Alianza Fusion Onboarding Services

Table of Contents

A.1 Base Offer 1
A.1.1 Planning & Design 1
A.1.2 Implementation 2
A.1.3 User Acceptance Testing (UAT) 2
A.1.4 Training 2
A.2 Onboarding Add-Ons 3
A.2.1 CommPortal Branding (Tailored) 3
A.2.2 MaX UC Commissioning (Tailored) 3
A.2.3 API Integration Support (10-Hour Block) 3
A.2.4 Custom Templates, CoS, or PP 3
A.3 Custom Professional Services 3

A.1 Base Offer

Alianza Professional Services will onboard the Customer onto the Fusion platform, managing all phases of the engagement from planning through Customer acceptance. Standard onboarding is included for all customers. Add-ons are purchased on top of the base offer, per unit or per 10-hour block.

A.1.1 Planning & Design

Alianza will work with Customer to agree the following:

- Discuss and agree requirements for Customer configuration
- Agree a plan for testing onboarded configuration
- Agree joint expectations for project and activity timelines
- Review Customer device models and firmware versions and identify non-certified or replacement devices (ONTs, ATAs, or SIP phones)

As an output of this phase, Alianza will produce the following, which will represent the finalized configuration and timeline plan for the onboarding:

- A design document, documenting the agreed the configuration for the Fusion tenant
- A finalized timeline for configuration gathering, tenant onboarding, and testing

© 2026 Alianza. All rights reserved.

Customer will provide the agreed information to enable the onboarding activities to be initiated. The following information is expected for all tenant onboarding; additional information requirements may be agreed during the planning phase.

A.1.2 Implementation

Alianza will deliver the following services to onboard the Customer to Fusion.

- Create a Customer tenant on the Fusion platform
- If applicable, establish Customer Private Connectivity (GRE, Megaport, or EPL) and/or assign required public IP addresses
- Generate appropriate domains and SSL certificates to allow secure access to platform interfaces
- Configure Azure DNS zones and coordinate DNS delegation with Customer
- Configure default branding for the CommPortal web interface and for the MaX UC client application (CDAP)
    - For Alianza Core Customers with an existing CommPortal Tailored branding, Alianza may import this branding instead
- Create default templates, Class of Service (CoS), and Persistent Profiles (PP)
- Configure default Perimeta adjacencies to enable telephony routing into and from the Fusion platform
    - For Core to Fusion migrations only, configure foundational objects to match the source switch, with adjustments to comply with Fusion security and architecture requirements
- Create test subscribers (Individual and HPBX) for Customer-led testing

Configuration will be created according to the design agreed during the Planning & Design phase.

A.1.3 User Acceptance Testing (UAT)

Customer will perform UAT using the provided test subscriber to validate the platform for use for live service. Customer-led UAT should include the following:

- Validation of call functionality, including subscribers calls to and from the Fusion platform
- Validation of subscriber, and any key features agreed during the design phase
- Device UAT for agreed devices, including failover testing

Alianza will support Customer UAT activities and provide troubleshooting and assistance to resolve identified issues. Upon request, Alianza will provide a generic Acceptance Test Plan (ATP) document for guidance. Customization of the ATP is a customer responsibility.

A.1.4 Training

Alianza will deliver live instructor-led training to the customer team which covers the operation, administration, maintenance, and provisioning of the Fusion platform, with the objective that the Customer team is prepared to handle all day-to-day tasks required of them.

The training format will be a mixture of interactive instruction from a product expert and guided hands-on lab practice, and will cover the following key topics:

© 2026 Alianza. All rights reserved.

- Overview of the Fusion solution
- Provisioning subscribers and related objects using MetaView Web
- Support, operational processes, and further learning resources

A.2 Onboarding Add-Ons

The following are available as optional add-ons for Customers with requirements that extend beyond the base offer.

A.2.1 CommPortal Branding (Tailored)

Alianza Professional Services (PS) will configure one (1) CommPortal instance with Customer-specific tailored branding, including logo, color scheme, and visual customizations per the Customer's brand guidelines. Scope is limited to elements outlined in the CommPortal Branding questionnaire. Anything beyond that questionnaire is considered Custom PS and scoped separately.

Purchase one unit per CommPortal instance requiring tailored branding.

A.2.2 MaX UC Commissioning (Tailored)

Alianza PS will commission Max UC for one (1) Fusion tenant with Customer-specific configuration, including tailored branding, Apple Push Notification Service (APNS) configuration, and PP setup. This includes deploying and integrating the MaX UC solution with the Advanced Messaging Service (AMS), covering instant messaging, presence, XMPP authentication, file transfer, and optional SMS. Scope is limited to the elements outlined in the standard MaX UC Branding questionnaire. Anything beyond that questionnaire is considered Custom PS and scoped separately.

A.2.3 API Integration Support (10-Hour Blocks)

Provides up to ten (10) hours of Alianza PS engineering effort to support the Customer's third-party NWSAP API integration with the Fusion platform. This effort is limited to consulting and guidance on NWSAP calls and XML formats but does not include any coding. Scope is defined at the start of each block. Additional blocks may be purchased as needed.

A.2.4 Custom Templates, CoS, or PP

Alianza PS will create one (1) additional customized template, CoS, or PP beyond those included in the Base Offer. Migration of existing configurations is addressed in Migrations, which are delivered as a custom scoped (SOW) project. Purchase one unit per additional item.

A.3 Custom Professional Services

For engagements that fall outside the scope of standard Fusion PS offers, Alianza may offer Custom Professional Services aligned to Customer requirements.

Custom Professional Services are scoped individually based on Customer requirements and deliverables and require a Statement of Work (SOW). Pricing and level of effort are variable.

© 2026 Alianza. All rights reserved.