



Welcome to Cavalier

Important Information about the Installation of Your New Cavalier Dedicated Service

The smooth and efficient delivery of your new Cavalier service is our number one priority. To ensure the best installation possible, a Cavalier Project Coordinator will be assigned to assist you throughout this process. They will confirm your order information, coordinate site visits, and provide you with status updates. An industry professional, your Project Coordinator will be your single point of contact throughout the delivery of your service.

Please take a moment to review the important installation information and milestones provided below:

- **Service Order Confirmation:** Your Project Coordinator will contact you to confirm the details of your order, including telephone numbers, calling features, voicemail and hunt group and domain name information as applicable. In addition, they will work with you or your vendor to collect additional technical information. At this time, your Project Coordinator will also determine if a field site survey is required. Once your information is confirmed, your order for service is placed. Your Project Coordinator will contact you with the Firm Order Commitment (FOC) date of your service and schedule the actual installation – installation typically follows the FOC date by 2 to 5 business days.
- **Installation Time Frame:** The standard installation interval for dedicated (T1) service is 30 calendar days, from the date your order is confirmed. We very often reduce this interval, but unforeseen circumstances can impact this time frame. Your Project Coordinator will notify you of any potential delays, giving you the maximum amount of time to make other business accommodations if necessary.
- **Order Changes:** Cavalier recognizes that customers may unintentionally omit a required feature or need additional services that will require an adjustment to the original order. Changes requested after the order process has begun will be processed as change requests after the completion of the original order.
- **Installation:** Cavalier will conduct an onsite visit for installation and activation of your new service. If your dedicated order includes both data and voice, the voice portion of your service will be installed on a second visit, following the first by about 3 days. Your Project Coordinator will contact you when the entire activation process is complete to ensure your satisfaction with the installation of your new Cavalier service.
- **First Invoice:** Your first invoice may include a pro-ration for a partial month, depending on the installation and bill cycle. In accordance with industry practice, Cavalier bills all services one month in advance. This too will be reflected in your first invoice. Review all Monthly Recurring Charges to ensure services billed are as proposed – we deliver what we promise!
- **Post-Installation:** Our responsive customer service team is ready to assist. If you have any questions or need additional information after your installation is complete, please contact us at 1-800-374-5364 or via email at WebCustomerCare@talk.com.

Again, thank you for choosing Cavalier. We look forward to exceeding your expectations!