Next Generation Telephone Service (NGTS)
VoIP Site Migration Workflow v7.1

Initiation Phase 0 -- Agency Initiation
[Prerequisite to Site Level Migrations, Phases 1 -4]

Estimated duration of 17 days

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>0.1</td>
<td>Request NGTS Engagement</td>
</tr>
<tr>
<td>0.2</td>
<td>Contact VMO for Updated Cost/Benefit Worksheet</td>
</tr>
<tr>
<td>0.3</td>
<td>Begin Tracking Implementation Costs</td>
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<tr>
<td>0.4</td>
<td>NGTS Welcome Package sent</td>
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<tr>
<td>0.5</td>
<td>Schedule Agency Kickoff Meeting</td>
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<tr>
<td>0.6</td>
<td>Site Readiness Based on Gateway Calculator</td>
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<tr>
<td>0.7</td>
<td>Data Collection Workbooks received by CBTS</td>
</tr>
<tr>
<td>0.8</td>
<td>Complete Baseline Costs (Current State), Send to VMO</td>
</tr>
<tr>
<td>0.9</td>
<td>Onsite Kickoff Meeting</td>
</tr>
<tr>
<td>0.10(a)</td>
<td>Design</td>
</tr>
<tr>
<td>0.10(b)</td>
<td>Design</td>
</tr>
<tr>
<td>0.10(c)</td>
<td>Pre-Baseline @ Agency Level</td>
</tr>
<tr>
<td>0.11</td>
<td>Signed SoW Agency level – one time only</td>
</tr>
<tr>
<td>0.12</td>
<td>Tollgate Meeting</td>
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</tbody>
</table>

Leasing Equip? Yes: Signed Agency Level Cert of Incumbency
No: Layer 1 Connectivity Routing DHCP Scope
<table>
<thead>
<tr>
<th>Discovery Phase 1</th>
<th>Design and Planning Phase 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated duration of 5 days</td>
<td>Estimated duration of 20 days</td>
</tr>
</tbody>
</table>

### Agency
- **1.1** Site Engagement Per Phase 0 Site Migration Schedule
- **1.2** Review of Data Collection Workbooks received by CBTS in Phase 0
- **1.3** Agency and CBTS Review Phase 0 Data
- **1.4(a)** Review of Site Readiness Based on Gateway Calculator from Phase 0
- **1.5** Site Infrastructure and site remediation
- **1.6** Site Migration Schedule Baselined
- **1.7** Site Readiness Checklist Reviewed by both Teams

### CBTS
- **1.4(b)** Migration Planning and Approach
- **1.5** Site Infrastructure and site remediation
- **1.6** Site Migration Schedule Baselined

### Processes
- **2.1(a)** TSR
  - Resulting Phone Order
    - See Purchase or Lease Hardware processes
  - Resulting Phone number Porting
    - See Porting Process
  - See Licenses Purchase Process
- **2.1(b)** Voice and Data Design
- **2.1(c)** Weekly Status Meetings
- **2.2** Complete Implementation Costs and Projected Benefits, Send to VMO
- **2.3** Design & Planning Checklist submitted to CBTS
- **2.4** Tollgate Signoff Meeting

Parallel Process: Processes 2(a-b-c) are parallel.
# Next Generation Telephone Service (NGTS) VoIP Site Migration Workflow v7.1

**January 9, 2013**

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<table>
<thead>
<tr>
<th>Implementation Phase 3</th>
<th>Initiation Phase 4</th>
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</thead>
<tbody>
<tr>
<td><strong>3.3</strong> Network Remediation</td>
<td><strong>4.2</strong> Operations Signoff</td>
</tr>
</tbody>
</table>
| **3.4** Onsite reception of Phones | **3.7** 3 days of non-ported NGTS Phones  
[MAC & Serial #]  
See H/W Order Fulfillment Process  
**3.9(a)** User Acceptance Testing |
| **3.5(a)** Installation of Phones by Agency or CBTS  
See H/W Order Fulfillment Process  
**3.6(a)** User training | **3.10** Site Service Acceptance - Signoff |
| **3.6(b)** NGTS SBC/CM Testing and Day-One End User Material sent via email | **3.8** Phone numbers ported to new NGTS Phones  
See Porting Process |
| **3.9(b)** Day 1 Support | **4.3** Begin Tracking Post-implementation Costs to Report to VMO |
| **3.1** Weekly Status Meeting | **4.1** Production Go-Live  
Agency Manual handoff |
| **3.2** Complete Implementation Costs and Projected Benefits, Send to VMO | **4.4** Transition to Operations |

**Processes**

- **35(a-b-c) are parallel**

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**Implementation Phase 3**

- **Estimated duration of 25 days**

**Initiation Phase 4**

- **Estimated duration of 0 days**

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**CBTS**

- **3.1** Weekly Status Meeting
- **3.5(b)** Call Manager (CM) Configuration
- **3.5(c)** SBC Configuration

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**Agency**

- **3.2** Complete Implementation Costs and Projected Benefits, Send to VMO
- **3.3** Network Remediation

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**Parallel Process**