

Welcome to Business Unlimited!

Congratulations on increasing your company's productivity through a unified communications solution and thank you for choosing Northland! Throughout the process, you will work with several of our team members to implement Business Unlimited. Below you will find what to expect and a checklist of items to complete in order to get your new technology up and running. If you have purchased additional services from Northland, your sales representative will work with you separately to coordinate installation.

Part One: Building Your Solution

Your personal sales representative will review a detailed questionnaire with you to determine what your system needs in order to implement Business Unlimited. This questionnaire will include:

- + Temporarily installing a test telephone on your network.
- + Completing a network assessment to simulate multiple VoIP test calls.
Click this link to begin: [Network Assessment VoIP Test](#)
- + Reviewing your current Internet, firewall and LAN equipment setup.
- + Thoroughly assessing your current data cabling.
- + Identifying your installation and training needs.

Part Two: Building Your System

Once you have signed your contract for Business Unlimited, you will receive the **System Programming Form** via email and instructions for completing the form from our Business Unlimited Operations group.

Please complete and return the System Programming Form within 3 business days, via email to businessunlimited@northland.net. The installation of your Business Unlimited system cannot move forward until we have received and verified your system programming form.

When you return your system programming form, one of our BU Ops Specialists will review and verify the information. If any information is unclear or incomplete, you will hear from a member of the BU Ops group. If all of the information on your system programming form is complete, you will receive confirmation via phone or email.

After verifying your System Programming Form, we will **configure your equipment and prepare for shipment.**

Your equipment is on its way. You will receive an email with the tracking information, as well as guides showing you how to install your equipment, download software, and a Comm Portal guide for user administration after installation. Please feel free to share these links with your colleagues who will be using the equipment and software.

When you receive your equipment, please email businessunlimited@northland.net to test your equipment and schedule your cutover date. This date is when we will port your phone number from your current provider to Business Unlimited.

Once your number has been ported from your current provider, you can enjoy Business Unlimited!

Part Three: Support Moving Forward

Thank you again for choosing Northland for your Business Unlimited solution. Should you need support in the future, please keep this information nearby.

Normal Business Hours:

Monday - Thursday: 8:00am to 5:00pm

Friday: 8:00am to 4:00pm

Emergency support is available 24/7.

For Customer Support and Billing

Email: customersupport@northland.net

Phone: (315) 671-6200

For Service and Repair Support

Contact our Network Operations Center:

Online: www.northland.net - [Open a Ticket](#)

Phone: (315) 624-2033

The following information is needed to open tickets:

- + Contact name, email, and call-back number
- + End user's name and extension number (if applicable)
- + Specific description of work to be done
- + PO # for Work Order MAC tickets, if your organization requires

For service affecting issues that occur outside of normal business hours, call the applicable number listed above; our answering service will take your information and contact our local on-call service staff. Please note, if you move your phones to a new location, 911 will not recognize your location. You must contact us to change your 911 recognized address.