steps.
Day 13 – 18	Receive your equipment	Receive your equipment	You should receive your phones, headsets and ATA(s).
Day 16 – 20	Implementation email	Webex Calling — implementation kick-off	Request to schedule your implementation kick-off call. Respond with available times.
Day 18 – 22	Kick-off call	Meet your implementation team <EST 20-30 MIN>	Discuss details regarding your installation including site readiness questionnaire, equipment installation, and porting details, if applicable. Schedule dashboard overview call.
Day 20 – 27	Dashboard overview call	Dashboard setup, Q/A, and preparation for activation. <EST 60-75 Min>	You and Implementation Engineer will: <ul style="list-style-type: none"> • Perform dashboard walk-through and setup one phone assignment.

Webex Calling

Welcome Kit

			<ul style="list-style-type: none">• Install at least one phone & confirm functionality.• Answer questions and discuss port logistics.
Day 27 – 30	Port confirmation call/email	Your numbers were ported	Confirm all numbers ported with representative over the phone. We will help test a handful of numbers with you to confirm.
Day 27 – 30	Order complete email	Your Webex Calling order is complete	Activation completion notice, ASIST and support resources, Webex Calling registration.
Day 30 - 35	Service order complete email	Order request #xxxxxxx is complete and billable for Service order # xxxxxxx	Final completion and start billing notification.

Things to consider & discuss with your Order Manager before finalizing your order

Items to Review with your Order Manager	More Information
Confirm fax line porting, if applicable	Are fax lines being ported? If so ATA and station ordered? Request to remove this
Review services	Verbally review services ordered and quantities.
Review CPE	Verbally review CPE ordered and quantities.
Confirm caller ID name	Confirm your caller ID name.
Confirm directory listing for New Numbers if Required	Confirm if directory listing name and status
Review porting	Review LoA and numbers to port. Collect any missing information. – Handled by MAC team in VES space. VBM does not have MAC team. GovEd team does support. Need to figure out how to support this as separate porting orders as is BAU for IP Trunking today. Issue is that Webex Calling requires the right number of TN's to send order down. Possibly UOTM Tasking to MAC team to CSR and Scrub? CSR Pro Mandatory w/ March release > Helps with bonded CSR's.
Confirm total number of TN's porting	Confirm total quantity.
Confirm requested FOC date	This is the activation date when you go live on the Webex Calling service. It is the day the numbers are ported to your new service. <OM Team handles today>
Confirm no alarm lines or credit card lines / elevator lines are being ported	Webex Calling does not support alarm or credit card lines. Remove from OM
Calculate how many TN's are needed in total	Webex Calling requires some extra numbers for testing and site setup. No extra charge.
Review and order new numbers	If not enough ported numbers exist, we will order some additional numbers.
Reserve New Numbers	If required OM will provide you with available telephone numbers.

Day 2 support—key resources after implementation

Webex Calling training site

Use when: During and after activation.

- The training site is available for use on demand. Verizon keeps this up to date with feature enhancements and new videos or documentation available for both users and administrators. Free training webinar's are available for signup on the training site.
- <https://webexcallingvztraining.verizon.com/>

Webex Calling customer care & billing support

Use when: AFTER your Webex Calling activation is complete for a site.

In order make things easy for you, we provided a toll-free number you can call whether you are in the beginning of your implementation process, or have been a Webex Calling customer for years.

- US: Webex Calling Help Desk: 1-800-287-6235
 - Billing (Option 2) - identified by Account ID.
 - Product Support (Option 3) - CPE, feature configuration, Network Phone Registration.
- EMEA/APAC: Webex Calling Help Desk:
 - Call us toll free at: 00800-1103-1121
 - Direct dial: +44 118 905 4017
 - Escalation line: 00 800 578 625 16
 - For billing inquiries and non-technical support, contact us at customer-care-emea@intl.verizon.com or call us toll free at: 00800-4321-5432
- You can also reach the help desk through the Verizon Enterprise Center: <https://sso.verizonenterprise.com>. This option allows you to quickly open a repair or billing ticket online via Quick Tasks (no login required) without having to call. Verizon Enterprise Center is available 24 x 7 to manage your accounts, submit tickets and requests, view and pay invoices, change or move services, and more.

Non-Webex Calling support numbers

Use when: you have other Verizon services and need to manage them. If you are moving from another Verizon service to Webex Calling, it is very important that you coordinate the disconnect order of the other Verizon service after you ported and are active on Webex Calling.

- CALL 1-800 VERIZON for other Verizon services. **Important:** you MUST have your account ID from your service bill.
- Verizon Wireless: 1-800-922-0204.

Making Service Changes (ADD's, Moves, Disconnects)

1. How can I add lines to my Webex Calling account?

- Prior to Activation just inform your assigned Order Manager who can assist with service changes. Any equipment related change will be initiated through Sales and require a contract update.
- You may call 800-201-1452 or reach out to your assigned Sales Representative. New Webex Calling Equipment (phones, headsets, ATA's) will require a contract update initiated by Sales. Other service changes may not require contract changes (Station ADD's)

2. How do I request a partial or full cancellation of my Webex Calling account?

- A cancellation may be requested for any order prior to Activation by informing your assigned Order Manager verbally and in writing of the request and specific need.
- After your order is completed service cancellations follow the disconnect flow. Partial or Full disconnects are initiated through the Verizon Enterprise Center (VEC). You may request disconnect through the **“Quick Tasks”** section on the Verizon Enterprise Center homepage by selecting **‘I want to disconnect my service’** from the first drop down. Then fill in each of the fields with the requested information. You must have your account Billing ID and your Service ID for that location listed on the Bill. Go to www.verizonenterprise.com

Service Detail Questions

1. How can I view what services are billing on my Webex Calling account?

- You have several resources. You can see your services itemized on your Bill. You can access your bill online by signing up for the Verizon Enterprise Center access. Use the [Verizon Enterprise Center Registration and Entitlements User Guide](#) to help you with the enrollment process.

2. What phone numbers are active on my Webex Calling account?

- Once your service is activated you have access to the Webex Calling Enterprise Portal. <https://webexcallingus.verizon.com/rep/>
- Use your credentials to login to this page. Select Assignments and you can search by Site.

Billing FAQs

YOUR NEW SERVICE AND BILLING - for existing Verizon customers: you may be moving to a new billing platform. This is the same company but a different division. It is possible that if you call your old support number they will be aware of your current services, but not the new ones. Please use the Webex Calling customer care & billing support numbers to communicate about your services. 1-800-287-6235, Option 2

SAVE YOUR NEW BILLING ID - you will receive an email with your new billing ID for Webex Calling. It is very important to save this as you will need it for reference if you call support or create a ticket online. This allows us to find your account and services quickly.

DISCONNECT OLD SERVICES PROMPTLY - if you are coming from another Verizon service to Webex Calling, it is likely you will have two different bills for a period of time. Please be sure to call the billing support number for your old service and disconnect any services you moved over to Webex Calling. Do this immediately after you are activated to prevent any loss of service. You likely will have your alarm, credit card, or fax lines remaining on the old service. Be sure to leave those active if they did not move to your Webex Calling service.

NEW BILL LAYOUT- your invoice may look different. A possible reason is your organization is now created on our Rapid Delivery platform. Details on the new billing layout can be viewed [here](#).

BILLING START DATE - invoicing for your Webex Calling service commences when your service is available for use, even if you have other installations or activations occurring at a later time.

BILL PRORATION (FIRST MONTH) - your first invoice may include charges for a full month in advance and partial charges from the date of the activation to your new bill date. After your first invoice, your billing will occur on a regular 30-day billing cycle.

- Recurring charges and discounts have beginning and end dates, while non-recurring charges have a single date.
- The first invoice for a newly installed service may have a partial month's charges for the month service was installed, and a full month's charges.
- For a partial month of service, Verizon pro-rates the charges so you are only invoiced for the days that the service was available for use.

AVOID THE "PAPER FEE" - you may receive a \$40 paper fee per bill if you choose to have a paper invoice mailed to you. To avoid this charge, choose the electronic delivery method for each invoice in Verizon Enterprise Center, or ask your account team for details.

Resources

- **Webex Calling** user guides and videos at <https://webexcallingvztraining.verizon.com/webinars/> or call 800-287-6235
- **Webex Calling Free Training Webinars** –Sign up for free monthly webinars focused on Enterprise portal, Unified Communications, User Configuration, or Ask Anything <https://webexcallingvztraining.verizon.com/webinars/>

- **Verizon Enterprise Center** - provides online access to invoices and should be used as a primary resource for your Verizon products and services. Use the [Verizon Enterprise Center Registration and Entitlements User Guide](#) to help you with the enrollment process. Enrollment is required.
- **Enterprise Center and Bill Training and Documentation** - includes informative user guides, invoice overviews, videos, and other billing details. Go to <https://customertraining.verizon.com> and log in or create a training account.
- **Other Verizon products** call 800-230-9800

Next Steps

You will receive your first invoice for your service soon. If you have any questions, please review the resources above. If you are not the correct billing contact within your organization, please forward this to them.

Once again, thank you for your partnership. We look forward to providing you with the solutions, service, and care your business demands.



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