



Key Dates

Once your service designs are complete, your account manager will arrange key dates with you to complete the implementation of your service. We will work with you to make this process smooth with as little intrusion as possible.



Connectivity & Network

On your guidance we will arrange the 3rd party installation of the dedicated broadband connection to your premises. Following that an X-on engineer will install the dedicated router, cabling and network points, they will also install any additional power outlets required.

Extension Hardware

An X-on engineer will install any hardware relating to extensions you have requested; desk telephones, cordless phones, mobiles, wallboards, PA systems or fax lines, whatever makes part of your requirements X-on will handle all aspects of the installation.

Training & Testing

We will supply you with test telephone numbers to check the call flow and routing options and arrange an on-site training day for both managers and users to familiarise themselves with the operation of the system and ask any questions.

You will be given all guides, instructions and best use documents as part of your training.

Porting & Go-Live

We will set a date for the porting of your numbers which will mark your go-live date, we will send an engineer to be with you on this day to ensure everything goes as expected and to assist with any problems or questions you may have.

Our office based support team will be fully briefed on your service and will react to any calls that are made in the initial weeks of go-live in a quick and efficient manner.