TELAUSTRALIA'S PBX, CONNECTIVITY & IT RELOCATION GUIDE

HOW TO PLAN YOUR TECHNOLOGY MOVE TO YOUR NEW OFFICE

Telaustralia is aware of the pain that poorly planned and deployed ICT and telecommunications relocations can inflict when you move office .... so we have prepared this guide to help!

Using this guide will help ensure your network, internet, and telephony relocation is as smooth as possible and minimise the likelihood of business disruption.

Telaustralia has been assisting Australian Business's successfully relocate since 2004.

Our experience in relocating Phone, PBX and technology systems gives us a deep understanding of the potential challenges and important things to keep in mind when relocating technology.

Once we help you plan your move, Telaustralia is able to partner with you with the organisation, installation and deployment of your telecommunications & technology relocation.

Contact Telaustralia today on **1300 783 528** or **info@telaustralia.com.au** to discuss your relocation needs.

CONTENTS

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BEFORE YOU RELOCATE

ARE CRITICAL SERVICES AVAILABLE AT YOUR NEW SITE?

Business is now incredibly reliant on their data connections. Imagine signing a lease then finding out that your limited to an ADSL connection?

The availability of data will play an important role in the selection of your future site. Business Grade data and NBN services are still not widely available at every site.

Before you decide on a new site contact Telaustralia and get a site connectivity review.

Using our unique network interrogation tool, we can scan all the major Australian data networks and provide you with a written site qualification detailing the available networks, services, speeds and technology types. It's free and typically takes around 1 hour to complete.

Other factors that can play a role in deciding on your new site include:

- **Distance to the nearest telephone exchange or NBN node.** If it's too far away, Internet speeds may be affected on copper services or NBN FTTN services.

- **Is your new site already lit with Fibre Internet?** If yes you are unlikely you have any fibre build costs to connect and delivery time frames will be shorter.

- **What capacity and type of connectivity is available in the building?** E.g. copper, fibre, wireless, etc.

Provide Telaustralia with your new site address details to get your fast Site Connectivity review. Get 7 networks checked with a single click at our web site.
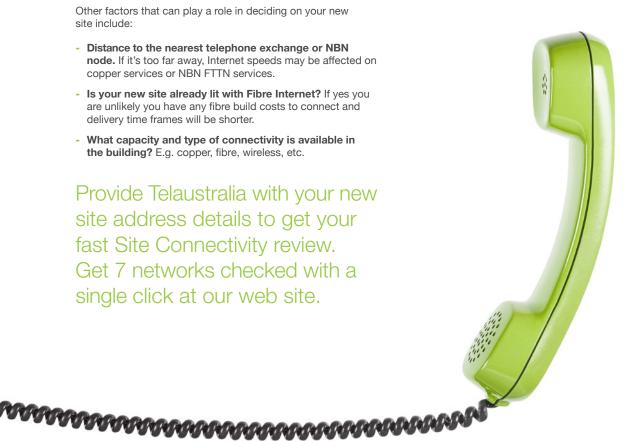
LEAD TIME IS CRITICAL TO SUCCESS

Once you have settled on your new locations building lead time into your relocation plan increase the likelihood of success and limits the chances of business disruption.

You may, or may not, be surprised with how many clients contact Telaustralia to tell us they are moving the next week and if we can get their phones and PBX and data relocation moved. Ok thanks for that. Righto. But you can hear a pin drop when we tell them that they may be without any connectivity for a 2-6 weeks while we get everything organised.

Building in enough time in your schedule for the installation of new services is critical to the success of your relocation.

Relocating Business Grade data is nothing like buying a fridge and just plugging it in. Business Grade data connections are complex services with many moving parts, that often take longer than the prescribed relocation times due to a myriad of reasons including, sites needing an unforeseen network upgrade, insufficient lead in capacity, commercial works needing council approval.

The list is long but the critical message is "*give your providers enough lead time to cover these contingencies*".

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SERVICE DELIVERY TIMEFRAMES

CANCELLATION OF OLD SERVICES

Not only do you need to arrange new services at your new site, but cancellation of your old services once you move out.

Timing on this point is critical and having a trusted adviser or partner to manage this for you relieves the pain and potential for wasted expenditure.

In some cases it may be possible to relocate your services with no penalty and no installation charges. In other cases, particularly if your in a contract, relocation of services may be costly. Telaustralia is able to assist with reviewing your contracts to see how any penalty can be reduced or removed.

Many business take the opportunity while moving to change their traditional legacy PBX Systems and Phone lines to Digital IP telephony.

In addition to dramatically reduced costs, IP telephony offers significant flexibility and dramatically increased functionality over tradition phone lines.

If you have Existing numbers on Telstra or Optus network services such as PSTN, ISDN or Multi Line and are moving to IP telephony such as SIP trunks or Hosted PBX, The lead time to port those numbers can be up to 12 weeks.

NEW PHONE SERVICES	
CONNECTION TYPE	**LEAD TIME**
SIP TRUNKS	1 day
HOSTED PBX	5 - 10 days
Porting Telstra numbers to Hosted PBX & SIP	4-12 weeks
PSTN	5 - 10 days
ISDN 2	15 days
ISDN 10/20/30	25 - 30 days
Exchange-Based Diversions (EBD)*	2 - 3 days

NEW INTERNET CONNECTIONS	
CONNECTION TYPE	**LEAD TIME**
NBN	5 - 10 days
SHDSL/MBE/EFM	15 - 30 days
Fibre Optic *New*	30 - 60 days
Fibre Optic *Existing Lit Site*	10 - 30 days

CANCELLING PHONE SERVICES	
CONNECTION TYPE	**WORKING DAYS**
PSTN services	1 - 3
ISDN services (2, 10, 20, 30)	20 - 30

CANCELLING INTERNET CONNECTIONS	
CONNECTION TYPE	**LEAD TIME**
ADSL	2 days
NBN	2 days
Fibre & Business Grade Data	30 days

PLEASE NOTE: *'Days' refers to Working Days.*

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ARE YOUR NUMBERS IMPORTANT?

RELOCATING NUMBERS

If you need to retain your existing numbers there can be complications with a move if you are relocating to a different exchange.

If you staying within the same exchange keeping your numbers really just becomes a matter of timing and is fairly straight forward. However if your moving to another exchange area and must retain your numbers, your options then become limited to putting a diversion in place redirecting your calls which can be costly, or changing to IP telephony (such as SIP trunks or Hosted PBX) and taking the numbers off the Telstra network, and changing them to digital IP technology.

In most cases, moving to IP telephony becomes a default option for business relocating and needing to keep their existing phone numbers.

The savings in moving to IP telephony can be dramatic and is often justification for making the change.

If your advertised number is a 13/1300/1800 service then number relocations are simple and can be managed with 24hrs lead time. In this case we arrange new numbers at your new site and then point the 13/1300/1800 number to the new site when required.

CLOUD OR ON-SITE IT HARDWARE

DO YOU REALLY NEED THAT SERVER?

If you have onsite server, an office relocation could be the time to consider moving storage and servers into the cloud so all you need is a data connection to run the business.

Having an on site server has costs involved that don't apply to Cloud based servers. In addition Cloud based applications and servers have far greater levels of built in redundancy than most SMEs can facilitate or afford. Aside from built in redundancy and offering a flexible Decentralised work environment (work from anywhere) relocating Email, storage and other applications to the cloud could offer substantial cost benefits in Capex and Opex.

Moving to Cloud based solutions can also enhance business back up and security

Most cloud services are offered from secure Data Centres mirrored in several states and even mirrored in several countries, minimising the risk of data loss.

Telaustralia can provide guidance on the benefits of moving to Cloud applications and storage.

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MAKING THE MOST OF YOUR NEW OFFICE SPACE

OPTIMISING YOUR NEW LOCATION

When you have the floor plan for the new office so you can start planning the layout.

With it, you will need to accurately map out the locations of:

- **Power outlets**
- **Phone handsets**
- **Desk and workstations**
- **IT equipment including routers, firewalls, switches, modems and printers**
- **Eftpos, High Caps and other POS equipment**

Phone Systems, Technology and connectivity devices require adequate ethernet and power cabling to work, so consider the IT requirements for each staff member and hardware item. If the new office doesn't have sufficient cabling in place, then additional time may be required for installation so its best to get this checked and done before the move.

This could also be a good opportunity to back up your business data and critical documents to a secure, offsite location.

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PHONE & IT CHECKLIST

BUSINESS IT & PHONE RELOCATION CHECKLIST

TASK	OWNER	LEAD TIME	COMPLETE
Review current technology & determine what has to be relocated		1 week	/ /
Confirm if new site is within the same phone exchange		1 week	/ /
Arrange Number Ports if not at same Exchange		4-12 weeks	/ /
Have new site reviewed for available phone & data networks		1 day	/ /
Confirm if new site is lit or will require new build data connections		5-10 days	/ /
Create a data backup plan and test backups		1 week	/ /
Develop and communicate a relocation Schedule with adequate lead time		1 week	/ /
List current services that are redundant & to be disconnected		1 week	/ /
Place orders for any new Phone & Data services with adequate lead time		1-8 weeks	/ /
Review current data, storage, IT & networking hardware & Order replacement hardware		4 weeks	/ /
Arrange network hardware installation & configuration		2 weeks	/ /
Decide on onsite or Cloud IT		4 week	/ /
Plan location of shared office equipment & network hardware		1 week	/ /
Plan desk phone locations		1 week	/ /
Plan power, phone and data access points		1 week	/ /

WEEK PRIOR CHECKLIST

TASK	OWNER	COMPLETE
Check all Phone & Data services have been installed		/ /
Confirm Number ports will take place as planned		/ /
Confirm Number & service cancellations at old site		/ /
Confirm Network hardware onsite & configured		/ /
Arrange a Full back-up of data		/ /
Confirm PBX hardware installed		/ /
Confirm PBX & IT Techs on site day of move		/ /

Contact Telaustralia to find out more about how they can help you transition your business to it's new location.

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