



# ARROW'S IT & TELCO RELOCATION GUIDE

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



**ARROW**  
VOICE & DATA

**RELOCATE YOUR  
TELECOMMUNICATIONS  
WITH CONFIDENCE**

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

Arrow Voice & 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!

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

Call Arrow today on 1300 550 330 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:

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

Consider taking advantage of **Arrow'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 PSTN phone line needs to be active before any ADSL internet connection can start. As a result, your ADSL will always trail behind your phone service.

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

## SERVICE DIVERSION TIMELINES

### INSTALLING NEW PHONE LINES

PSTN lines	Minimum 5 – 10 working days can be required
ISDN 2 lines	Minimum 5 – 25 working days lead time is required
ISDN 10/20/30	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. Arrow can work with you to ensure all your older services are cancelled in readiness for this transition.

Stand-alone PSTN line	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

ADSL	5 – 7 working days
Ethernet	25 working days

#### Relocation Or Fast Churn

ADSL	5 – 10 working days
Ethernet	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
- ADSL 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.

**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.**

## 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.

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



## 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



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



## OBTAIN YOUR NEW OFFICE FLOOR PLAN

It's important to obtain an accurate floor plan 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 also need to ensure there are adequate cabling and IT networks to accommodate your needs at the new site.

You'll need to know:

- Staff levels
- IT requirements for each staff member

If the site doesn't have sufficient cabling in place, then additional time must be allowed for installation.

**Arrow Cable & Wireless offer complete cabling and electrical services.  
Contact Arrow on 1300 210 970 to find out more.**

## SERVER ROOM REQUIREMENTS

If you have servers you'll need to have confirmed that you have the minimum requirements for your server room at your new location. This includes:

- A secure space with adequate dimensions
- Preferably dedicated electrical circuits for the space
- Adequate cooling
- Adequate lighting





## 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

Now might be the ideal time to ditch the internal server setup and take advantage of Arrow's virtual private servers and private secure racks. Arrow have partnered with Equinix, the award winning data centre and co-location specialists.

#### INSTALLING CCTV AT YOUR NEW PREMISE

Take that extra step in protecting your business and financial security. High-quality network cameras are ideal for retail stores, hotels, schools, banks and offices.

#### WiFi ACCESS

In an increasingly connected world, small shops, large stores, even restaurants and hotels now have high speed WiFi for their customers. WiFi access is more affordable than ever and even multisites can enjoy wireless bridging technology bringing your staff and clients closer together than ever before.



## RELOCATION CHECKLIST

	Responsibility	Start Date	Finish Date
Inventory of current office equipment			
Decommission / dispose of old equipment			
Create a schematic of your IT equipment and how they connect such as which workstation connects to which printer			
Create a data backup plan and test it to ensure backups are functional			
Compile list of current suppliers to notify of move			
Design the configuration / location of desks / workstations			
Design the configuration / location of common equipment such as printers / scanners / faxes			
Map power outlet point requirements			
Map phone and data point requirements			
Ensure server requirements are met (cooling, power, security)			
Purchase any additional IT hardware required such as phone handsets and monitors			
Compile list of critical numbers for diversion/ redirection			
Order new services in time for moving date (Phone lines must come before ADSL)			
Confirm if reverse DNS on the data connection at your new office is required			
Cancel any old services not continuing (in writing)			



## ARRIVAL CHECKLIST

	Responsibility	Start Date	Finish Date
Check office equipment against inventory			
Test all phone lines, IT equipment and data services are working as required			
Test diversions on old numbers are functioning			
Ensure all relevant organisations have been notified of the move			
Enjoy your new offices!			