UCx Implementation:
What to Expect

Implementation Timelines

A Managed UCx implementation typically follows this schedule:

Milestone	Business Days	Customer's Actions	TPx's Actions
Contract Signed	1 Day	The contract is signed.	The contract is counter-signed by TPx and the order is sent to our Implementations team.
Order Prepared	2-4 Days	N/A	Project Manager and VS (Voice Specialist) review order and information provided.
Welcome Call	1-5 Days	Confirm schedule with TPx Project Manager.	The Project Manager will schedule a Welcome Call.
Technical Call	1-4 Days	Provide and confirm requested.	Confirm all technical information including call flow and settings.
Provision Service	1-4 Days	N/A	TPx will provision the service.
Pre-Go Live/ Voice Installation	1 Day	Provide required dates to TPx.	Schedule and confirm a date to install the phones and port numbers.
IP (Internet Protocol) Phones Configuration and shipping	1-3 Days	N/A	TPx will configure, ship the phones, and provide tracking information.
Install Complete, Number porting and Go Live	1 Day	Receive pre-configured IP phones. Prepare for self-install or professional service install.	The Voice Specialist works with the customer and field tech to review and test all elements of the voice solution end to end. Ex: call flow, porting, general troubleshooting, phones, etc.
Training	1 Day	Attend TPx training.	Training provided.
Hand off to Support	1 Day	Review information provided by TPx and begin to engage with the TPx Support and Operations teams.	Send customer information on how to engage support and submit a ticket.

Initial Order Acceptance and Technical Discussion Preparation

The order will be assigned to a Project Manager and Voice Specialist within 48 hours (about 2 business days). A technical call will be scheduled with the customer (specifically with a technical contact who understands the technical design), the project manager and the Voice Specialist to review the solution and implementation. It is critical that the customer has provided a CSR (Customer Service Record) or Bill Copy prior to the Technical Call to ensure successful porting. The customer will be asked to confirm the phone models and user bundles assigned to each user on the Technical Call. This information is preferred to be provided before the Technical Call.

Post-Technical Discussion	The TPx team will provision the service(s) and schedule time to port numbers and to assist with the installation.
Service Activation Date/ Implementation	Typical installs are "self-install" where the phones arrive pre-configured, and the customer plugs them in and confirms they all are operating with the TPx implementation team. If the customer orders an on-site technician, they will arrive to assist with the installation on the agreed upon date. The training team will typically have a training session scheduled with the customer within a few days of the go live. Some customers request a training session prior to the installation. Note that this is limited to the trainer's schedule availability. The Voice Specialist will send the customer a "snapshot" after completion of the solution build to show the assigned services
Billing Start Date	Billing for voice services will start once the Billing Effective Date has been populated.
Key Considerations	- Each install is unique, and the above is an approximation. - The timeline is dependent on the customer's network being ready and their availability to work with TPx. Complex porting can impact timeline. - This timeline assumes the customer already has TPx Managed Access or is planning to deliver the UCx service Over the Top (OTT) using their existing internet service provider along with the TPx Managed SD-WAN service. For new TPx customers, Managed SD-WAN can be provisioned concurrently with their UCx service and is the quickest transport installation option. Should the client require ethernet transport or HISA, add at least 40 days to be implemented.