

# FRONTIER<sup>®</sup>

# INSTALLATION

# RESPONSIBILITIES

## Things you'll need to do

### Order validation

- To ensure installation is as smooth as possible, please review and validate your order when contacted by Frontier.
- Please be responsive when the Frontier AnyWare project manager completes the initial implementation call to review critical timelines, system setup and service delivery process with you.
- It's critical that the site contacts listed on the order are knowledgeable about your network and telecommunications infrastructure.

### Verify your network is voice-ready for Frontier AnyWare

- It's recommended that you have a network that supports QoS/Priority Queuing or that you set up a voice and data plan.
- Implementation of managed switches at each service location is recommended instead of hubs or unmanaged switches.
- To reduce the likelihood of service-related issues please confirm that your routers support QoS/Priority Queuing. These routers will help ensure that enough bandwidth can be allocated and prioritized to handle VoIP and Internet traffic.
- Bandwidth, as well as your network congestion, may affect quality of service with new Frontier AnyWare services. Upgrading or extending the network to accommodate the demands of data and voice traffic might be required.

### Miscellaneous phone lines

- It's the customer's responsibility to verify that any alarm lines, fax lines or other emergency lines are operational once the Frontier AnyWare service is installed.

### Disconnection of existing services

- Please cancel service with previous providers; Frontier cannot disconnect service from a previous service provider.
- Please cancel unneeded rollover lines after the install or you risk the potential for further billing.

### System design & implementation

- It's imperative that you fill out and provide accurate information on the Customer Data Collection form for each location being set up. This information must be provided to the sales executive before any orders can be generated for your system installation.



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- You must provide your private IP address range, client DHCP server details, client firewall details and public IP address of client internet router/modem along with other key items within the system design workbook.
- To ensure a smooth installation, it's recommended that the Frontier AnyWare solution be installed side-by-side with your existing solution. This will allow for system changes if required and provide the user with the ability to review the feature teacher training tool real-time.
- There will be a quiet period of five days on all system setup changes prior to system installation to ensure all programming changes are completed.

### E911 service

- Warning: Mitel AnyWare e911 service may not function in the event of a broadband connection failure or loss of electrical power. Refer to your Frontier AnyWare Service Schedule for additional information about E911.

### LNP/existing phone numbers

- If Frontier AnyWare is moving (LNP) existing numbers from a previous communications provider to the Frontier AnyWare service, please confirm that all numbers are listed and billing under the same customer name as noted on the agreement and a complete and accurate list of all existing numbers that are to be converted to the service has been provided to your sales executive. If for any reason numbers listed under a different name are porting, the customer will be required to port those numbers to the correct name before they can be added to the Frontier AnyWare service.
- Please ensure there's no pending activity associated with the account such as new orders, disconnects, or changes to current services.
- When transferring numbers from a previous provider, issues may arise that are beyond Frontier control. To help prevent these circumstances as well as any unexpected billing from the previous service provider, please verify that all telephone numbers and names of providers are provided to the Frontier AnyWare sales executive.

- It's recommended that the Frontier AnyWare service be installed 3–5 days prior to any LNP order being completed.
- Frontier is not responsible for additional billing by the current provider.

### Frontier AnyWare integration on client site

- Frontier AnyWare service is designed to provide hosted voice connectivity for customer sites with their own network infrastructure. It is extremely important to understand and comply with the minimum voice requirements listed in the section above.
- All local network configuration and support is carried out by the customer or their IP representative. Frontier AnyWare will provide assistance and guidance as required.

#### Be innovative.

With networking and equipment solutions to support a single office, remote workers or multiple locations across the US.

#### Be cost-effective.

With reliable, Frontier-owned state-of-the-art infra-structure and cutting-edge technology.

#### Be confident.

Knowing we have your back with locally-based 24/7/365 customer service, technical support and network monitoring in place.

To find out what Frontier can do for your business, visit [business.frontier.com](https://business.frontier.com)



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