

Tenant Validation

- [Vconnect Service Accounts](#)

Porting Check List

 - click here for a copy of the [Porting Packet](#)

- Minimum of 7-10 Business Days For 1-200 TN's, 10-21 Business Days for 201-1000+ TN's, 21+ Business Days for 1000+ TN's to obtain an FOC (Firm Order Confirmation Date)
- Verify All phone #'s are included in the Port Order PRIOR to submission
- Desired Due Date and Time of Day is PST and defaults to 10AM PST
- For occasions that you may have multiple Carriers or Account #'s each will require its own LOA (Letter of Authorization) Please Attach a spreadsheet with #'s being Ported:
- A current bill copy or customer service record from losing carrier
- CNAM(Caller ID Name) outbound information can be no more than 15 characters including spaces and can also be included in the initial order

Customer Check List

- | | | |
|---|---|--|
| <input type="checkbox"/> Additional Vconnect Admins | <input type="checkbox"/> Hardware Firmware Upgrades | <input type="checkbox"/> Call Flow Test Checklist |
| <input type="checkbox"/> Carrier Forwarding | <input type="checkbox"/> Auto Attendant and Call Queues | <input type="checkbox"/> Discovery Questionnaire |
| <input type="checkbox"/> Vconnect SSO Guide | <input type="checkbox"/> Meeting Rooms & Common Area Phones | <input type="checkbox"/> External Access with Veracitynetworks.com |
| <input type="checkbox"/> E911 or Dynamic 911 | <input type="checkbox"/> Messaging Service Solutions | |
| <input type="checkbox"/> Teams Desktop Client Updates | | |

Resources

- | | | |
|---|--|--|
| <input type="checkbox"/> Vconnect User Guide | <input type="checkbox"/> Teams Calling Tutorials | <input type="checkbox"/> Network Assessment Tool |
| <input type="checkbox"/> How to Contact Support | <input type="checkbox"/> Teams Client Settings | <input type="checkbox"/> Hardware User Guides |
| <input type="checkbox"/> Reporting Guide | <input type="checkbox"/> User Training Microsoft Teams | Poly |
| <input type="checkbox"/> Adoption Guide | <input type="checkbox"/> Teams Admin Training | |

NOTES