> RELOCATION GUIDE

PHONEJACK
Partnering Communications

Relocating your business can be a costly, stressful and difficult time. PhoneJack (PJ) goes to great lengths to ensure our customers can relocate their telecommunications services with confidence.

Managing business critical services requires detailed planning and management. Numerous parties must be co coordinated to meet on one critical point in time to transfer your business calls, faxes, internet and emails all at the same time. This information will provide you with all the details you require to plan and prepare for the BIG day.

When and where will you be moving?

This sounds simple but it is critical for you to give PJ enough notice to book the installation of your new services.

Changing your moving date will cause delays in having your new services installed. Appointments and bookings are made well in advance to ensure you move on the required date, changing these puts your orders at the back of the queue! (This is not PJ's decision)

Your new site address is Important!

It is important your new premise has all the required internal cabling complete and available. Installing new phone and data lines means there must be available capacity in your building so PJ can deliver you new services.

If they are not available, your new services will not be connected on the due date and you will be required to have a contractor supply the required internal cabling.

This can include voice and data connections to each desk and extension point, data cabling from where you're PABX and servers are located etc.

If you are unsure it is strongly advisable that you have a site inspection prior to moving giving yourself plenty of time to make any modifications.

Your new site details can also determine the services available and weather your business can keep its existing phone numbers.

Lead Times

Lead times apply to all telecommunications services – Please read carefully as these time frames are not negotiable.

Telstra - relocation or installation of lines are as follows:

Connection Type	Lead Time
PSTN Lines	Minimum of 5 working days are required
ISDN 2	Minimum 5-10 working days and up to 25
ISDN 10/20/30	Minimum 15-20 working days and up to 45
Exchange Based Diversion (EBD)	2-3 working day 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 (Request must be in writing)	i. Stand alone PSTN lines – next working day ii. If in an association with other lines (e.g. Line hunt) – 2 working days.

Direct Network - relocation or installation of lines are as follows:

Connection Type	Lead Time
PSTN Lines (New Site)	Minimum of 25 working days are required
PSTN Lines (Existing Site)	Minimum 5-10 working days and up to 25
ISDN 10/20/30	Minimum 15-20 working days and up to 45
Exchange Based Diversion (EBD)	2-3 working day 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 (Request must be in writing)	i. Stand alone PSTN lines – next working day ii. If in an association with other lines (e.g. Line hunt) – 2 working days.

Internet and Data Connections - relocation or installation of lines are as follows:

Connection Type	Lead Time
ADSL	5 - 7 Working Days
SHDSL	25 Working Days
ADSL Fast Churn	ADSL - 5 – 10 Working Days

* For all ADSL service orders a working PSTN phone line must be active on the premises for PJ to begin an ADSL order.

IMPORTANT: Accuracy in Ordering your New Services

This is obviously critically important and UBR must know the exact service numbers you wish to divert and / or move to your new site.

IMPORTANT: Date of Relocation

The exact date of relocation is also critical. PJ understands this can sometimes be difficult but as many products and services must be ordered weeks in advance it seriously jeopardizes the chances of seamless relocation.

Please Note: Any changes or modifications to your relocation order will result in additional delays, This will restart the lead time so when arranging a time to move it pays to get it right the first time.

These include:

- Your Main Advertised Number
- Fax Number
- Direct Lines
- Alarm lines
- Eftpos Lines
- ADSL Lines

Associated with Moving

Many companies assume that relocating your telecommunication will not involve any cost and go to great lengths to take short cuts. This is a very dangerous practice as the continuity of service is critical for any business to operate and any down time can result in lost opportunities.

Remember the Number 1 priority is to have the relocation completed smoothly and with as little stress as possible.

Some costs that should be budgeted 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 and these call diversions are chargeable.

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

Divert your PABX:

Prior to removing your PABX from your old premises it is very important for your PABX technician to set diversions to your new numbers!

If this is not completed at this time an emergency diversion (Fee for service diversion) will have to be set via the telephone exchange at a cost of :

- $70.00 per PSTN Line plus call charges.
- $220.00 ISDN Line plus call charges.

Please note: 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.

PABX Technician:

UBR is not responsible for the programming or relocation of your PABX.

It is highly advisable to have a technician on site to deal with any issues that may arise as, moving to a new site involves changes to the way a system is programmed and the call flows.

A small investment means your move will run smoothly and staff will get back to work faster.

In the event you have not maintained a relationship with your PABX tech, PJ can recommend one for you.

Expended Charges for PABX Techs:

Call out Fee: $120 ex GST – Includes the first hour and travel time.

$90 ex GST per hour after

Any parts or additional cabling will incur additional charges and may require quoting.

IT Technician:

Again it is advisable to have a technician on site or on standby to allow for the expected issues that will arise. Many businesses do not have the expertise in-house and re-assembling Servers can be confusing to the uninitiated.

In the event you are changing your internet provider there will be some configuration changes to be made to your internal computer network at the time of cutover for a successful installation.

Contingency - Points to Consider:

Moving electronic equipment can cause failures!

Often, when moving electronic equipment such as PC's Servers, Phone Systems and Monitors some equipment will fail to operate. This is generally as a result of the transportation process which can cause knocks and bumps to occur. With this in mind it is advisable to have a PABX technician on hand to handle any PABX failures as a result of the move.

Timing

PJ recommends that any relocation of business communications is best arranged at a time when the business can handle some “down time”.

“Down time” can be as a result of numerous unforeseen factors and every effort is made to avoid this, however we suggest you make provision for this occurrence.

Scenario - Telstra Network Relocations

Relocating with the same exchange

You are able to keep your numbers when relocating with the same exchange.
The prices for relocation are below.

To find out if you are in the same exchange, please call customer service on 03 9018 9873.

Relocating to a different exchange

You are unable to keep your numbers if you are relocating to a different exchange although you are able to permanently divert your numbers to your new numbers so people are still able to keep in contact with you. There are 3 versions of diversions available, please see below. Pricing for relocation and diversions are below.

To find out if you are in the same exchange, please call customer service on 03 9018 9873.

Relocation connection charges

Relocation connection charges

Connection Type	Connection Description	Charge	Additional Services
Telephone Line	A working telephone socket exists from a previous connection and a Telstra technician is not required to visit your business property or premises. More commonly used in residential situations. Due to the mission critical nature of business connections we do not recommend this connection unless you have a single socket on the wall that an identification test can be carried out on. Otherwise, additional work may need to be completed which can cause a delay of up to 5 days.	$53.64	$53.64
Telephone Line with Tech Visit	A previous telephone service existed at your business premises but a Telstra technician is still required to visit your premises to reconnect existing suitable cabling at the Main Distribution Frame (MDF) or first socket where no Main Distribution Frame exists. An MDF would be used if you are in an office building or unit complex. Your phone lines would be connected via a main distribution frame.	$113.64	$68.63
New Telephone Line	(a) New telephone line connection - a telephone service has not previously been connected at your property or premises (although we may have previously installed cabling to your property or premises and you may be able to hear a dial tone); or (b) Telephone line connection with a technician visit with cabling work - a previous telephone service existed at your property or premises and one of our technicians is required to visit your property or premises to install and/ or work on the cabling up to the main distribution frame or first socket where no main distribution frame exists. This would be more than likely the kind of connection you will need when moving into brand new premises.	$271.80	$162.72

Redirection Charges

Redirection Type	Redirection Description	Setup Fee	Redirection Fee
Redirection	Number is disconnected and placed on an exchange based diversion. Callers will be automatically diverted to new number without any further costs to the caller.	$0	$28 per month plus diversion fees
Redirection	Number is disconnected but is still active at the exchange. When number is called callers will receive an announcement advising of new number without any further costs to the caller. Call will end after announcement has been played.	$0	$28 per month
New Telephone Line	This is a combination of the above. Incoming callers will receive an announcement and diversion will take place after the announcement has completed.	$0	$28 per month plus diversion fees

* All pricing quoted are GST exclusive

* The above pricing may vary depending on carrier to carrier; the above pricing is quoted from Arrow Voice & Data using the Direct Network and or Telstra Network.