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PINGTONE COMMUNICATIONS INC.

ADMINISTRATOR USER GUIDE

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Introduction

ABOUT THIS MANUAL

This user guide is intended for those who are responsible for the Administration of your PingTone Hosted VoIP Phone Service and is here to guide you through the tools that are provided to you.

Customer Support Options

MAC (MOVE, ADD, CHANGE) REQUEST

How to submit a MAC Order and contact PingTone Order Processing (PTOP):

1. Log into the Customer Support website <http://www.pingtone.com/customer/index.html>
2. Type in your user name and password.
3. Click on **MAC Request** (to create a ticket).
4. Please fill out the Customer Information with the required fields (*)
5. Click **Submit** (your ticket will be sent directly to the PTOp Department)
 - You can reach PTOp at (866) 746-4435, option 3 or by e-mail at ptop@pingtone.com
 - PTOp is available 8:00am – 5:30pm EST
(If you need to contact us after hours, please contact our Support Team)

Order Moves, Adds & Changes

Customer Information

* indicates required field

Today's Date: 05/18/2010 *

Date to Activate MAC (mm/dd/yyyy) 06/01/2010 * [Calendar](#)

Company Name: PingTone Communications - G6 *

Order Point of Contact: John Smith *

Contact Phone Number: 703-555-5555 *

Contact E-Mail: johnsmith@pingtone.com *

Notes & Additional Information

Change Existing Service

Item to Change	Description	Qty
User - Modify (2 business days) ▼	Add new user	1
Line Appearance - Delete (2 business days) ▼	Delete Jane Doe from line appearance	1
Select a Service Item ▼		
Select a Service Item ▼		

Add New Service

Item to Add	Description	Qty

Note: Customer account will be invoiced upon activation of MAC order

☒ I authorize this MAC Order for Services and understand that MAC Orders are Addendums to the PingTone Service Agreement *

John Smith *

Name of Authorizing Party

Submit

* Screenshot: MAC Request Form

** Note: Please fill out the Customer Information with the required fields (*).

** Note: Order Point of Contact - This is the person we will contact to verify case completion.

SUPPORT TROUBLE TICKET

How to create a ticket for a support related trouble issue and contact Customer Support:

1. Log into the Customer Support website <http://www.pingtone.com/customer/index.html>
2. Type in your user name and password.
3. Click on **Support Trouble Ticket** (to create a ticket)
4. Please fill out the Customer Information with the required fields (*)
5. Click **Submit** (your ticket will be sent directly to the Support Team)
 - You can reach PingTone Customer Support at (866) 746-4435, option 1 or by e-mail at support@pingtone.com.
 - Customer Support is available 24/7

Open Service Ticket

Customer Information * indicates required field

Today's Date:

05/18/2010

Company Name:

PingTone Communications *

Company Main Phone Number:

703-555-5555 *

Ticket Point of Contact:

JohnSmith *

Contact Phone Number:

703-555-5555 *

Contact E-Mail:

johnsmith@pingtone.com *

Enter Ticket Request, Notes & Relevant Information

Hunt group not working properly

☒ I authorize this Service Ticket *

John Smith *

Name of Authorizing Party

Submit

* Screenshot: Open Service Ticket Form

** Note: Please fill out the Customer Information with the required fields (*).

** Note: Ticket Point of Contact - This is the person we will contact for troubleshooting information, and to verify issue resolution.

CDR REPORT

This allows you to pull Call Detail Records at the Company level and at the End User Level.

**** Please note - the CDR Report will provide all data in GMT time. ****

1. Log into the Customer Support website <http://www.pingtone.com/customer/index.html>
 2. Type in your user name and password.
 3. Click on **CDR Report**
 4. Select Company Name
 5. Select Start Date and Time
 6. Select End Date and Time
 7. Click **Submit Query**
- The system will then provide the following:

PingTone Communications

2010-04-05 00:00:00 to 2010-05-05 00:00:00

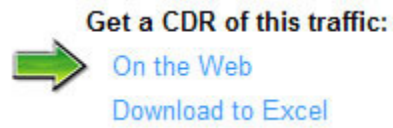
Type	Calls	Minutes
Total Inbound	5529	15562.3
Total Outbound	3615	12547.4
US Domestic	3156	9233.9
Alaska, Hawaii, Puerto Rico, Guam	0	0.0
Canada	14	122.0
International	26	128.9
Toll Free	398	3049.7
ZapTel	0	0.0
Premium (900, Toll, etc.)	5	0.7
Operator	0	0.0
N11 Services (911, 611, etc.)	0	0.0
Directory Assistance	16	12.2

End User	Inbound		Outbound	
	Calls	Minutes	Calls	Minutes
Aaron Smith	142	353.7	246	757.9
Bob Jones	91	80.9	24	142.9
Brad Johnson	36	81.7	18	46.5
Bryce Leggett	182	311.0	157	608.7
Carrie Hughes	13	7.0	0	0.0
Caller Name Unavailable	1322	4211.8	132	491.4
Charley Elliott	83	294.6	50	140.4
Collections	1	0.1	0	0.0
Conference Room 6311	18	26.3	7	15.2
Chris Brown	352	652.1	215	795.7
Dennis Jordan	7	2.8	7	5.5

* Screenshot: CDR Report

You must click on the Type or an End User's name to retrieve the details and to download data on the Web or to Excel. For example, if you click on the link for "Total Inbound" calls, you can then choose to download the data:

1. On the Web
2. Download to Excel



The following data is then provided:

1. End User
2. Source Caller ID
3. Dest Caller ID
4. Answer Time
5. Minutes
6. Destination

UPDATE 911

The enhanced 911 system (E911) provides emergency operators with the caller's geographic location and phone number. Per the Federal Communications Commission (FCC) - PingTone is required to offer E911 services to all customers.

1. Go to the Customer Support website
<http://www.pingtone.com/customer/index.html>
2. Click the **Update 911 icon** to Add or Update your street address for 911 emergency operators.
3. Enter your Telephone Number (enter your 10-digit phone number with no dashes)
4. Enter your password (note: this is your phone password)
5. Click **Submit Query**
6. Add or make any necessary changes:



The following address is your current address last updated on Jun 11, 2008 at 12:20AM:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*	PingTone Communications
Address line 1:*	13921 Park Center Rd
Address line 2:	
City:*	Herndon
State:*	Virginia
Zip code:*	20171

Address updates may take a few moments. Please only click the Update button once.

* Screenshot: Update 911 Form

7. Click **Update Address** or **Cancel Update**

MAC INTERVALS GRID

This provides the Interval and Pricing for the types of Changes submitted through a MAC Request.

1. Log into the Customer Support website <http://www.pingtone.com/customer/index.html>
2. Type in your user name and password.
3. Click on **MAC Intervals Grid**

Please refer to the Self Admin Portal to process your requests in real time. Please note that the majority of the changes can now be made through the Self Admin Portal. The following items still require a MAC Order.

MAC Items (2 to 4 Business Days)	Price \$
User – Delete (2 Business Days)	9.99
Line Appearance – Add / Delete / Modify	9.99
On Net – Virtual Station Forwarding	MRC 10.00 NRC 12.00
IP Fax – Add / Delete / Modify	9.99
E-mail Forwarding – Add / Delete / Modify	9.99
Meet Me Conferencing – Enable / Disable	9.99
Dial By Name / Extension – Add / Delete / Modify	9.99
Request Telephone & IP Fax List	9.99
Speed Dials – Add / Delete Modify (w/ Name)	29.99
External Device – Add / Delete / Modify (Linksys / ATA / Quintum)	29.99
Calling Plan – Modify	9.99
Auto Attendant – Add / Re-Build	49.99
Auto Attendant – Add Night Mode	49.99
Auto Attendant – Delete Night Mode	29.99
Auto Attendant – Add / Delete / Modify	29.99
Hunt Group / Queue – Re-Build (applies to all users)	49.99
Hunt Group – Add / Delete (applies to all users)	49.99
Queue – Add (applied to all users)	49.99
Queue – Delete / Modify (applies to all users)	29.99
Directory – Dial by Name – Add / Modify *	29.99
MOH – Custom – Modify or Add (*WAV only)	49.99

MAC Items (15 to 24 Business Days)	PRICE \$
Order / Add New Numbers (15 Business Days) (for station order / add new #'s for reserve)	N/A
Port less than < 50 (20 Business Days)	N/A
Port greater than > 50 numbers (24 Business Days)	N/A
Reserve DIDs	\$1.99 per DID per month
Port DID Charge	\$12.50 per ported DID
Directory Listing	MRC 2.50 NRC 20.00
Equipment Configuration List	PRICE \$
Cisco 871 Router Configuration	49.95
Cisco 1800 & 2800 ISR Series Router Voice QoS Configuration	195.00
Switch Configuration	95.00
Quintum AS Series Configuration	49.95
Cisco Linksys SPA2102 Configuration	19.00
Tech Support: Data LAN	PRICE \$
Remote (by phone call) Data LAN Technical support	95.00 / hr.
On Site Data LAN Technical Support	150.00 / hr.
Additional IP Block	29.99
Cisco IP Phone Training	PRICE \$
Remote Phone Training (by webinar & conference call)	95.00 / hr.
On Site Phone Training	150.00 / hr.
Phone Configurations	PRICE \$
Phone Configurations (Five Business Days) <i>Customer will be responsible for shipping charges associated with equipment sent to/shipped from PingTone</i>	19.00 / per phone
ICB (Individual Case Basis)	
Inbound Caller ID – Enable / Disabler **	
Outbound Caller ID – Add / Modify / Delete **	
Directory Listing – Add / Modify **	

* Based on Quantity – the interval and price are subject to change.

** PingTone Order Processing (PTOP) will confirm costs associated with your request and the completion date. All MAC charges will need to be approved before provisioning can begin.

PINGTONE ROLES & RESPONSIBILITIES MATRIX

This provides the roles and responsibilities for each Department within PingTone Communications.

1. Log into the Customer Support website <http://www.pingtone.com/customer/index.html>
2. Type in your user name and password.
3. Click on **PingTone Roles and Responsibilities**

PTOP	PROVISIONING
Order Management	Order Management
• Project management of all assigned order from book to bill • Order acceptance and acknowledgment- issues welcome letter to customer • Update case and manage milestones • Establish Design Review Meeting (DRM) • Orders new DID's or LNP, tracks for FOC and activation • Responsible for working with customer on work book for provisioning • Tracks all internal & external tasks and escalates appropriately • Billing acceptance and notification process to Customer and Billing Dept. • Close case	• Participates in DRM meeting • Designs and orders T1 activity to appropriate Vendor • T1 test and acceptance with Vendor • Designs & establish soft switch requirements per order
MAC Management	MAC Management
• Opens a case in CRM tool for MAC order tracking • Change Order acceptance and acknowledgement • Single point of contact for the Customer for all MAC request • Tracks for completion • Billing acceptance and notification process to Customer and Billing Dept. • Close Case	• Performs soft switch MAC order changes • Contact customer to validate MAC request as required • Updates case
Contact PTOP at 866-746-4435, option 3 or email ptop@pingtone.com	

SUPPORT 24/7/365	LAN/WAN ENGINEER ON CALL
Trouble and Inquiry Case Management	
• Single point of contact for all trouble and inquiry request • Opens cases in CRM system for Support tracking • Administrates case and Customer status updates • Escalates (as required) with Tier II Engineering • Escalates (as required) with Vendor for timely resolution • Contacts customer for closure acceptance • Close case	• Performs onsite LAN survey as necessary • Responsible for Technical review of DRM • Configures customer hardware for installs, MAC's and repairs • Customer dispatch as necessary • Tier II escalations from Support • Coordinates & Manages 3rd party dispatch Vendors • Performs Pingtone remote and onsite installation
Contact Support at 866-746-4435, option 1 or email support@pingtone.com	
SALES	
• Responsible for overall Account management • Collaborates with Customer on business solutions • Consults with Customer on technology vendors and services • Communicates Customer's objectives to PTOP, Support & Provisioning	
Contact Sales at 866-746-4435, option 2 or email sales@pingtone.com	

PINGTONE CONTACT LIST

A list of contact information for PingTone Departments:

- PingTone Communications (Corporate Headquarters)
13921 Park Center Road
Herndon, VA 20171
866-746-4435
- PingTone Sales Department
(866) 746-4435 option 2
sales@pingtone.com
- PingTone Customer Support
(866) 746-4435 option 1
support@pingtone.com
- PingTone Order Processing (PTOP)
(866) 746-4435 option 3
ptop@pingtone.com
- PingTone Billing Department
(866) 746-4435 option 4
* The billing department is available Monday – Friday, 8:30AM – 5:30PM EST
billing@pingtone.com