Migrating From the BroadCloud Platform to the FirstLight Owned Metaswitch Platform

Background

FirstLight is the combination of several companies that have come together over the past several years. One of the benefits of this growth is the opportunity to unify the product and service teams to create a streamlined organization with the opportunity to serve you better. In the coming months, FirstLight will be migrating customers on disparate platforms to a single, unified Metaswitch platform. This will provide the following advantages:

FirstLight Control – Our teams have ownership and control of the Metaswitch, which has been a core technology platform for FirstLight for over a decade. This enables us to provide our customers with responsive support from a staff that has extensive experience and technical competency.

Technology Upgrades – FirstLight continues to grow its capabilities in concert with Metaswitch. This provides opportunities for feature upgrades and improvements as the technology evolves.

What You Need to know

FirstLight will be migrating your services from BroadCloud to a FirstLight owned and managed Metaswitch platform. This migration is scheduled to start in January 2018 and occur over the next several months. Your organization will be contacted by a Project Manager who will provide you with the details of your migration. FirstLight will manage this project and you can expect to experience the following:

- Your services will be migrated over as they are today. There will be no changes to your pricing or the terms and conditions of your agreement with FirstLight. If you wish to make changes you may do so after the migration is complete.

- All phone numbers will remain the same

- There is feature parity between the two platforms, but any nuanced differences to how some features may work will be noted

- You will be given a migration date when your existing telephones will be reprogrammed to connect to the Metaswitch

- **Personnel from OnePath**, a partner that FirstLight has had a relationship with for over a decade, will be assisting us with the on-site work required to reprogram the phones. The goal of this work will be to minimize any disruption to your employees while the work of reprogramming is done

- Greetings (voicemail and auto-attendants) will need to be recorded on the Metaswitch platform

- Training resources will be provided to help ensure that you can take advantage of new portals and management tools to the fullest

Important Information

Inquiries regarding this project should be sent to PhoneMigration@firstlight.net. While our regular support teams are always here to help you, the team supporting this migration is operating separately and they are your best source for the most up-to-date information regarding this migration.