comBOX
MULTI-WAN SERVICES

Module 2: Ordering & Provisioning Process

Bridging Technical Architecture with Operational Deployment

comBOX Certified Partner Program (CCPP)

The Operational Lifecycle: Bridging Design and Reality

Technical Architecture

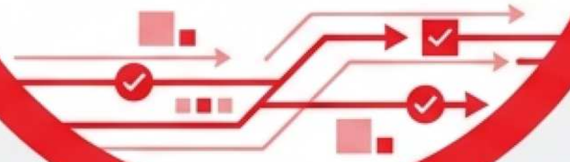
- Client Need
- Bandwidth Sizing
- Hardware Selection



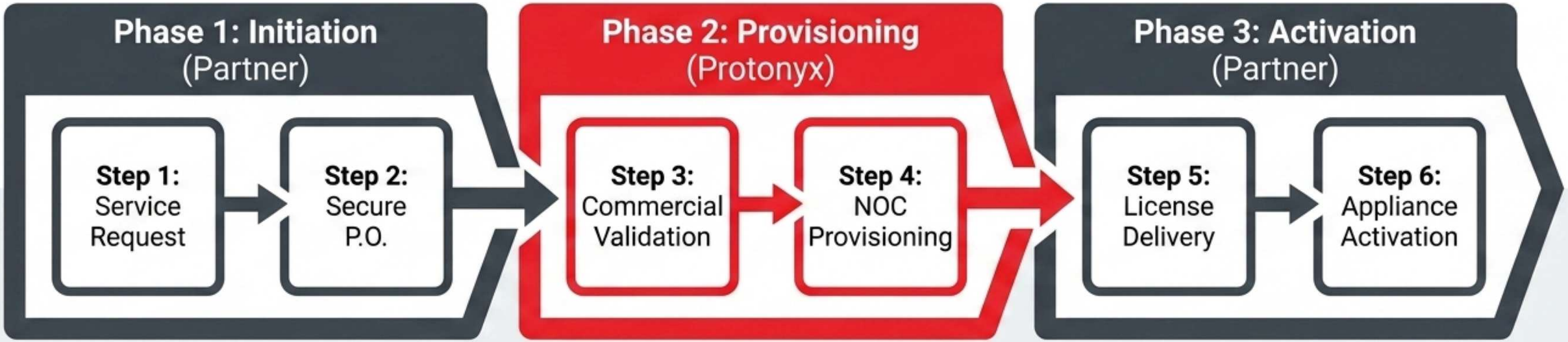
The Provisioning Pipeline

Deployment Reality

- Active VLL
- Live Traffic
- Invoiced Service



The 6-Step Provisioning Pipeline



Step 1: Initiating the Service Request

Destination: billing@protonyx.com

Defines maximum bonded throughput and supported legs.

	Bronze	Silver	Gold
Max Bonded Throughput	100 Mbps	250Mbps	500 Mbps
Supported WAN Legs	up to 3	up to 5	up to 7

Ensures high performance capacity.

```
Customer Name
Package Tier (Bronze to Platinum+)
WAN Legs
Public IPs
Deployment Location (City/Country)
Managed Service Add-on
```

Dictates the optimal regional VLL data center for lowest latency.

Strategically aligns resource allocation with geographic proximity.

One Public Static IPv4 included by default. Specify if additional IPs or a larger subnet is needed

Standard allocation for direct internet access.

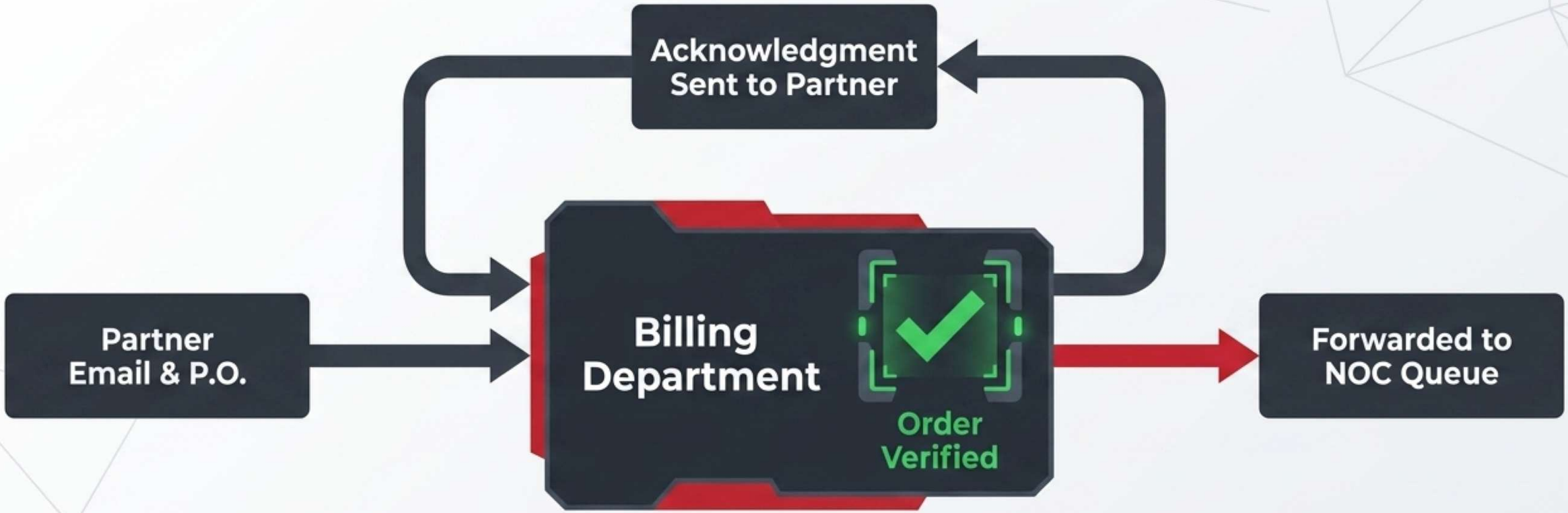
Step 2: Securing the Purchase Order



The Non-Negotiable P.O. Checklist

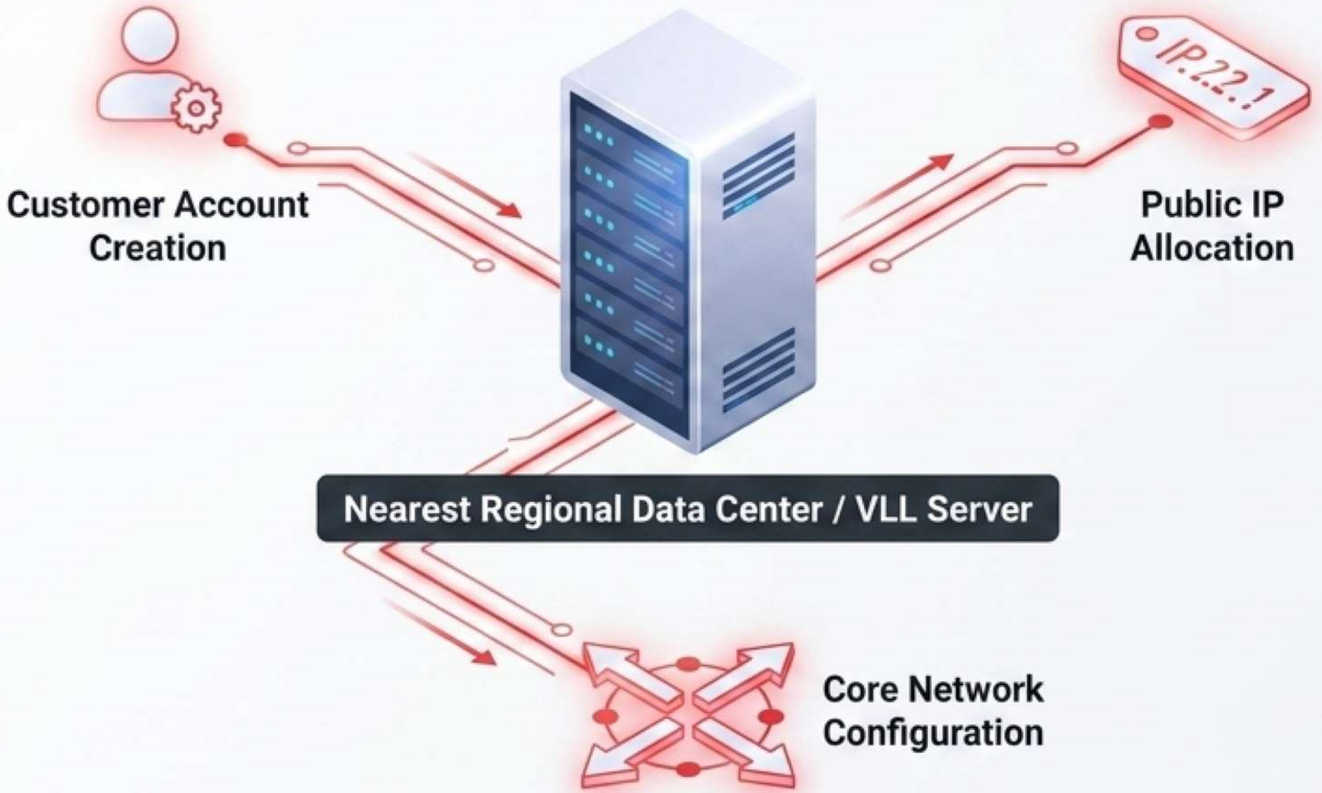
- ✓ 1. VLL Service Package
- ✓ 2. Required Add-ons
- ✓ 3. Static IP Requirements
- ✓ 4. Managed Services (Yes/No)

Step 3: Commercial Validation



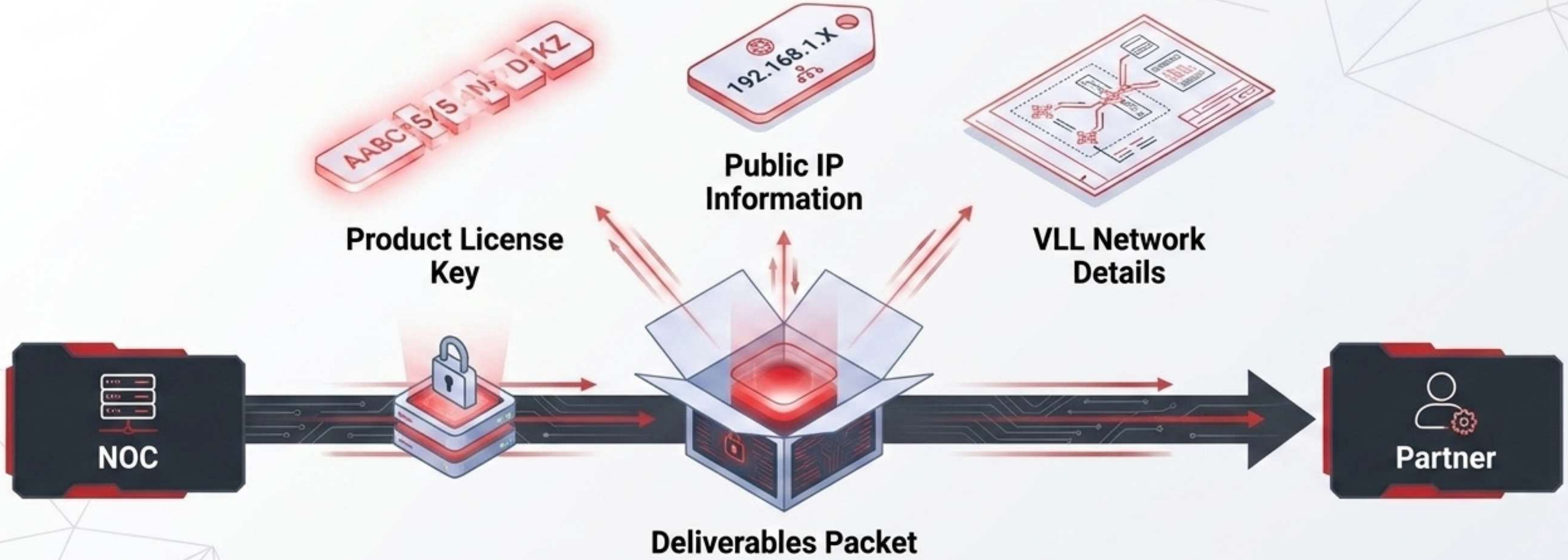
Step 4: NOC Provisioning (The Engine Room)

Infrastructure Delivery



The virtual anchor point of the VLL tunnel is now live in the data center, waiting to handshake with physical hardware.

Step 5: License Delivery



The NOC has built the infrastructure.
You now have the keys to activate the edge.

Step 6: Appliance Activation

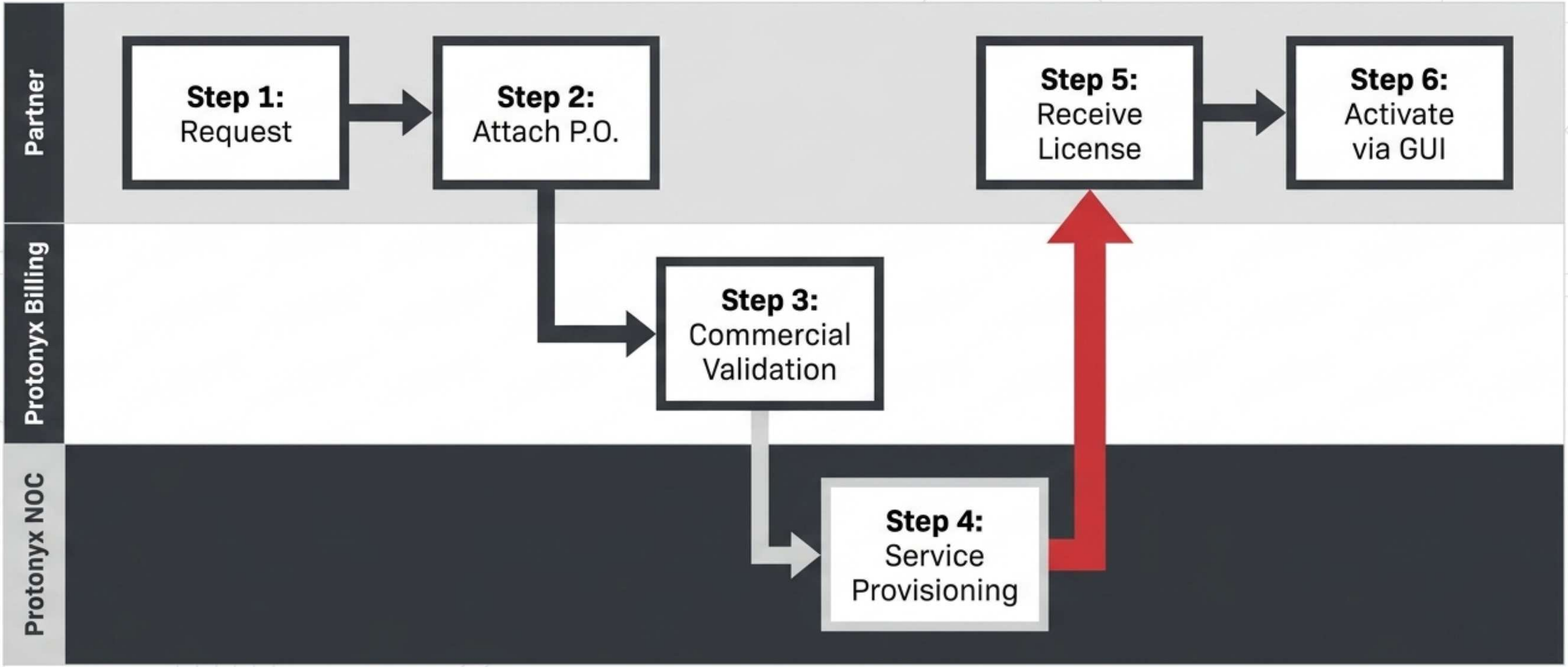
Action: Uploading the License Key via the comBOX Web Manager GUI.



Activation is a local action.

Inputting the license key authenticates the physical edge hardware with the pre-built NOC infrastructure, establishing the encrypted VLL tunnel.

Synthesis: The Complete Provisioning Swimlane

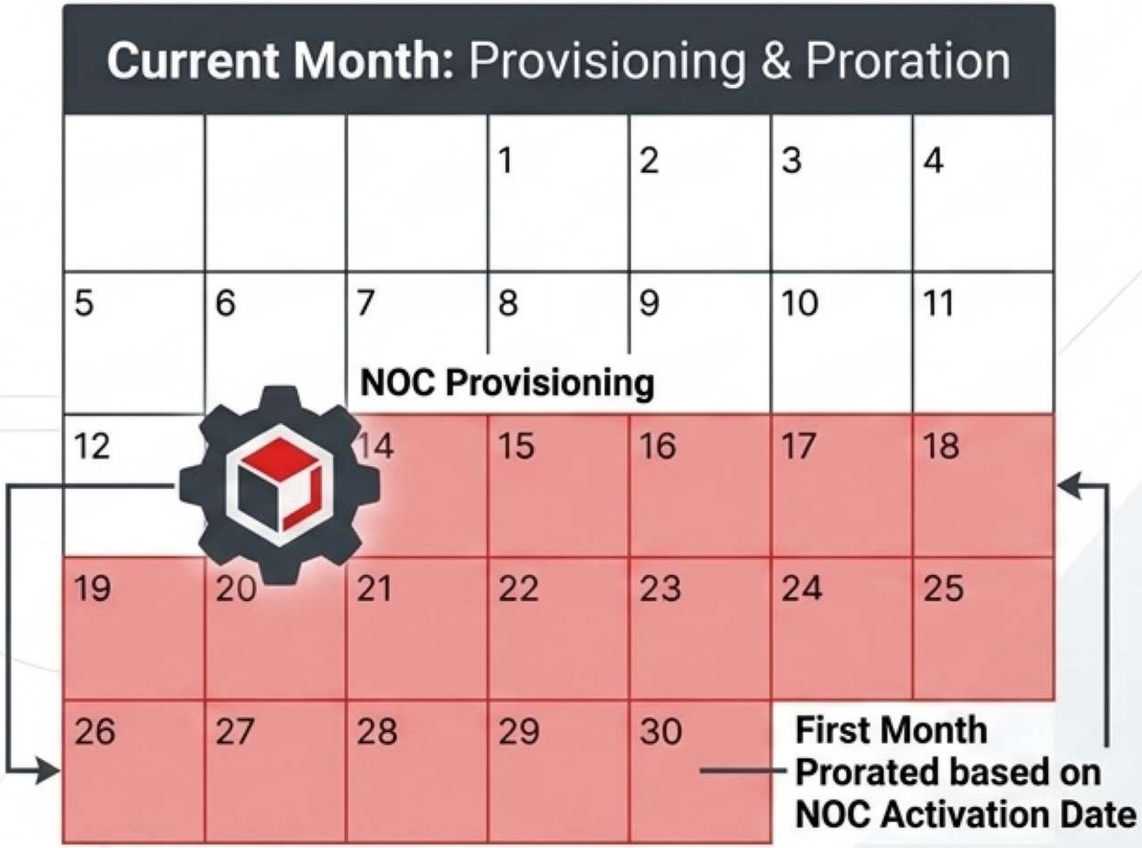


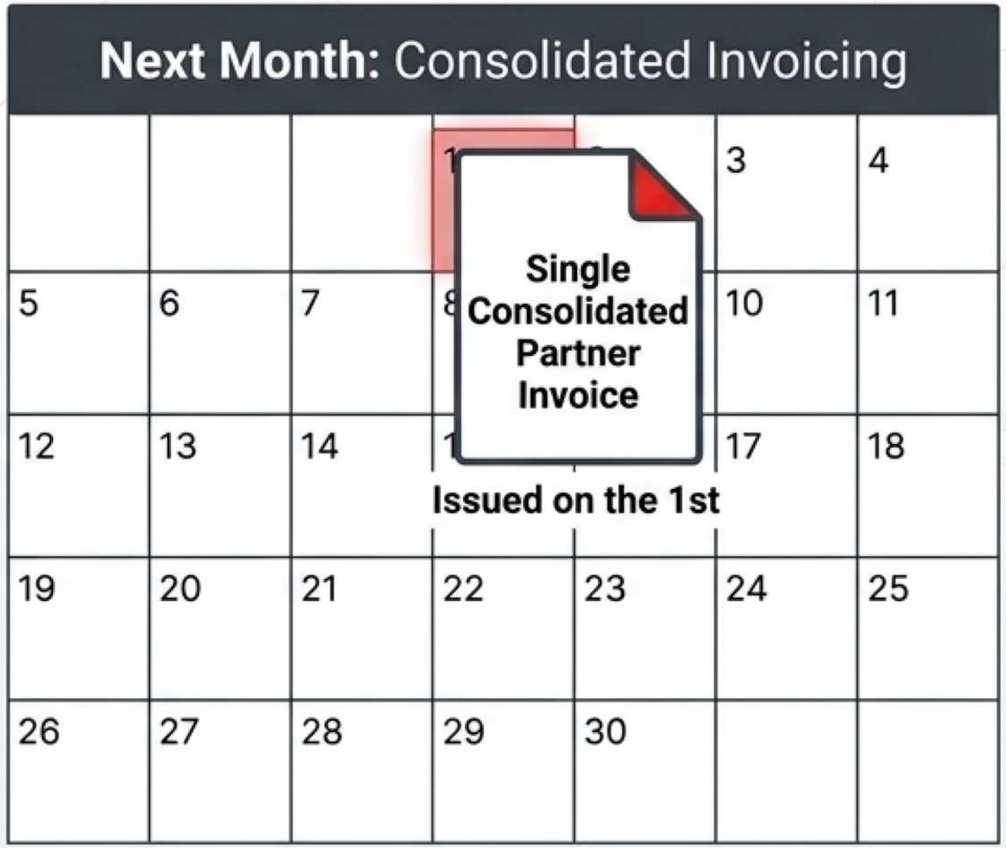
Commercial Realities: The Billing Trigger



Billing commences immediately upon NOC provisioning, **NOT** upon physical installation. Server compute, bandwidth, and Public IPs are actively dedicated at this exact moment.

Invoicing & Proration Mechanics





1. Monthly Invoices on the 1st.
2. First month is prorated.
3. One consolidated invoice per MSP account.

Operational Best Practices: Staging vs. Blind Deployment

Blind On-Site Deployment ✗

1. Ship hardware directly to client.
2. Attempt to sync NOC provisioning while on-site.
3. Troubleshoot under client pressure.

In-Lab Staging ✓

1. Receive hardware at MSP Staging Lab.
2. Request NOC provisioning & receive License Key.
3. Apply License and test in a controlled lab environment.
4. Take pre-configured unit to client for a 5-minute plug-and-play install.

Avoiding the Margin Killer: Synchronizing Logistics

The Mistake

Submitting the Step 1 Service Request weeks before the physical comBOX edge hardware has shipped or cleared customs.

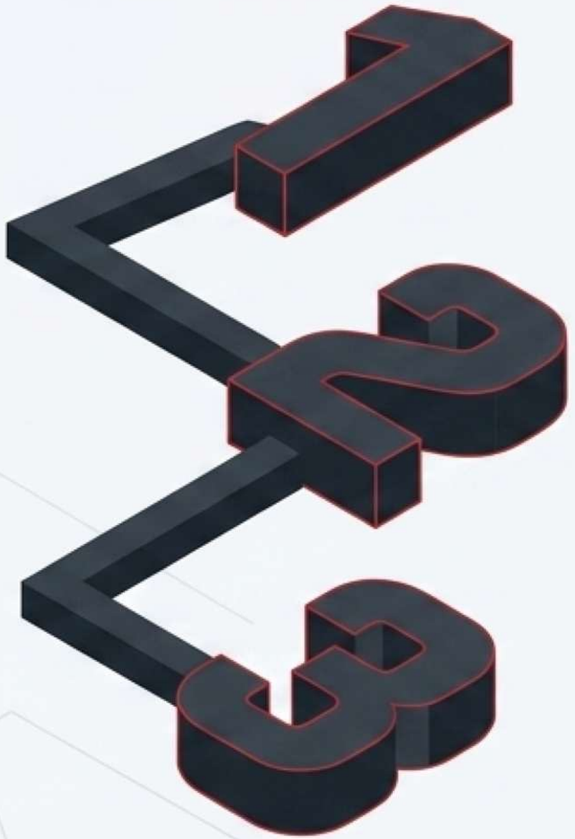
✗ **Result: Paying for an active VLL license that physically cannot be used.**

The Solution

Triggering the Step 1 Service Request ONLY when shipping tracking confirms the hardware is within 48 hours of arriving at your staging lab.

✓ **Result: Perfect alignment of virtual billing triggers and physical deployment capability.**

Module Wrap-Up: 3 Golden Rules of Provisioning



Complete Data = Fast Provisioning

Ensure the initial email and P.O. match perfectly.

Activation is Local

Applied via the comBOX GUI by your engineering team.

NOC Provisioning = Billing Commences

Synchronize hardware logistics to protect your margins.

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