



Statement of Work (SOW)

Project Title: NUWAVE Teams Customer Onboarding

Project Overview: The NUWAVE Customer Onboarding project aims to facilitate the seamless transition of customers to NUWAVE's services. This involves reviewing agreements, selecting NUWAVE as your preferred carrier, completing necessary documentation, and ensuring a smooth onboarding process.

Scope of Work: The scope of work includes the following tasks and activities:

1. **Agreement Review:** Review and execute the US Teams Service Agreement to ensure the correct user counts, phone number (DID) counts, and configuration.

Return the signed agreement to: echunn@nuwave.com

2. **Operator Connect - Carrier Selection:** Select NUWAVE as your new carrier within the Microsoft Admin Center for Operator Connect deployment.

Reference Document(s): SELECT NUWAVE AS YOUR OPERATOR.PDF

3. **Letter of Authorization (LOA):** Complete the Letter of Authorization (LOA) with signature.

Return the completed LOA to: echunn@nuwave.com

Reference Document(s):

- NUWAVE MASTER DID LOA.PDF
- HELP FILE – NUWAVE PORTING DIDS - LOA FIELDS DEFINED.PDF
- NUMBER-PORTING GUIDELINES.PDF

4. **DID Spreadsheet:** Complete the DID (phone number) spreadsheet by entering the numbers you wish to port from your existing carrier.

Return this spreadsheet to: echunn@nuwave.com

Reference Document(s): DID PORT LIST - MASTER.XLSX

5. **Customer Service Record (CSR):** Providing a Customer Service Record (CSR) from your existing carrier can be beneficial. If the CSR isn't available through your carrier's customer portal, you may need to submit a request to your existing carrier for help.

Return the CSR to: echunn@nuwave.com

6. **Carrier Invoice:** Provide the most recent invoice from your existing carrier.

Return it to: echunn@nuwave.com

7. **Order Submission:** Once we receive all formal documentation, it will be forwarded to our ordering team. A NUWAVE porting specialist will confirm the port-out request by ensuring all the fields in the LOA are properly filled out, including your requested port date/time. The team will also begin creating your iPILOT account and provide you with iPILOT administrative login(s) as well as placing temporary DIDs in your account that will be used during a Kickoff call to demonstrate how to provision users, AA, and Call Queues prior to the FOC date.



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8. **Customer Kickoff Call:** Once your iPILOT account has been created, a Customer Kickoff Call with a NUWAVE Teams Engineer will be scheduled. This call is to review the iPILOT user pre-provisioning and staging process. This will ensure a smooth transition to MS Teams when the port takes place, minimizing downtime during the cutover.
9. **FOC Confirmation:** Once the kickoff call is complete, the porting specialist will submit the LOA with your requested port date/time. Once we receive FOC confirmation from your existing carrier, our porting specialist will notify you and will place your DIDs into your iPILOT account for you to start the pre-provision/staging prior to the port.
10. **Post-Port Testing:** Once the port is complete, we encourage everyone to perform the following tests to verify that everything is functioning correctly:
 - Call the main office numbers to ensure that call flows are working correctly, including business hours and non-business hours auto attendants and/or call queues.
 - Have several users test dialing out using their Teams client (desktop and/or mobile) to ensure a successful connection where both parties can hear each other.
 - Make a few inbound calls to Teams users assigned DIDs to ensure both parties can hear each other.
 - Let an inbound call roll into the user's voicemail box and leave a voicemail message.
 - Have a Teams user check their Teams voicemail using the Teams client, ensuring that the same voicemail message also appears in their Outlook inbox.
11. **Bonus Training Material for Teams Users:** We've provided some videos that could be helpful for those new to Teams. Transitioning to a new phone interface can be challenging, and this material may lessen the impact for those users. Please note that these videos were sourced from publicly available YouTube sources.

Timeline: The project is expected to be completed within a specified timeframe, with key milestones including agreement review, carrier selection, document submission, porting confirmation, and post-port testing.

Deliverables: The deliverables for this project include the signed US Teams Service Agreement, completed LOA, DID spreadsheet, CSR, carrier invoice, and confirmation of successful porting and testing.

Roles and Responsibilities:

- **Eric Chunn:** Responsible for receiving and forwarding formal documentation, placing the initial order, and requesting the Customer Kickoff Call.
- **NUWAVE Teams Engineer:** Responsible for reviewing iPILOT user pre-provisioning and ensuring a smooth transition to MS Teams.
- **NUWAVE Porting Specialist:** Responsible for confirming the port request and submitting the LOA to the existing carrier as well as handling any port exceptions from the losing carrier.



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Budget: Will be provided within the NUWAVE Service Agreement.

Acceptance Criteria: The criteria for acceptance include successful completion of all tasks, verification of call flows, and confirmation of functional Teams client and voicemail.

Assumptions and Constraints: Assumptions include the availability of necessary documentation and cooperation from the existing carrier. Constraints may include potential delays in receiving FOC confirmation from the losing carrier.

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