



## Provisioning

### *2011/2012 Holiday Brownout Schedule*

OneConnect Operations Group  
November 14, 2011  
Version 2.3



# OneConnect 2011/2012 Holiday Brownout Schedule

## VOICE SERVICES

### **New IVR Builds and Major IVR Changes (Voice Prompt/Route)**

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012.

- All requests must be received by December 9<sup>th</sup>, 2011 at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.

#### *Holiday Hours/Greeting Updates:*

Due to the higher than normal volume of IVR updates during this time of year, we ask that you please include the following information to help expedite the process:

1. The date you would like the greeting to become active
2. The date you would like to revert to your original greeting
3. How you would like your calls routed during the closure period
4. Use wording such as "We will be closing from xxx date to xxx date" instead of "We are closed"

The latest date that IVR greeting will be updated will be **December 19<sup>th</sup>, 2011**.

The earliest date the greetings will be reverted to regular business hours will be January 3<sup>rd</sup>, 2012.

### **MACs (Non-Essential) – Including: SIP Accounts Changes/Hosted Exchange/Virtual Fax/Toll-Free/PIN Codes/Line features**

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- MAC requests receiving during the brownout period may experience delays in completion.  
*Please note: customers may continue to perform changes via user portals where applicable.*

### **Local Lines**

December 9<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All Requests to be received by December 2<sup>nd</sup>, 2011 at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.

### **PRI**

December 16<sup>th</sup>, 2011 to January 9<sup>th</sup>, 2012

- Orders received after November 11<sup>th</sup>, 2011 may not be completed this year.
- Last date for site install will be December 9<sup>th</sup>, 2011.
- Last date for test/turn-up will be December 16<sup>th</sup>, 2011.
- Requests received after December 9<sup>th</sup> may experience delays in processing during the brownout period.



### **Call Center**

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All Requests must be received by December 9<sup>th</sup>, 2011 at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.

*Please note: customers may continue to perform changes via their administrative account.*

### **Conferencing**

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- Requests receiving during the brownout period may experience delays in completion.

*Please note: customers may continue to use their service portal to provision moderators.*

### **SIP Trunking**

November 25<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All requests must be received on or before November 25<sup>th</sup> at 5:00PM EST.
- Each order will be assessed on a case by case basis to determine if the requested implementation / change date can be met.
- No new installations will be turned up from December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012.
- No changes to existing services will be made from December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012.
- New orders received during the brownout period may experience delays in processing.

## **HARDWARE**

### **Routers/Switches/Network Equipment**

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All requests must be submitted by December 9<sup>th</sup>. Requests received after this date may experience delays in processing during the brownout period.
- All orders received after December 16<sup>th</sup> will not be fulfilled until January 3<sup>rd</sup> at the earliest.

### **IP Desk Phones**

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- Any equipment orders placed after December 16<sup>th</sup> will not be fulfilled until January 3rd at the earliest.

### **ATAs/Conference Phones**

December 16<sup>th</sup>, 2011 to January 9<sup>th</sup>, 2012

- All requests must be submitted by December 2<sup>nd</sup>. Requests received after this date may experience delays in processing during the brownout period.
- All orders received after December 16<sup>th</sup> will not be fulfilled until January 3<sup>rd</sup> at the earliest.

### **Router/Switch Configuration**

December 9<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All requests must be submitted by December 2<sup>nd</sup>. Requests received after this date may experience delays in processing during the brownout period.
- No configurations will be performed between December 16<sup>th</sup>, 2011 and January 3<sup>rd</sup>, 2012.



## DATA SERVICES

### ADSL (ON/QB)

December 16<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All new requests must be received by December 9<sup>th</sup> at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.
- HSA orders will not be tested/turned up during the brownout period.

### ADSL (BC/AB)

December 9<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All new requests must be received by November 25<sup>th</sup> at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.
- CWAN/TWAN ADSL will not be tested/turned up during the brownout period.

### Cable

December 9<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All new requests must be received by December 9<sup>th</sup> at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.

### T1/DS1/Wireless

December 9<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- All new requests must be received by November 25<sup>th</sup> at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.
- New installations will not be turned up during the brownout period.

### Fiber / LAN Extension

December 9<sup>th</sup>, 2011 to January 3<sup>rd</sup>, 2012

- New installations will not be turned up during the brownout period.
- No changes to existing services will be made during the brownout period.
- Orders received after December 9<sup>th</sup>, 2011 may experience delays in processing due to carrier embargo.

### Network Configuration (Non-Essential)

December 9<sup>th</sup>, 2011 to January 9<sup>th</sup>, 2012

- All new requests must be received by December 9<sup>th</sup> at 5:00PM EST. Requests received after this date may experience delays in processing during the brownout period.
- No service impacting operations will be performed between December 19<sup>th</sup>, 2011 and January 9<sup>th</sup>, 2012 inclusive.

