



Procedure for new My Xcell Network orders.

To avoid delay of new orders submitted to the scheduling department, the form (service order, portability form, PBX sheet) must be fully completed and must be submitted via email to support@myxcell.net or in person at the My Xcell office (4851 NW 79 Ave suite 2). If the forms are not filled out it may delay the processing of the order for up to 24 business hours.

VoIP activation process.

To manage a real expectation and that the customer experience is good, we must inform you that all equipment ordered has a waiting time that starts from the time of purchase. Most of the equipment is purchased locally and takes between 1 and 2 business days to be shipped. If the local distributor does not have inventory, the order may take 3 to 7 business days.

Programming of this equipment usually takes 24 hours. It is recommended that ALL equipment, before installation, be tested at My Xcell's corporate office by the dealer.

Internet

Necessary data to process an internet order by provider:

1.) Comcast (one to two weeks):

Company Name, TAXID, Address, Phone Number, Email, Owner's Name, Building Owner's Name, and Phone
Technical Contact Company Contract Years 1,2,3

2.) AT&T (three days to two weeks):

TAXID Company Name Address Number Phone Email Contract years 1,2,3

Installation Process

All installations are scheduled on the calendar once they have been programmed and at least 48 hours before porting the numbers to our platform.

The billing date starts from the moment the customer starts using the system.

Technical Support Process

All customers have access to the technical support page (help.myxcell.net) and can send an email to support@myxcell.net.

4851 NW 79th Ave Suite 2, FL 33166 · ☎ 305-704-0521

Email: support@myxcell.net · Web: www.myxcell.net ·   @myxcellnetwork