

# HOW WE KEEP YOU IN THE KNOW

Your PC will be in constant communication with you throughout the project, so you are never left to guess on where we are in the process.

Listed below is communication you can be on the lookout for from your PC:

- ✓ Welcome Call Meeting Invite
- ✓ Site Survey Results
- ✓ FOC date Email
- ✓ Activation Calendar Invite
- ✓ Loop Delivery Confirmation
- ✓ Start of Billing Notification
- ✓ Activation Call Confirmation
- ✓ Account Manager Handoff
- ✓ Quality Check

If regular status updates calls are your thing, just let your PC know. We can set up weekly update calls to be as frequently as you and your team would like.

Sometimes your PC will reach out to you on the fly. We strive to provide you with updates as they come in. As your PC gets updates from our vendors and partners, we will provide feedback as soon as possible. We will not wait until status calls to provide updates on the circuits.

One last thing, your PC will create an order tracker, allowing you to know the status of each order throughout the life of the project.

- ✓ This will be tailor made to your needs and asks.
- ✓ We will provide Location, Circuit IDs', Circuit Type, Key dates, and updated status
- ✓ If you need a more detailed project plan, we can create that as well.