

What to Expect

With Your First Communications Order



You Are Almost There!!!

We are looking forward to providing you with our services. You will have a single point of contact that will help coordinate a smooth transition to a fully functioning solution. The steps a typical order takes from the time you click the order button to installation are as follows:

*Note: If porting numbers, the time frames will vary depending on previous carrier.

Step 1: Confirm E-mail Address

Now that you have successfully completed your order and have received your order confirmation email you will need to confirm your email address to continue the ordering process. To confirm your email address click the link at the top of the order confirmation email you have received.



About First Communications

First Communications is a leading technology solutions provider offering data networking, voice, and managed services throughout the Midwest.

Headquartered in Akron, Ohio and with a 24x7x365 Network Management Center in Chicago, First Communications is dedicated to pairing effective customer communications with next generation technology.

Combining a strong focus on customer experience with operational expertise, First Communications bridges technology with world class customer service.

Step 2: First Communications Account is Created

You will receive another email confirming your First Communications account has been created. A link will be provided to login to access the customers portal. This is where you will be able to pay bills, submit tickets, and access and review your services. You will need to reset your password within 48 hours before the link expires. A link to a user guide for the portal will also be provided for assistance.



Step 3: Hosted Services Online Portal

Next you will receive a third email explaining your Hosted Services Portal is ready to use. You will be given an account name and password that is required to login. After logging in you need to change your password. This portal allows you to manage users, view contacts, forward any calls, view call logs, and access other features.

Step 4: Kick Off Call

After verifying your email address you will receive a call from one of our Project Managers within one business day. During this call we will collect call flow details to assist you with setting up your services. This call will give you the chance to ask any questions you may have as well as provide you with information about the products you have just purchased.

Step 5: Shipment of Phones

Your order will be shipped 4-8 days after the above steps have been successfully completed. You will receive a tracking number to track your order.

Step 6: Installation

Upon receipt of your phones, you can plug them in and start using your phone service immediately!

Step 7: Follow Up

First Communications will call for an order completion follow up 3-5 days after installation.

If you would like to make any changes to your existing account or have any questions please contact First Communications at 1-800-860-2934 or email us at info@firstcomm.com.