

# THANK YOU FOR CHOOSING BUSINESS UNLIMITED.

## 7. FUTURE SUPPORT

For customer support and billing:  
[customersupport@northland.net](mailto:customersupport@northland.net) or 315.671.6200.

For service and repair support:  
Contact our Network Operations Center by [opening a ticket](#) or calling 315.624.2033.

## 1. ORDER CHECKLIST

You will receive an Order Checklist via email from [customersupport@northland.net](mailto:customersupport@northland.net). It is important that you complete this as soon as possible.

\*If you are an existing customer, you will not receive an Order Checklist.

## 6. CUTOVER

A Business Unlimited technician will conduct your cutover on the scheduled date and time. After your installation is complete you will receive a brief survey and important support contact information.

## WHAT'S NEXT? OUR PROCESS

## 2. SYSTEM PROGRAMMING FORM

Your project coordinator will email you our System Programming Form to capture the details of how you want your phone system set up. After you submit the form, your project coordinator will call you to set up a meeting to review the information with a Business Unlimited technician.

## 5. SCHEDULE CUTOVER

Once you have received and tested your equipment, please contact your project coordinator to schedule a time to conduct your cutover.

## 3. NEW FIBER OR CABLING

If you are a new fiber internet facility, a technician will contact you to conduct a fiber survey and schedule installation. For new cabling, a technician will contact you to schedule the installation.

## 4. PROGRAMMING

After your System Programming Form review call, your project coordinator will contact you to let you know when the Business Unlimited technician has finished programming and shipped your equipment.

## ADDITIONAL SUPPORT

For all other questions, please call 315.671.6262 to speak with a Northland Representative.

