



Roles and Responsibilities Matrix

Voice offerings have the following Responsibilities, as denoted with the letter of "R":

Category	Responsibility	Accelecom	Customer
Service Set Up	Account Admin Setup	R	
Service Set Up	Initial Eg11 Setup	R	
Service Set Up	Emergency Notification Setup		R
Service Set Up	End User Profile Builds & Deletes	R	
Service Set Up	Initial configuration of Call Flow Auto-Attendant	R	
Service Set Up	Call Flow Auto-Attendant management		R
Service Set Up	Porting Details & Documentations		R
Service Set Up	Port Submission & Completion	R	
Service Set Up	New Number Order	R	
Service Set Up	Accelecom Hardware Order, Provisioning, & Shipping	R	
Service Set Up	Customer owned on-prem hardware configuration & maintenance <i>(Refer to Accelecom's standard supported device list)</i>		R
Service Set Up	Customer Provided Phone Provisioning Templates	R	
Service Set Up	Customer Provided Phone Provisioning		R
Service Set Up	If Accelecom referred 3rd party	R	
Installation	Pre-Install Work		
Installation	Accelecom Provided	R	
Installation	Customer 3rd Party		R
Installation	Install & Activation		
Installation	Accelecom Provided	R	
Installation	Customer or Customer 3rd Party		R
Installation	Post-Install Internal Wiring & Networking		R
Installation	Customer Acceptance		R
On-Going Operations	Technical Support	R	
On-Going Operations	Number Management		R
On-Going Operations	User Accuracy Management		R
On-Going Operations	Eg11 Verification & Management		R
On-Going Operations	User Reassignment		R
On-Going Operations	Accelecom Provided Hardware Replacement		
On-Going Operations	Under Warranty	R	
On-Going Operations	Out of Warranty		R