

### Installation Services: Side-by-Side

Sundial’s range of installation and commissioning services are designed to address the requirements, resources and complexities of deploying new systems and/or augmenting an existing VoIP network. All GENBAND S3 Session Border Controller and Real-Time Session Manager installation services are performed by GENBAND Certified Engineers with extensive experience and expertise on GENBAND S3 solutions.

### Description of Services

<b>Advanced Installation</b>	Accelerate Your Revenue <sup>sm</sup> with this turnkey installation service designed for rapid deployment of GENBAND S3 solutions in your VoIP network. In addition to all the services included in the Standard Installation, the Advanced Installation service offers extended provisioning of the system as well as testing with interconnect carriers.
<b>Standard Installation</b>	Typical installation service positions the Operator for production traffic testing. This service includes initial software installation and activation, configuration of first end-points, validation & testing as well as security and configuration audit. The SmartStart Training Program provides operational training for on-going management of the solution.
<b>Basic Installation</b>	For the experienced, certified GENBAND Operator adding nodes to a pre-existing network with resources available to integrate and configure the new systems.

Installation Services Comparison	Basic	Standard	Advanced
Review of Project Work Plan with Customer prior to the installation.	•	•	•
System inspection & POST. (On-Site Option)	•	•	•
Physical system installation. (On-Site Option)	•	•	•
Power & data cable connections. (On-Site Option)	•	•	•
Software installation & activation.	•	•	•
Call-through testing.	•	•	•
CDR transfer configuration.	•	•	•
14-Point Design Review.		•	•
RSM Provisioning (for customers purchasing RSM).		•	•
Testing of Routes and CDR Verification.		•	•
Security Testing & Configuration Audit.		•	•
SmartStart Training Program. (up to 2 trainees)		•	•
Provisioning of initial test Endpoints, Gateways and Realms.		•	•
Provisioning and test of production Endpoints and Routes.			•
Testing with one Interconnect Carrier.			•
Alarming & Network Management Provisioning for SNMP systems.			•
Remote service delivery option	•	•	
Installation Project Report.	•	•	•
Introduction to Customer Support Services.	•	•	•

### Project Resources

Sundial Network Services will assign a Project Manager to oversee the deployment from the planning stage to completion and serve as the point of contact for all coordination, installation and reporting activity.

Sundial’s VoIP Engineering team will be assigned to provide the hands-on expertise for delivery of field services.

### Assessment and Planning

To assure success, Sundial’s Project Team will assess the customer’s objectives, the solution components and site preparedness prior to the installation. A review of materials, a virtual site survey and a Scope of Work will be prepared and used to ensure common understanding of the objectives and expectations. Any risks will be shared at this stage to allow proper mitigation actions.

### Project Management

Sundial Network Services will develop a comprehensive project plan detailing all project activities and deliverables including:

- ☞ Overall deployment plan
- ☞ Project schedule and timeline dependencies
- ☞ Identified risks and mitigation plans
- ☞ Sundial & Customer deliverables
- ☞ Deployment Report
- ☞ Network Diagram
- ☞ Contact information and escalation lists

