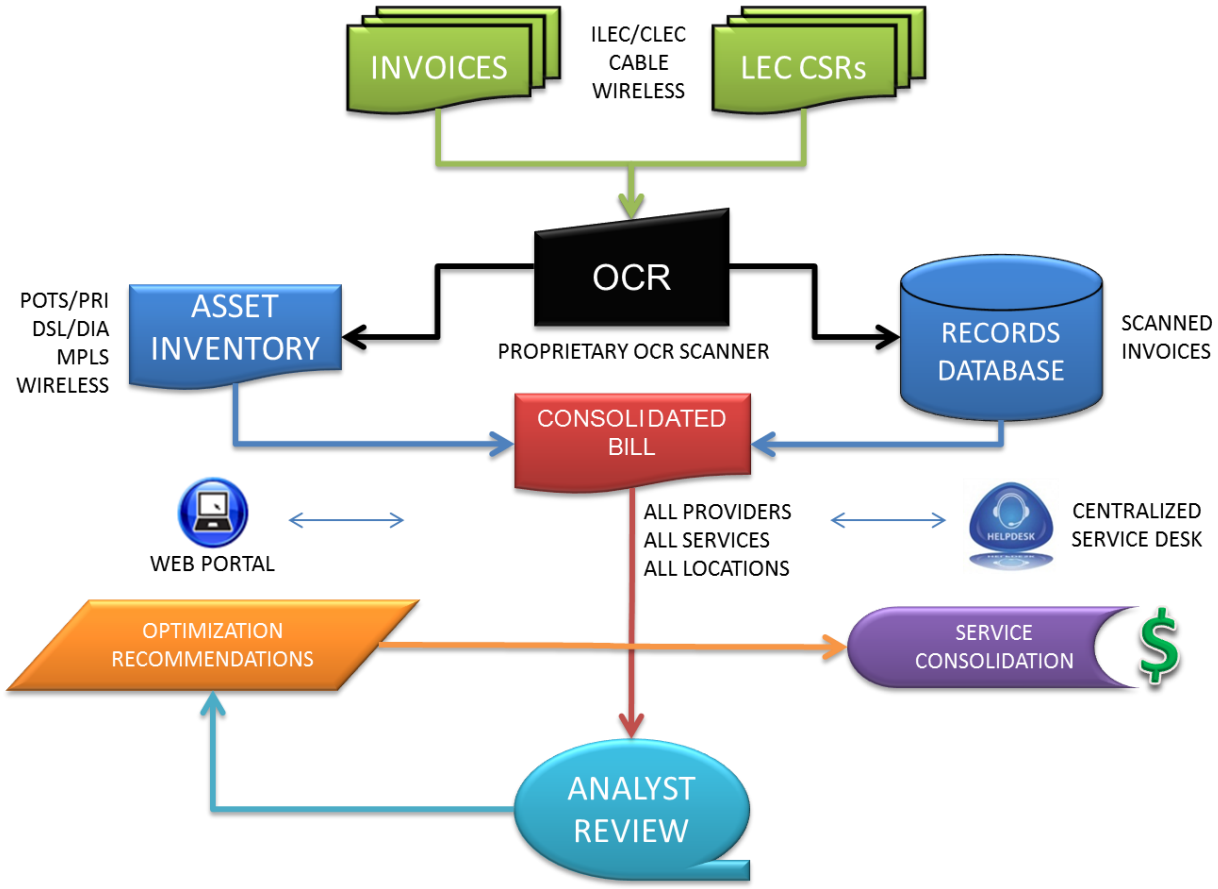
Initial Account Set-up

- Agent submits EnTele-Bundle order to ESI
- ESI Client Services receives the order and reviews the accompanying documents
  - Order Validation - Documents
    - Contract
    - Order Form
    - List of bills to be migrated
    - Copies of bills to be migrated
    - Copies of carrier contracts
    - CD/Media, etc.
    - G/L Code structure defined
    - EnTelegent LOA (Please note additional LOAs may be requested during migration process dependent on carrier requirements)
  - If the validation documents are not complete, Client Services notifies the Agent
    - The Agent retrieves the missing documents and forwards to Client Services.
  - Client Services contacts Customer to begin the On-Boarding process (Kick-off Call)
    - During this call, ESI will agree, with Customer, on a "start date" after which EnTelegent will be paying the bills
    - ESI will also notify Customer that we do not pay past due amounts
    - Past due balances will be Customer's responsibility
  - The ESI Analyst will review the list of bills and bill copies and calculate the pre-payment amount (which is equal to one-month's total billing, minus irregular NRC's or Credits)
  - The Analyst will request ESI Billing create a sales invoice for the pre-payment
  - Invoice will be sent to Customer and/or Agent
- The pre-payment is received
  - *(When pre-payment is received)* Analyst will begin creating an Inventory Spreadsheet using the invoices, contracts and any additional spreadsheets received from Customer
  - Customer may request the Analyst to gather the inventory from the carrier directly
    - Charge = $85/hour
    - Analyst will track $/hours and submit to Billing for the initial invoicing of Customer
  - Analyst will review the services for optimization opportunities
    - If none are determined, the account is notated
    - If determined, the order is staged to the Optimizer who will perform an in-depth analysis to determine the details and discuss with Agent
  - Agent will present recommended optimizations and suggestions with Customer
    - If Customer accepts and an ESI Solution is implemented, the ordering process is initiated *(once pre-payment is received)*
  - *(When pre-payment is received)* Client Services enters services orders and places them in the Pending Credit Approval Queue
    - Billing Analyst will create the Parent and Child accounts
  - *(When pre-payment is received)* Provisioning will migrate the bills to EnTelegent

First Invoice/Subsequent Invoices

- Billing will review the first invoice against service orders and carrier invoices to ensure all rates and services are billing accurately
- All subsequent invoices are reviewed in comparison to previous month's billing
    - If the variance appears to be too high or low, Billing will review for the reason, determine if valid and contact Customer if necessary



The EnTelegent Solution delivers a powerful set of tools that provide a single point of administration and control for all telecom services, expense management, activity management, inventory, customer support and billing.

- Robust service management and reporting capabilities
- Nationwide local and broadband network services

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