



What happens next?



Process Overview

- We review your CSA (Customer Subscriber Agreement) for accuracy and completeness.
 - For NEW CUSTOMERS (in most cases), we review your Credit Check form or credit references. Credit references must respond timely!
 - For EXISTING CUSTOMERS, we make sure your existing account(s) is current.
 - We designate your single point of contact for the installation process. Your Welcome email contains your Coordinator contact information.
 - We manage all your service requirements for a timely installation.
 - We test your service for continuity and connectivity.
- * CUSTOMER ACTION REQUIRED** We call your validation contact to review and confirm order details (in most cases). Please pick up!
- * CUSTOMER ACTION REQUIRED** Respond and verify information as requested in your Welcome email.
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Other Useful Information

New customers have a PREPAY option to bypass Credit Review.

Your Coordinator always has the most accurate and up-to-date information about your order.

Timeframe and process vary, depending on the service you ordered.

Billing commences on the day the Customer Acceptance Letter is sent.