



Local Area Network Notice

Virtual Office requires the use of your Local Area Network (LAN) to function. Velocity Telephone is not in a position to support your LAN, but does require the LAN to work properly (reasonably low latency) and not interfere with the VoIP phone service. The management and support of the LAN is the responsibility of the customer or your third party IT networking vendor.

Because of this, prior to implementation we will need your IT manager or your third party vendor to agree to the following:

1. We will be installing a VoIP solution which will be a critical application riding over the LAN. We need to ensure that the IT manager or vendor is aware of this and is committed to supporting this application and working with Velocity to ensure call quality issues are addressed cohesively and in a timely manner.
2. If we will be changing over the Wide Area Network (WAN) Internet connection for this service the IT manager or vendor is aware of the ramifications this will have on the LAN and any subsequent configuration of equipment on the LAN (routers, firewalls, switches, VPN connections, Point of Sale equipment, computers, tablets, laptops, etc).
3. If there are any charges associated with the work provided by the third party vendor or manager, the customer is aware and agrees to the possibility of these charges and understands that Velocity Telephone is in no way responsible for these charges.

During implementation of service we will send detailed information requests and specifics to the appropriate IT manager or vendor. We highly recommend the IT manager or vendor attend the implementation and installation to help with any unforeseen networking issues.

Other Installation Requirements

An Ethernet connection is required for each phone to work. The phones carry a pass through Ethernet connection (10/100/1000 Mbps) eliminating the need for multiple network drops where there is a hardwired computer connection. The phones also require power at each location. Alternatively a Power over Ethernet solution may be implemented where power is not available or where backup power for phones is preferred.

Additional networking equipment, power, and cable costs may apply if additional equipment must be provided by Velocity Telephone in order to complete the installation. Our pricing for supplemental cabling and equipment is listed below:

Description	Cost
10 Foot Prefabricated Ethernet Patch Cable	\$10.00/cable
15 Foot Prefabricated Ethernet Patch Cable	\$15.00/cable
Custom Length Ethernet Cabling	\$1.00/foot
6 Foot Power Extension Cord	\$12.00/cord
9 Foot Power Extension Cord	\$18.00/cord
15 Foot Power Extension Cord	\$30.00/cord
Power Surge Protector	\$10.00/surge protector
8 Port Switch (TP-Link SG-108E or similar)	\$3.99/mo for rental \$49.00 for purchase
24 Port Switch (TP-Link SG-1024 or similar)	\$7.99/mo for rental \$129.00 for purchase

Other switching equipment available on an individual case basis. All networking equipment provided by Velocity Telephone is unmanaged.

If there are instances where extended internal wiring is required, Velocity Telephone may refer you to a third party wiring company, or you may be required to source your own wiring company and be responsible for any additional costs associated with that work.