BUSINESS MOVING?

AT LEAST 3 MONTHS BEFORE THE MOVE

Check if you can keep your numbers before you move – even if you aren't moving far, you may not be able to keep your number. Telephone numbers can only be kept if they remain on the same cluster in the exchange.
If you can't keep your existing numbers, discuss other options with your provider such as call forwarding, change of number announcement or converting them to non-geographic (Virtual) numbers.

If you're planning on using broadband, check what broadband service is available at the new site. Ask a telecoms expert to check your new postcode (for a more accurate picture use a line number at the new site) and advise you of the possible options. You may want to consider EFM or FTTC if they are available or a leased line if a single line is too slow.

Determine how many and what type of lines you require. Do you have separate lines for your broadband, fax, alarm and PDQ? It may be worth doing an audit to see if you really need all the lines/channels you currently have.

Decide if your current phone system is worth moving. If it's an older analogue system it may be worth upgrading to a new digital ISDN system with DDI numbers and additional features.

Try to plan the layout of your new building; where your computers are going to be, the fax machine, a networked copier, PDQ and any other equipment you may have.

Check what internal cabling exists at the new site:
- Does it have CAT5?
- Does it have existing standard telephone extension cabling installed?
- Is work required to add or move any points?

2 MONTHS TO GO

Now that you've planned what you need, get the line orders placed immediately! Install dates can always be pushed back if your move is delayed - bringing them forward is much harder. The more breathing space you allow, the more smoothly things tend to go.

Request morning appointments for any BT Openreach work. This will allow more time on the day if any work doesn't go according to plan.

It's always best to get your broadband line in a week earlier than you require as it can take 5 working days to activate the broadband after the line is installed.

N.b. If you require a leased line you will need to allow at least 3 months lead-time.

<u>Other things to consider at this stage</u>

- Provisionally book an engineer if you have a telephone system to move
- Arrange for any work to be done on your internal wiring
- If you're having a new system, think about the features you would like such as hunt groups and voicemail; do you have homeworkers and mobile workers, etc.
- Organise a site visit with your telecoms supplier so you can determine where the lines will go, and check on any cabling requirements
- If you're having any electrical work done, your contractor may also be able to quote for your CAT5 network installation. You may also need additional power points and an earth point to be installed for your phone system
- If you have an alarm system to install, you should book an alarm engineer and ask if they need any equipment installed on your telephone line such as a block terminal

MOVING DAY

Make sure you have someone on site early to meet with BT Openreach.
'AM' appointments run from 8am to 1pm, 'PM' appointment from 1pm to 6pm. Ensure your site contact knows where you want the lines to be installed so they can advise the Openreach engineer.

Once your phone system has been moved and/or your new line installations have been completed, ensure that you make test calls both ways. Check the calls are routing as expected and any additional line features, such as a presentation number, are working.

You can check your broadband speed using www.speedtest.net although there may be some fluctuation over the next few days as your broadband service finds its maximum stable rate (MSR).

FOR FURTHER
ASSISTANCE
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STRENGTH IN NUMBERS