



Planning, Site Survey and Discovery

- Telesystem Sales Engineer sets up meeting to gather critical information to build your wireless network.
- Technical contact is established. The customer must provide a scaled floor plan and information about the physical structure as well as planned usage for the wireless network.



Construction If Required

- Secure/sign necessary permits and easements including Building Owner, Rail Road, Utility Pole, Right of Entry, etc.



Solution Quote

- Telesystem uses the results of the discovery to provide a project quote which will be sent to you electronically.
- Your project begins after your signed quote is received.



Post-Install Verification If Outlined in Solution Quote

- Testing of all SSIDs, landing and Splash pages for content and functionality. Testing the monitoring and management configuration of all switches and APs.



Installation

- Installation begins no earlier than five days but typically 2 to 3 weeks after the signed Solutions Quote is received. A Telesystem authorized technician or third party installer will label, configure and install the appropriate equipment in the location(s) specified on the predictive survey report. Additional installation work must be completed by the customer's authorized vendor or installer during this stage in the process including the installation of cabling, server racks, wall plates etc. according to the solution design plan.



Service Turn-Over Same Day as Turn-Up

- Service Activation.
- Service Acceptance.
- Change request completion.
- Delivery of the customer onboarding material and Customer Support contact information.



Continuous Monitoring and Support

- Telesystem proactively monitors the equipment and health of your network.
- If an issue arises please contact our 24x7 help desk at **419-724-9898**

