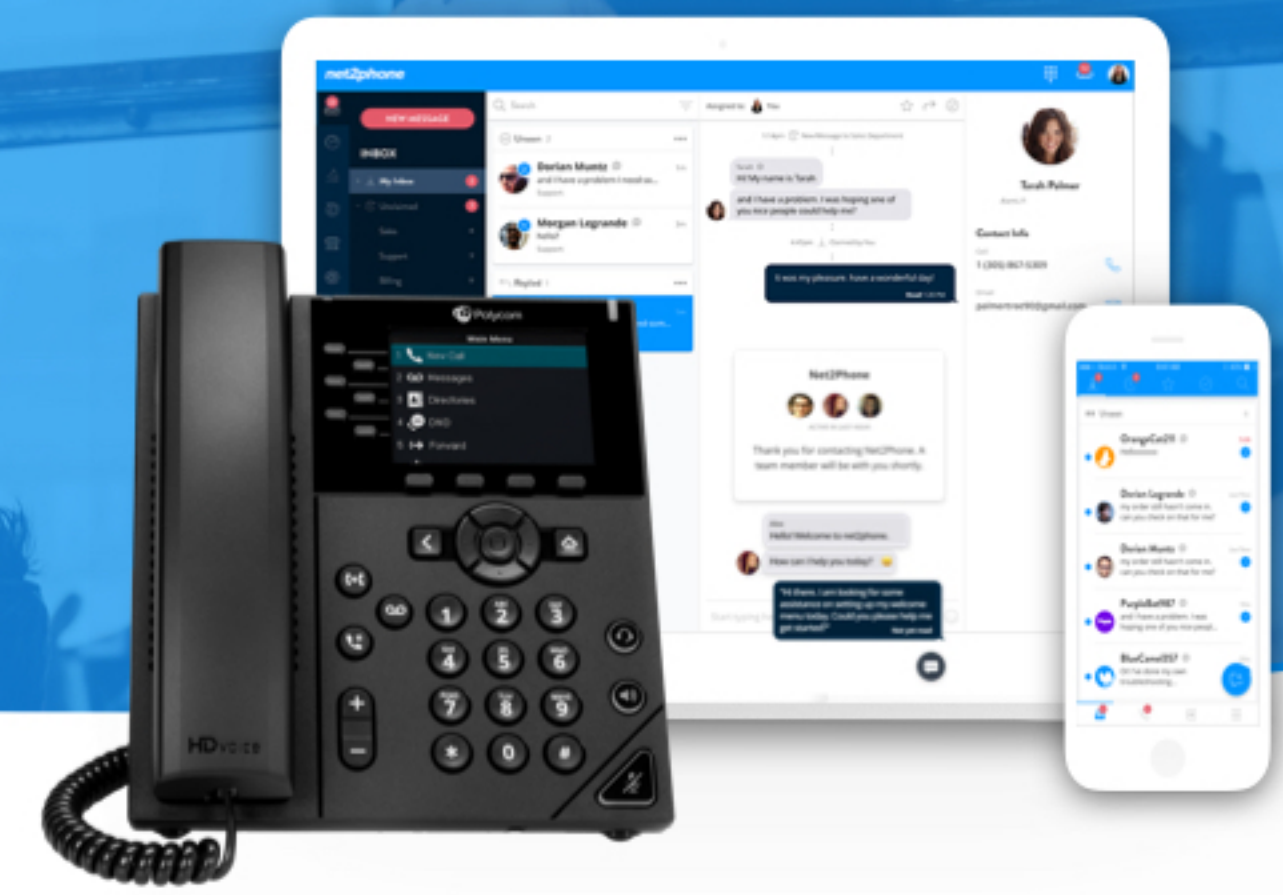# Dedicated Support, All Included

net2phone

net2phone has a team dedicated to your success. From on-boarding to training to technical support and beyond, net2phone is there for you every step of the way.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Submit Order	LOA and Extension Survey Completed, Returned, and an On-boarding Engineer is assigned	Hardware is ordered. Organization and extesions are created	Equipment is shipped and tracking number is assigned. Porting date is scheduled upon equipment delivery	Equipment is delivered and on-boarding engineer schedules call to discuss account configuration	Equipment is installed and engineer completes account configuration with customer	Phone numbers are ported

Step 8

YOU'RE READY FOR SMARTER CONVERSATIONS WITH NET2PHONE

TRAINING:

Training on the net2phone platform and features is available to all net2phone customers - free and always.

• 3x weekly webinar sessions for phone and portal trainings

• Request 1-on-1 trainings via training@net2phone.com

• On Demand Video Tutorials & User Guides

On-Going Support:

Our 24/7 US based support team is available for troubleshooting, service issues, phone system modifications, or any post-install technical support.

• 24/7/365 US Based Support Team

• 95% First Call Resolution

• 25 Sec Average Time Until Live Answer

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