PBX Provisioning: Scope of Work

Our PBX provisioning service is intended as an initial configuration service only, and does not imply or include long-term technical support of the system or customer's network. Troubleshooting support for suspected defective hardware is always included for the duration of the product's warranty period.

Initial configuration is defined as:

- Installing the operating system and phone system platform
- Configuring network parameters to integrate with your existing network
- Creating user extensions (up to 50)
- Provisioning up to 10 phones purchased with the system
- Installing analog telephony cards
- Creating SIP trunks and inbound/outbound call routing (Cloudspan Customers)
- Bench testing of inbound and outbound calls
- Configuring basic call routing for inbound phone numbers (ring groups or direct to extension)

Additional support and provisioning services can be purchased for items beyond the initial configuration terms.

VoIP Supply is not responsible for network device compatibility or configuration that is already owned by a customer. Customers are strongly encouraged to seek compatibility recommendations from VoIP Supply, or a VoIP installation professional before proceeding with a physical install.

Cloudspan customers will receive support pertaining to inbound and outbound calling. If an issue is deemed to be an internal network, or internal call routing problem, support can be purchased for further troubleshooting. SIP trunking services from other providers do not fall under our support policy.

Customers are responsible for the security of all devices. VoIP Supply may recommend installation and security best practices but will not be held liable for the securing of equipment.