

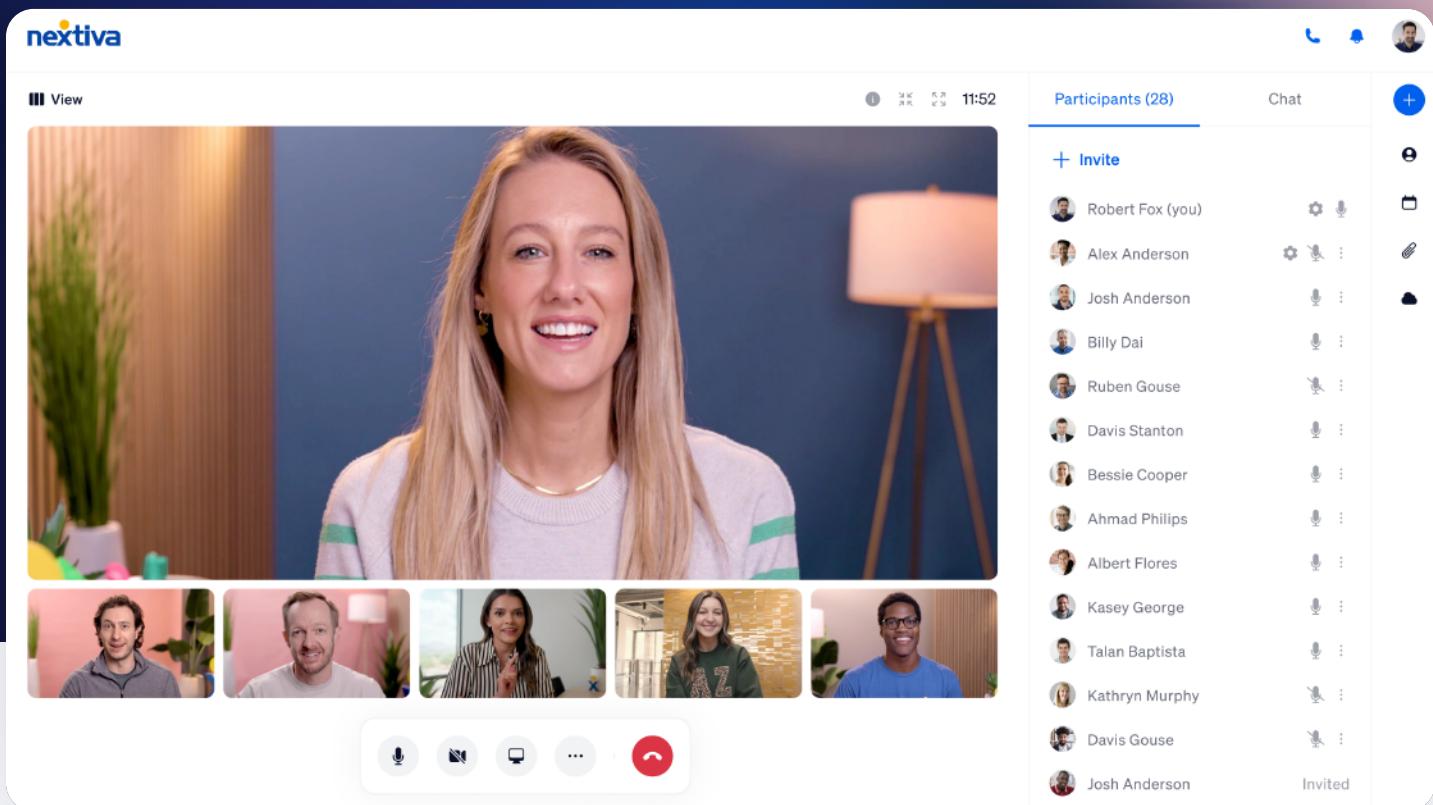


Service Delivery

Engage experts.
Get Amazing Service® Delivered.

Table of Contents

What We Do	1
How We Can Help	1
Nextiva Project Insights	2
Levels of Service Packages	3
Managed Services	5



What We Do

Service is the foundation of Nextiva's culture. You will find we have a passion for delivering great customer service. It's why we branded the phrase Amazing Service®.

Nextiva's Amazing Service Delivery team brings implementation experts to you. Our services range from simple network checks to sending a team of Nextiva experts to your location for a week-long experience including total project management, full setup, and customized training.

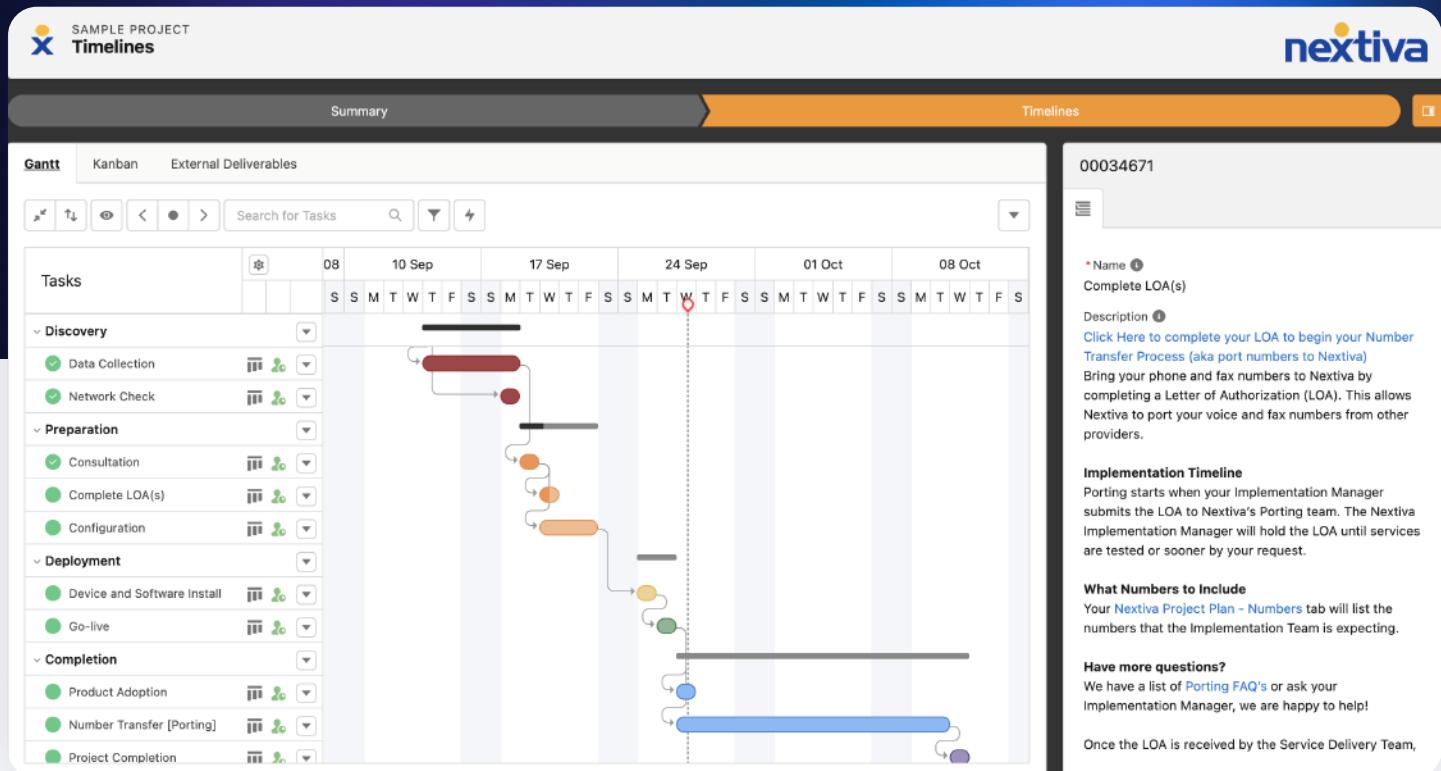
How We Can Help

When you don't have the specialized expertise on staff, but you need your communication system transition to go smoothly, we've got you. Our in-house team of experts work with you to mitigate risks, surface unknowns, and deliver Amazing Service®.

Every business is different, so we'll work with you to assess your business needs and create a strategic plan. We'll make sure we get you the level of Amazing Service® needed to match your requirements, budget, and timeline.

Nextiva Project Insights

Introducing Nextiva Project Insights:
Your key to Service Delivery Progress Tracking!



The screenshot displays the Nextiva Project Insights platform. At the top, there's a navigation bar with a 'SAMPLE PROJECT' section and a 'Timelines' tab. The main area is divided into two main sections: 'Summary' on the left and 'Timelines' on the right. The 'Summary' section contains a Gantt chart with tasks like 'Discovery', 'Preparation', 'Deployment', and 'Completion' listed on the left. The 'Timelines' section shows a detailed timeline for project 00034671, starting from September 8th. It includes a 'Number Transfer [Porting]' task that is currently in progress, spanning from September 10th to October 8th. To the right of the timeline, there's a sidebar with instructions for completing a Letter of Authorization (LOA) to begin the number transfer process, a section for the 'Implementation Timeline', and a 'What Numbers to Include' section. There's also a 'Have more questions?' section with a link to 'Porting FAQ's'.

The Service Delivery Team relies on this powerful software to keep a close eye on your setup progress. It's all about ensuring that your transition to Nextiva is as smooth as possible.

Why does this matter to you? Because it means a faster, more efficient setup process, which gets you up and running with Nextiva's services in no time.

Join us in this journey towards seamless Service Delivery. Experience the power of Nextiva Project Insights.

Service Delivery

Whether you're a new business or you're playing in the big leagues, Nextiva's Amazing Service Delivery team can help you get up and running. If all you need is speed and simplicity, we can do that. If your needs are more advanced, have a lot of moving parts, or could benefit from strategic project planning and specialized on-site IT infrastructure expertise, we can do that too.

Whether your needs are simple or complex, Nextiva will help you determine the right team to meet your requirements, so you get your communications system activated properly and efficiently.

Service Delivery Packages

	Starter	Choice	Elite	Elite+	Ultimate
Professional Consultation on UCaaS Best Practices	✓	✓	✓	✓	✓
Network Assessment	✓	✓	✓	✓	✓
Locations and Users: Design and Configuration	✓	✓	✓	✓	✓
Call Flow and Features: Design and Configuration	✓	✓	✓	✓	✓
Go-Live Support		✓	✓	✓	✓
Porting (Number Transfer) Support		✓	✓	✓	✓
Senior Project Management			✓	✓	✓
Live Administrator and User Training			✓	✓	✓
Managed Service Time Post Go-Live				✓	✓
Assigned UCaaS Technical Delivery Specialist				✓	✓
Expert Onsite Installation & Training					✓
Onsite Initial Discovery Session					✓

Choosing the Right Fit

Nextiva will work with you to determine the best Delivery Package to serve your current needs, future scale, and budget.

Here's a snapshot of common business scenarios and recommended solutions:

★ Business Size: Small - Medium+

Starter

- | | | |
|---------------------------|--|--------------------|
| ✓ Best for up to 10 users | ✓ Professional Consultation | ✓ System Testing |
| ✓ Assigned Technician | ✓ Design and Configuration of Services | ✓ Account Overview |

Choice

- | | |
|--|--|
| ✓ First 50 Users included, limit 100 Users | ✓ Professional Consultation |
| ✓ First 3 Locations included | ✓ Network Assessment |
| ✓ Standard 30 Day Project Timeline | ✓ Installation and Go-Live Appointment |
| ✓ Assigned Implementation Manager | ✓ Porting (Number Transfer) Support |
| ✓ Best Practices Guidance and Support | ✓ 1 Hour of Remote Live Administrator |
| ✓ Kick-Off Call | Training Included |

★ Business Size: Medium - Large+

Elite

Everything included in Choice and:

- ✓ First 100 Users Included
- ✓ First 5 Locations Included
- ✓ Standard 60 Day Project Timeline
- ✓ Enterprise Level Project Management
- ✓ More Complex Setup Requirements
- ✓ 3 Hours of Remote Live Training Included

Elite+

Everything included in Elite and:

- ✓ First 250 Users Included
- ✓ First 7 Locations Included
- ✓ Standard 90 Day Project Timeline
- ✓ Assigned Technical Delivery Specialist
- ✓ 6 Hours of Remote Live Training Included
- ✓ Up to 30 Days / 10 Hours Post Go-Live Managed Service Time

Ultimate

Everything included in Elite+ and:

- ✓ First 500 Users Included
- ✓ First 10 Locations Included
- ✓ Customized Project Timeline
- ✓ Onsite Discovery Session (3 days, 1 location)
- ✓ Expert Onsite Install & Training (first location)
- ✓ 12 Hours Remote Live Training
- ✓ Up to 30 Days / 20 Hours Post Go-Live Managed Service Time

You may add more users, locations, and remote live training to all packages.

Additional Service Delivery Offerings

Custom Scoped via Time & Materials

- ✓ Nextiva Call Center Implementation
- ✓ Advanced Contact Center Implementation
- ✓ Third-Party Integrations
- ✓ Interactive Virtual Agent (IVA)
- ✓ Technical Project & Program Management
- ✓ Onsite Device Installation
- ✓ Onsite Training and Support
- ✓ Advanced Analytics & Akixi Reporting
- ✓ Contact Center Digital Engagement & Media Streams
- ✓ Single Sign-On & Active Directory Sync Integration
- ✓ Queued Call Back Waiters
- ✓ Customized Remote Training
- ✓ Managed Services Packages (Post-Deployment)

Managed Services

When you're set up and ready to go, but require additional professional services as you adjust or scale your business, Managed Services steps in with a high level of expertise to make sure you get what you need. We'll help you determine what level of service you need to get the job done correctly and efficiently.

Managed Services Packages	Standard	Advanced	Premier
Core UCaaS Administration: Move/Add/Change/Delete	✓	✓	✓
Location Call Flow Configuration	✓	✓	✓
UCaaS Consultation / Questions	✓	✓	✓
Call Center Administration		✓	✓
QforMe Auto Attendant		✓	✓
Contact Center Administration & Consultation			✓
IVA / IVR Build and Configuration			✓
Advanced Analytics and Reporting			✓
Custom Integrations			✓

Managed Services are hourly packages for ongoing best-effort administrative work after deployment of a Nextiva solution.

How to Get Amazing Service Delivery

Get started with Nextiva Service Delivery by chatting with your Nextiva sales specialist.