



Tips for successful installation

You will be contacted shortly by a provisioning Engineer to go over all the technical requirements that have to be in place at your site before your service can be operational. Please notify BellSouth immediately if you make any changes after this consultation in case those will inhibit or delay your service implementation.

At the time of installation, BellSouth provides two hours of complimentary technical support. This free Network Engineering assistance will help make sure your configuration is compatible with your new BellSouth Business Internet Service.

Once important thing to note: If you are going to miss your scheduled installation (turn-up), you must notify your Service Specialist at least 24 hours in advance. BellSouth begins billing on the date of your scheduled turn-up whether the service is activated or not. To avoid paying for service that isn't up and running, make sure you keep track of your installation date and advise us in time if there is going to be a problem hitting that date.

Here is a quick checklist of requirements for the Dedicated Internet Access (DIA) product that you ordered. Look it over and talk to your Service Specialist about anything that is unclear or may present a problem.

- Make sure your technical personnel are available on premise for each scheduled stage of service installation. You can coordinate this with your Service Specialist.
- On installation day, make sure the premise contact for your company has your vendor hardware documentation available to research any possible hardware/software configuration problems. (Does not apply to customers who have purchased the packaged Option - BellSouth will handle for package customers.)
- Check that your router, CSU/DSU equipment is in place. (Does not apply to customers who have purchased the packaged Option - BellSouth will handle for package customers.)
- If you are providing a router, make sure it is configured and ready for operation of your DIA service 24 - 48 hours prior to your targeted installation date.
- Endure your transceiver is compatible to interface between your LAN/HOST and BellSouth provided router. If you need one, check with local area communications or computer retail stores. (Only applies to packaged customer, all others will be handling the complete router configurations for themselves.)
- Have your computers LAN, servers and other equipment installed and ready to connect before the installation date. Your DIA will install whether you have this equipment place or not and your billing will begin once the BellSouth installation is complete.
- If you purchased the PVC option, call the BellSouth Telecommunications office to have the circuit

tested before the scheduled installation is complete.

- If you would like to use IP addresses already assigned to your company, send an e-mail to your Provisioning Engineer listing those addresses. BellSouth will verify the usability of your addresses for the DIA connection.

There is a lot involved in getting ready for the big installation day. If you have any questions or problems with the process, contact your Service Specialist to handle those immediately. We want your DIA service and installation to be a positive experience!

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checklist

This checklist will function as your guide during the installation of your Internet access product. Please keep track and note your responsibilities along the way.

Date Completed

☐ _____

Work with seller to complete my order, including dissemination of correct billing information, contacts, telephone number, etc.

☐ _____

Introduction by the Service Specialist (SS), your contact through the entire installation process.

☐ _____

Service Specialist registers domain name (if part of service)

☐ _____

Read and understand my Installation package via hard copy or e-mail, which should include:

- ☐ _____ Introductory letter with contact information and target installation date.
- ☐ _____ Internet Protocol (IP) template (if applicable) and return to the Service Specialist within two working days
- ☐ _____ Tips for Successful installation – your guide to understanding your roles/responsibilities

☐ _____ Receive letter from Service Specialist defining all technical information and identifying my BellSouth Provisioning Engineer.

☐ _____ Host table (if applicable) completed and sent to DNSupdates@bellsouth.net with copy to my Service Specialist within two working days of receipt

☐ _____ Talk with my Service Specialist to confirm readiness 48 hours prior to turn-up of service

☐ _____ Confirmation by my Service Specialist that service is satisfactory

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How to Reach us

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Billing Inquiries & Product Information

1-800-317-3343
Select Option 1

Technical Support

1-800-317-3343
Select Option 3

Questions & Comments:
E-mail us!

bizcom@bellsouth.com

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<http://biz.bellsouth.net/>