



YOUR ORDER JOURNEY

www.vtsl.net/getting-started

Summary of Your Order Journey



Understanding Your Service



Your new **VoIP phone system** is linked to the **VTSL cloud** using connectivity.

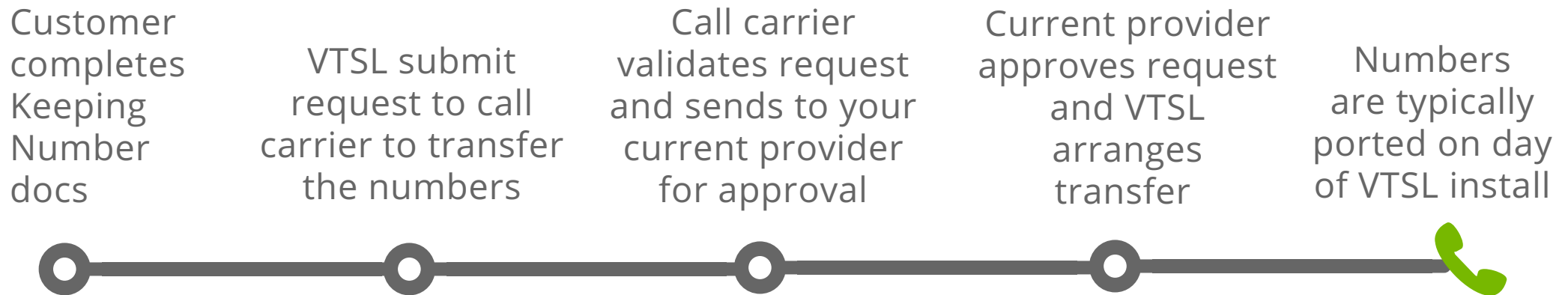
Connectivity is one of the following:

- a) connectivity you already have in place
- b) connectivity provided by VTSL via Openreach (or another network owner)

Note: Depending on your needs, your connectivity will be one of the following types: Broadband, Private Access Network (PAN), EFM or Fibre Leased Line (Ethernet)



Keeping Your Numbers



If the current provider rejects the request we may need to contact you for further information regarding your numbers.



What You Need to Do

Keeping Number documents

1

If you are **moving to VTSL** from another provider, and **retaining phone numbers or analogue lines**, please **write letters using the following templates** authorising transfers.

Number Porting
Authorisation

Analogue Line
Transfer Letter



1. Only the sections highlighted in yellow should be completed.
2. The letter needs to be signed and reproduced on your company headed paper
3. We will need a copy of the bill you receive for the numbers (just a page showing the company name and the numbers will suffice). Please email this to provisioning@vtsl.net.

Please note when we port the numbers, the physical phone lines that the numbers sit on will be cancelled. If there are services attached to the lines such as fax, broadband or franking machines, they won't work after the port. Additionally, if the numbers have a special phone book entry, any annual charges applicable to the listing will be passed onto yourselves. To avoid a charges, cease the phone book entry prior to the number port.



What You Need to Do

Programming docs

2

To help us optimise **your VTSL pure cloud phone system for your business**, please **download each programming sheet, complete it and email it to provisioning@vtsl.net**. Note some may not be applicable to your set-up.

Extensions
& Permissions

Auto Attendant

Call Groups

On-Hold Music &
Announcements



What You Need to Do

Prepare offices for install



Please complete the actions in the **Install Checklist**. You will need to sign the Install Checklist and send it back to us before we can install your phones. Read the **Installation Overview**.

Install Checklist

Installation Overview



What You Need to Do

For installation days

4



Put dates in diary for Connectivity installation (Openreach or another 3rd party provider) *AND* VTSL phone installation.



Make sure **you are there to meet the** Openreach / 3rd party engineer for connectivity installation.



Call VTSL when 3rd party engineer arrives for connectivity installation.



Show 3rd party engineer where to terminate services and confirm termination point before they leave. Show VTSL engineer on VTSL phone installation day.



There could be downtime for existing phone and internet services on the day of VTSL installation. The provisioning team will confirm what to expect.



Your Resources

Go to **VTSL.net > Resources > Customer Portal** for everything from training videos, to support ticket forms. OR **click the links below**.



VIEW USER GUIDES

View videos & download instructions on how to set-up and use your phone.



WEB PORTAL LOG-IN

Log in to the web portal to make phone & system changes. Call 020 7078 3200 for help.



SUBMIT SUPPORT TICKET

Experiencing an issue? Submit a support ticket to our help desk.



ADD / REMOVE SERVICES

Let us know if you would like to add or remove, features, services or users.



LIVE NETWORK REPORT

View VTSL's live network status, including issues, updates & advice.

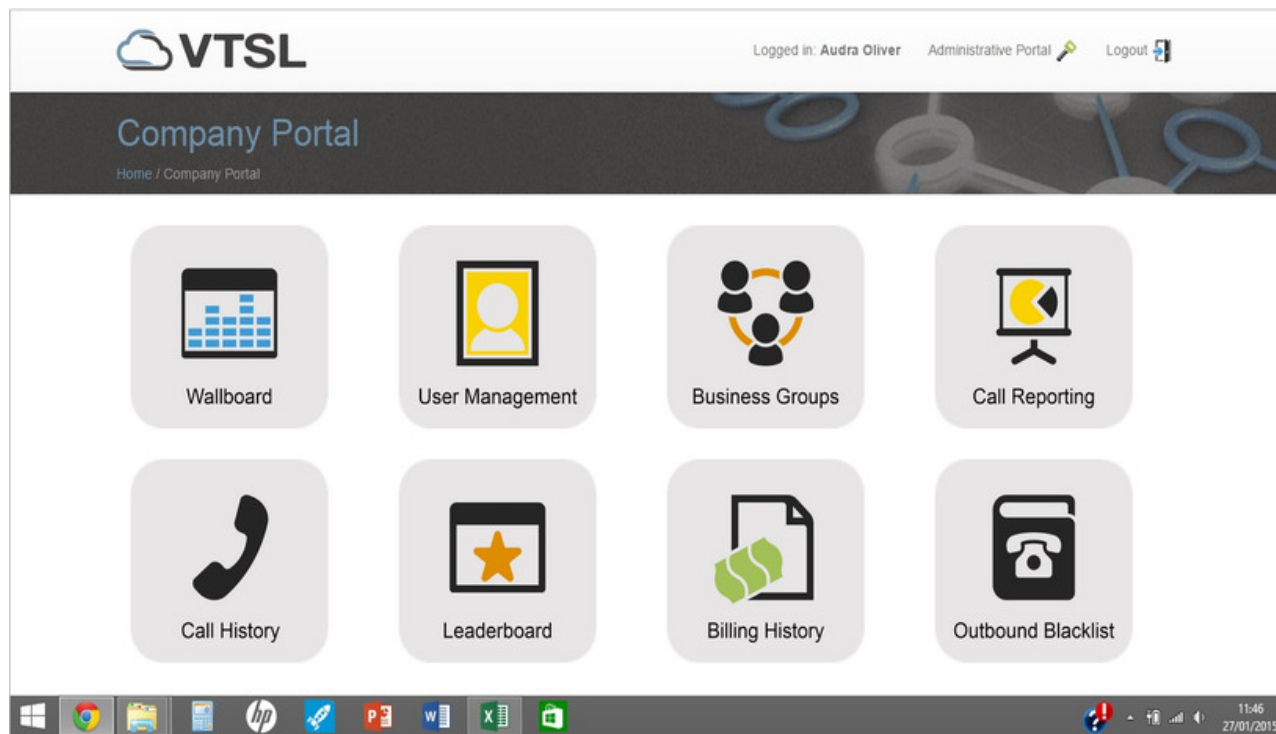


You can always call VTSL on **020 7078 3200**



Web Portal

You can control your VTSL phone system with the online **customer Web Portal**. You and any **users you provided email addresses for** in the User & Extension programming document will **receive invitations**. You will be **trained** on how to use it at the time of **VTSL installation**.



Billing

You are billed the **1st working day of every month** and the direct debit is taken on or around the **21st of every month**.

Invoices can be downloaded in the **Web Portal**.



Your first bill is higher than your normal monthly bills as it includes your first month pro-rated from the time your system went live and the next month in advance.



Checklist

- **Number porting authorisation letter completed**
- **Analogue line transfer letter completed**
- **Extensions & Permissions** document submitted
- **Auto Attendant programming** document submitted
- **Call Groups and On-hold Music documents** submitted
- Installation Checklist - **completed and signed**
- Installation Overview - **read**
- Openreach / 3rd party provider line **installation date in diary**
- **VTSL installation & training** date in the diary
- **Call VTSL** when 3rd party engineer arrives
- **Staff advised of any downtime** to services the day installation
- Email **user video and guide link** to anyone who misses training



Contacts



VTSL Operations & Provisioning Team

020 7078 3200 - choose option 3
provisioning@vtsl.net



VTSL Support

0845 505 3200
support@vtsl.net



VTSL Sales & Account Management

020 7078 3200 - choose option 1
info@vtsl.net

