



Vonage Business Communications Onboarding

IMPROVE CUSTOMER EXPERIENCE WITH STREAMLINED INSTALLATION AND TRAINING

Outstanding Customer and Employee Experiences

We pride ourselves on award-winning, buzzworthy, flexible customer service and IT business support that lets you focus on making your employees happy and providing amazing service to your customers.

Check out our professional services below and choose what's right for your business.

U.S. Onboarding Experience Bundles

Service	What's Included	Price
Enterprise Onboarding Package <i>For internal use. PCAT:</i> VBC PS Enterprise Onboarding Package for 50 Users	Implementation services for up to 50 users, includes project management, (4) hours of custom training webinars, (1) tech dispatch, and (3) hours of remote support from a Vonage engineer.	\$5000
Enterprise Onboarding Package User Add-On	This add-on is for anything above 50 users. Should be included with "VBC PS Enterprise Onboarding Bundle for 50 Users."	\$50/user
Enhanced Onboarding Package <i>For internal use. PCAT:</i> VBC PS Enhanced Onboarding Package for 50 Users	Implementation services for up to 50 users, includes project management, (4) hours of custom training webinars, (3) hours of remote support from a Vonage engineer, and does not include a tech dispatch.	\$3000
Enhanced Onboarding Package User Add-On	This add-on is for anything above 50 users. Should be included with "VBC PS Enhanced Onboarding Bundle for 50 Users."	\$30/user
Essential Onboarding User <i>For internal use. PCAT:</i> VBC PS Essential Onboarding User	Implementation fee includes project coordination support, phone & call flow configuration support. Unlimited access to our training portal, user guides, and weekly live classes.	\$25/user
Self-Service Onboarding User <i>For internal use. PCAT:</i> VBC PS Self-Service Onboarding User	Unlimited access to our training portal, user guides, and weekly live classes. This does not include project management, voice provisioning, and data provisioning services. LNP support will be provided, at an additional charge, if needed.	\$5/user
VCC Express Bundle with VBC <i>For internal use. PCAT:</i> VCXC-CX Cloud Express Implementation	Experienced Implementation Consultant overseeing the end-to-end setup for up to 35 stations/agents, 1-hour of collaborative review of the production build. Up to 3-hours of virtual train-the-trainer education.	\$4500
VCC Elevate Bundle with VBC <i>For internal use. PCAT:</i> VCXC-CX Cloud Elevate Implementation	Experienced Implementation Consultant overseeing the end-to-end setup for up to 100 stations/agents, 1-hour of collaborative review of the production build. Up to 3-hours of virtual train-the-trainer education.	\$6000

Questions? Email proserve@vonage.com

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U.S. Training and On-Site Support Services

Service	What's Included	Price
Webinar Training Package <i>For internal use. PCAT:</i> VBC Custom Webinar Training Package	A Vonage expert will host a customized, live, 90 min webinar to train employees on the topics you select. Up to 100 employees can attend, and recording will be provided upon request.	\$350
On-Site Onboarding Day: Training <i>For internal use. PCAT:</i> VBC Onsite Onboarding Training Day Package	A Vonage expert will come on-site for a full day (6 hours) of classroom training and education. We'll design a customized agenda for up to four (4) 1-hour training sessions, plus time for FAQs and live support. T&E included.	\$2000
On-Site Onboarding Day: Implementation Support <i>For internal use. PCAT:</i> VBC Onsite Onboarding Support Day Package	A Vonage engineer will come on-site for implementation support. Tasks include troubleshooting, testing and admin/end-user support. T&E included	\$3500
Custom eLearning Training Video Package <i>For internal use. PCAT:</i> VBC Custom eLearn Training Video Package	Vonage will develop a custom training video to fit your business needs. Video and audio will be branded with your company logo and name. Source files will be provided and video will be hosted on your server. Includes one year of content maintenance for video edits.	\$5000
Remote Go-Live Support - Per Hour <i>For internal use. PCAT:</i> PS - Remote Go Live Support - Per hour	A Vonage engineer will support your team remotely on day of go-live. The engineer can assist with testing, troubleshooting, call flow changes, and Q&A/ training related questions.	\$200
Professional Greeting Recording - Per Greeting <i>For internal use. PCAT:</i> Virtual Receptionist Recording	Recording service includes recording professional voice over greetings. This can include greeting types such as: Auto Attendant, Call Queue, and Voicemail Box announcements. Please provide up to 5 business days to record up to 10 custom greetings.	\$29.99
OneLogin Package <i>For internal use. PCAT:</i> OneLogin	The OneLogin Professional Services Package is performed through a remote configuration and training session. At this session, OneLogin will work with the Customer to assist in initial, limited configuration of OneLogin that is specific to the Vonage Directory Sync feature.	\$2000
Custom Request - Per Hour <i>For internal use. PCAT:</i> VBC Professional Services - Custom Request - Per hour	Custom requests include but are not limited to changes to VBC or call center call flow designs, creating custom call center reports, creating custom training guides, and PMaaS.	\$200

U.S. Professional Installation Services

Service	What's Included	Price
Onsite Install <i>For internal use. PCAT:</i> VBC Pro VoIP Install, Per Location (M-F: 8am-5pm)	A Vonage technician will come onsite during business hours (M-F 8am - 5pm) to set up your business communications. Includes handset configuration (up to 5 phones), installing phones (power adapters as needed, patch cords from jack to phones or daisy chained thru PC's), and testing inbound/outbound calls. Minimum of 2 hours of work required.	\$250
Onsite Install Phone Add On <i>For internal use. PCAT:</i> VBC Pro VoIP Install Service Add On, Per Device (M-F 8am-5pm)	During business hours (M-F 8am-5pm), the Vonage technician will install, and test inbound/outbound calls on your VoIP phone(s). In regards to small ATAs, each ATA port counts as (1) Device.	\$25
Onsite Install After Hours <i>For internal use. PCAT:</i> VBC Pro VoIP Install After Hours, Per Location	This is an on-site technician dispatch that occurs after standard business hours in your time zone (M-F 5pm - 8am or weekends). The service includes handset configuration (up to 5 phones), installing phones (power adapters as needed, patch cords from jack to phones or daisy chained thru PC's), and testing inbound/outbound calls. Please note, this requires internal approval to ensure appropriate Vonage resources are available to support your needs.	\$390
Onsite Install Phone Add On After Hours <i>For internal use. PCAT:</i> VBC Pro VoIP Install Service Add On, Per Device (M-F 5pm - 8am)	After standard business hours (M-F 5pm - 8am or weekends), an on-site technician will install, and test inbound/outbound calls on your VoIP phone(s) In regards to small ATAs, each ATA port counts as (1) Device. Please note, this requires internal approval to ensure appropriate Vonage resources are available to support your needs.	\$50
Install Expedite Fee <i>For internal use. PCAT:</i> PS - Pro Install Expedite Fee	Fees apply to tech dispatch requests made within 5 business days.	\$250

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U.S. Professional Installation Services (continued)

Service	What's Included	Price
Site Survey <i>For internal use. PCAT:</i> PS - Site Survey	A Vonage technician will provide discovery on-site services to collect information specific to your physical environment and network infrastructure.	\$300
Analog Tag and Tone - Per 66 Block <i>For internal use. PCAT:</i> PS - Analog Tag and Tone	A Vonage technician will tag and tone analog lines.	\$600
ATA Rack and Stack <i>For internal use. PCAT:</i> PS - ATA Rack and Stack	Required for ATAs with 48/24/16 ports.	\$300
SmartWAN Deployment <i>For internal use. PCAT:</i> PS - SmartWAN Deployment	A Vonage technician will deploy your SmartWAN device(s), per location.	\$300 /location

World Office Training and On-Site Support Services

Service	What's Included	Price
World Office Onsite Install <i>For internal use. PCAT:</i> WO - VBC Pro VoIP Onsite Install After Hours	A Vonage technician will come onsite during business hours (M-F 8am - 5pm) to set up your business communications. Includes handset configuration (up to 5 phones), installing phones (power adapters as needed, patch cords from jack to phones or daisy chained thru PC's), and testing inbound/outbound calls. Minimum of 2 hours of work required.	\$350
World Office Onsite Install After Hours <i>For internal use. PCAT:</i> WO - VBC Pro VoIP Onsite Install After Hours	A Vonage technician will come onsite during after hours (M-F: 5pm - 8am or weekends) to set up your business communications. Includes handset configuration (up to 5 phones), installing phones (power adapters as needed, patch cords from jack to phones or daisy chained thru PC's), and testing inbound/outbound calls. Minimum of 2 hours of work required.	\$500
World Office Onsite Install Phone Add On <i>For internal use. PCAT:</i> WO - VBC Pro VoIP Onsite Install Phone Add On	The Vonage technician will install phones and test inbound/outbound calls. In regards to small ATAs, each ATA port counts as (1) Device.	\$65
Webinar Training Package <i>For internal use. PCAT:</i> WO - VBC Custom Webinar Training Package	A Vonage expert will host a customized, live, 90 min webinar to train employees on the topics you select. Up to 100 employees can attend, and we'll record the webinar for you to use for training.	\$350
On-site Onboarding 3 Days: Training <i>For internal use. PCAT:</i> WO - VBC Onsite Training Package - 3 Day	A Vonage expert will come on-site for 3 full days (6 hours per day) of classroom training and education. We'll design a customized agenda for up to (4) 1-hour training sessions, plus time for FAQs and live support. T&E included.	\$4,000
On-site Onboarding 3 Days: Implementation Support <i>For internal use. PCAT:</i> WO - VBC Onsite Onboarding Support Package 3 Day	A Vonage engineer will come on-site for 3 full days (6 hours per day) to provide implementation support Service includes voice/data provisioning and troubleshooting on all Vonage products including Call Center, Receptionist, and the Desktop and Mobile Apps. T&E included.	\$6,000
On-site Onboarding 5 Days: Training & Support <i>For internal use. PCAT:</i> WO - VBC Onsite Onboarding Package 5 Day	A Vonage engineer will come on-site for 5 full days (6 hours per day) to provide implementation support and training. Services include voice/data provisioning and troubleshooting on all Vonage applications including Call Center, Receptionist, and DesktopConnect. T&E included.	\$8,000