

A blurred background image of an office interior. On the left, there's a conference room with a long wooden table and several black office chairs around it. To the right, there's a workstation with a desk, a computer monitor, and a black office chair. The ceiling has a grid of recessed lighting fixtures.

# IT & TELCO RELOCATION GUIDE

Everything you need to know when navigating the complex process of relocating your business

Australia's **leading** multiple award winning service provider



# Relocate your telecommunications with confidence.

**Relocating** your business can be an overwhelming but exciting time.

Next Telecom provisioning team responsible for Cloud Ip telephony & Data have extensive experience in successfully managing business IT relocations. We know and understand the processes to follow, the potential pitfalls and important things to look out for.

In this guide we've listed all the things you need to consider during this process and provided some useful checklists for you. Use them to take some of that stress away and ensure you are on track. This information will provide you with all the details you require to plan and prepare for the BIG day!

Next Telecom will go to great lengths to ensure you can relocate your telecommunications services with confidence.

Call Next Telecom today on **1300 00 NEXT** for an obligation free discussion of your relocation needs.



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# Getting started

## Reviewing Your Communications Requirements



## Where will you be moving?

Telecommunications should play a very big role in deciding on your new location. Not all sites are equally well connected to all services.

You should definitely check with the building management of any potential new site and get the details about its communications capacity. These are the important questions to ask:

- ?  
**How far is the site from the nearest telephone exchange? If it's too far away your internet speed will be affected.**
  
- ?  
**Do other tenants in the building have the kinds of communications you need, such as Fibre and NBN? Don't wait and discover you can't relocate your existing service after you sign the lease.**

Consider taking advantage of Next Telecom's **site assessment service**. We will be able to guide you through the process and run checks on any addresses you have in mind.

We can give you sound advice on whether a site is right for your business, based on your staffing, call and data requirements.

## When will you be moving?

As soon as you have settled on your new location it's time to get the ball rolling on your relocation. It is critical to allow enough time to book the installation of your new services. Office relocations can take far longer than expected so you can never start too early.

Some products can take longer to relocate than others. A Fibre and NBN service can take extra time if your new site is not ready to go .As a result Ip Telephony cannot go live until the data service is ready to go.

Telecommunications services have lead times that you need to be mindful of when planning your move.

# Service diversion timelines

## Installing new cloud IP Telephony

SIP Line	Minimum 5 – 10 working days can be required
Hosted Telephony (Cloud)	Minimum 30 – 90 working days lead time is required
ISDN 10/20/30 Porting out	Minimum 15 – 60 working days lead time is required
Exchange Based diversions (EBD)	2 – 3 working days lead time. These are critical to divert your calls to your new site once you make the move. Diverted calls are charged at the standard rate.

## Cancellation of lines

A request for cancellation of lines must be in writing. Next Telecom can work with you to ensure all your older services are cancelled in readiness for this transition.

PSTN /ISDN/SIP	Next working day
If in association with other lines (e.g. Line hunt)	2 working days

## Internet and data connection

For all ADSL services orders a working PSTN phone line must be active on the premises.

### New Services / Relocation

NBN	5 – 7 working days
Fibre	22-90 working days depending on service

### Relocation Or Fast Churn

NBN	5 – 10 working days
Fibre	25 working days

## Order carefully!

It is critically important that you know the exact service numbers you wish to divert and / or move to your new site.

### These include:

- Your main advertised number
- Fax number
- Direct lines

### Additional considerations should be made for :

- Alarm lines
- Eftpos lines
- NBN service lines

The exact date of relocation is also critical. This can sometimes be difficult but many products and services must be ordered weeks in advance, so a slipping date can seriously reduce your chance of a seamless relocation.

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Any changes or modifications to your relocation order will result in additional delays.

This will restart the lead time so it's important to get it right the first time.

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## Can I keep the same numbers?

The short answer is, it depends. The closer your new premises are to your old site, the more likely it is that you will be able to keep your number. Most telephone numbers are native to one exchange, so if you are moving into another exchange area, you will likely have to change phone numbers. There are instances where you may be able to keep the same number.

1300/1800 (Inbound numbers) are generally pointed to an office landline. If you are changing office numbers it's important to change your 1300/1800 answer points so you don't miss any calls during your office transition.

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Next Telecom can assist you by checking these details before you move and organise alternative arrangements such as diversions if required.

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# Next steps

## Who should be informed of your move?

Now's the time to sit down and make a list of all your current suppliers and if you have any services that need cancelling, moving or diverting.

- Hardware suppliers e.g., printers or photocopiers
- Software suppliers — you may need to update details on your software licenses
- Internet service providers

## Taking stock

It's very useful to make an inventory of all your equipment and assess whether it will serve your needs in the new office. Now's a great opportunity to get an assessment of your IT / Telco and upgrade to the latest technology.

### Your IT / Telco inventory should include:

- Handsets / phone system
- Desktop computers
- Laptops
- Servers
- Printers
- Faxes
- Video conferencing equipment
- Security cameras / CCTV

## Relocation it disaster recovery and continuity plan

Minimise the risk of losing important data by making sure your disaster recovery plans are in order.

- Back up your data and ensure the backup is held in a secure, offsite location
- Create several copies of critical documents such as insurance policies and store these offsite
- Have additional resources, such as additional laptops and monitors, available in case of equipment failure

Next Telecom offer onsite telco disaster recovery solutions. Speak to us about back up data connections to protect against outages and service disruptions.



## Your new office floor plan

It's important to have an accurate floor plan including number of data points in order to map out:

- Desk layouts / workstations to give a good idea of where to place network points
- Location of IT equipment, such as printers
- Power Outlets - it's preferable to have more than you may think you need, to accommodate future needs and avoid long dangerous cables

## Cabling and IT networks

You will need to ensure there are adequate cabling and IT networks to accommodate your telecommunications needs at the new site.

You'll need to know:

- How many ports per desk
- IT requirements for each staff member
- Are you running voice over data through the same Ethernet cable



Next Telecom is able to recommend reputable installers that specialists in cabling and will work with you to ensure your connectivity is correct with our services. Contact Next Telecom on 1300 00 NEXT to find out more.

## Server room

You will need to have allocated the space and the requirements for your server room with open availability for the installers to have access from day one.

- A secure space with adequate climate control
- Switches and routers with capability of taking your new services
- Adequate ports
- Ability to upscale in the future

# What will it cost?

## What expenses you need to budget for

Moving is expensive, so don't get caught out with unexpected costs. There are some less obvious expenses you should budget for.

### Call diversions

Depending on the details of your relocation you may be required to divert calls from your old service numbers to your new site. These call diversions are chargeable.

Call diversions charges need to be understood and budgeted for. Charges apply for every call your company receives on your old number diverted to your new premise number. These charges also apply if you are porting your existing number to your new premises; this can take up to 120 working days.

### Diverting your PABX

It is very important for your PABX technician to set diversions to your new numbers before the PABX is moved to the new premises.

Please note that you will continue to pay line rental until an exchange-based diversion can be set and the physical lines can be disconnected from the old premises.



When moving, it's also worth considering:



#### GOING TO THE CLOUD

The time is right for many businesses to remove low bandwidth access points on a traditional Virtual private network, with services moving to the cloud pure internet access with great bandwidth options is the path many organisations are now taking, talk to us today to find out how we can manage this for you.



#### IP TELEPHONY

The future has arrived and Next advantage allows your business to operate without phone lines and have the latest technology. Combined with the worlds leading cloud based IP Telephony platform, Polycom handsets you will transform the way your organisation communicates.



#### BACKUP CONNECTIVITY

Next Telecom always recommends to its customers some form of back up in-case your primary link goes down this could be a simple as ADSL 2 with WiFi. Talk to us today to discuss your options.



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