



## 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.

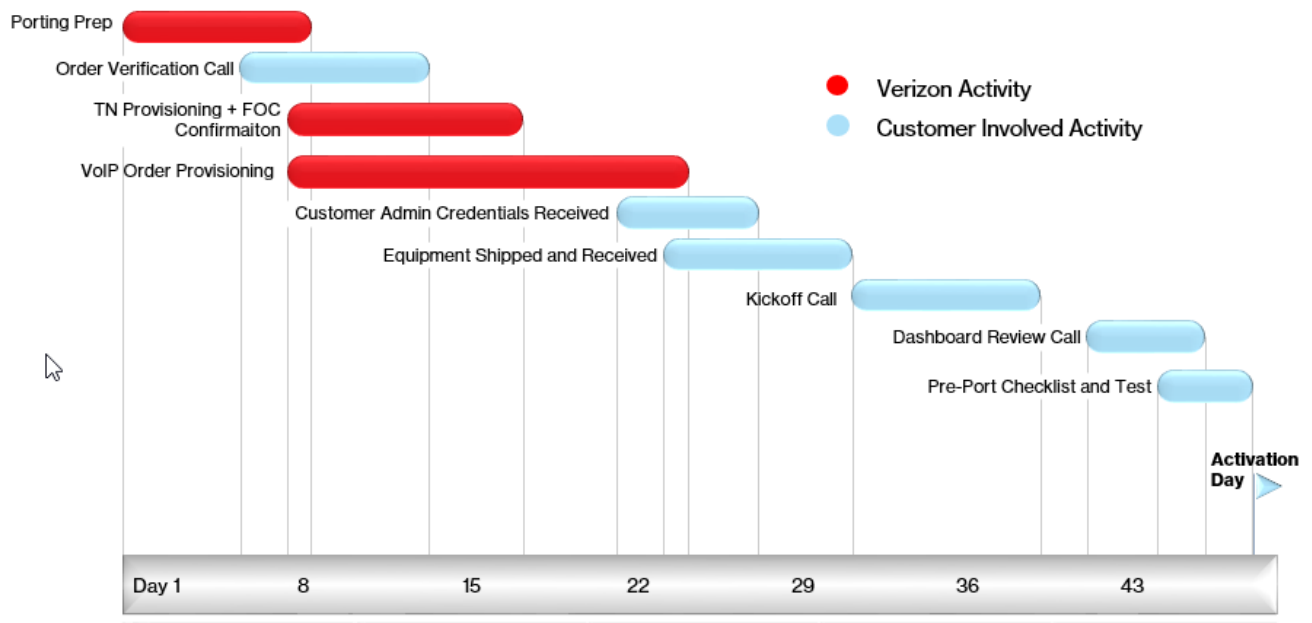
## Where to get help while order is in progress

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 Contacts: <ul style="list-style-type: none"><li>• <a href="mailto:jeanne.lalama@one.verizon.com">jeanne.lalama@one.verizon.com</a></li><li>• <a href="mailto:mike.hilden@one.verizon.com">mike.hilden@one.verizon.com</a></li></ul>
Customer Training	Educate yourself on features and dashboard setup	<a href="https://webexcallingvztraining.verizon.com/webinars/">https://webexcallingvztraining.verizon.com/webinars/</a>

## 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 between 30-45 calendar days from the time you sign your contract. Each project will have its own variables that impact timelines.



- Note: These are estimated timelines and vary depending on service needs. This is a general chart to provide a sequential list of expected milestones. Implementation intervals can be shortened significantly if installing multiple sites.
- **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.

Service Activation Setup	Call Topic or Email Subject Line	Content
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.
Order verification call and Welcome Kit email	Order Verification call and Welcome Kit	Welcome, order confirmation, process review, TN assignment, and activation date setup.
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.
Password email	Your Webex Calling password	Your password comes immediately after the welcome email in a separate email for security purposes.
Equipment shipping email	Your Webex Calling shipment is on the way	Shipping notification, tracking numbers, equipment details, and next steps.
Receive your equipment	Receive your equipment	You should receive your phones, headsets, and ATA(s) as ordered
Implementation email	Verizon Webex Calling — implementation kick-off	Request to schedule your implementation kick-off call. Respond with available times.
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.
Dashboard overview call	Dashboard setup, Q/A, and preparation for activation.	You and Implementation Engineer will: <ul style="list-style-type: none"> <li>Perform dashboard walk-through</li> </ul>

*Webex Calling*

*Welcome Kit*

	<EST 60-75 Min>	and setup one phone assignment. <ul style="list-style-type: none"><li>• Install at least one phone &amp; confirm functionality.</li><li>• Answer questions and discuss port logistics.</li></ul>
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.
Order complete email	Your Webex Calling order is complete	Activation completion notice, ASIST and support resources, Verizon Enterprise Center registration.
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
<b>Review services</b>	Verbally review services ordered and quantities.
<b>Review CPE</b>	Verbally review CPE ordered and quantities.
<b>Confirm caller ID name</b>	Confirm your caller ID name.
<b>Confirm directory listing for New Numbers if Required</b>	Confirm if directory listing name and status
<b>Review porting</b>	Review LoA and numbers to port. Collect any missing information.
<b>Confirm total number of TN's porting</b>	Confirm total quantity.
<b>Confirm requested FOC date</b>	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.
<b>Calculate how many TN's are needed in total</b>	Webex Calling requires some extra numbers for testing and site setup. No extra charge.
<b>Review and order new numbers</b>	If not enough ported numbers exist, we will order some additional numbers.
<b>Reserve New Numbers</b>	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 video's or documentation available for both users and administrators.
- <https://virtualcommtraining.verizon.com>
- Attend a FREE Training Webinar: <https://webexcallingvztraining.verizon.com/webinars/webinars/>

### Webex Calling instructor-led training

**Use when:** you want supplemental training for a group of seven people or more. Topics can be user or administrator based, or a combination.

- You can request a class by contacting Customer Training and Documentation (CTD), who will assist you in the request submission.
- Email [ctd-cos@verizon.com](mailto:ctd-cos@verizon.com)
- Call 800-662-1049

### 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.

- 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.
- 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 & requests, view & 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 VCE 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 Virtual Communications Express 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 VCE 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](http://www.verizonenterprise.com)

## Service Detail Questions

### 1. How can I view what services are billing on my VCE 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 VCE account?

- Once your service is activated you have access to the Webex Calling Enterprise portal. <https://virtualcommexpress.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 VCE 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://virtualcommtraining.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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Version 1.17

March 2017