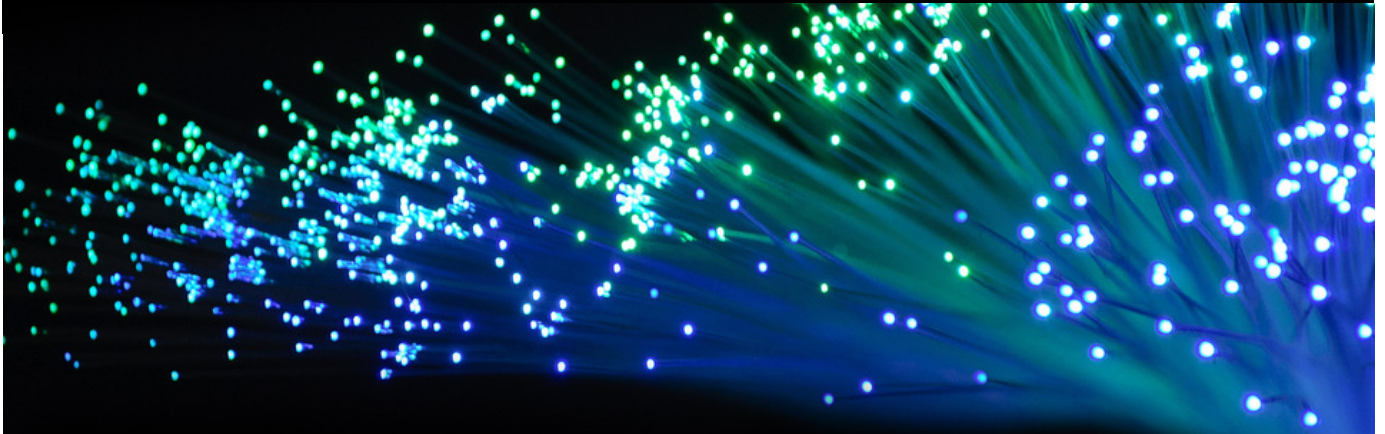# nbn™ MIGRATION CHECKLIST

The nbn™ can provide significant business benefits, but unfortunately, we've all heard the horror stories of migrations gone wrong.

This 5 step checklist is provided to help businesses smoothly and successfully migrate their existing copper services to high speed services on the nbn™ access network.

If you have questions or need assistance at any stage email us at:
 hello@acumentous.com

1. Know your time window

The nbn™ ready for service and disconnection dates vary by location. You need to establish the nbn™ ready for service date and transition window for each of your business locations.

You can check that here:
        https://www.nbnco.com.au/connect-home-or-business/check-your-address

The transition window is typically 18 months from the ready for service date in which time you must have all your services migrated off the existing copper access technology and onto the nbn™.

Establish the disconnection date for your business location/s for nbn™ defined "Special Services" (which includes ISDN, Frame Relay, DDS Fastway et.al.). nbn™ Special Services disconnection dates are different from other services disconnection dates.   You can check those dates here:
        https://www.nbnco.com.au/business/special-services

ISDN has been used extensively to connect phone systems to the public phone network, so make sure sure you factor these services into your migration plan.

NOTE: You must act within the allocated time window. Disconnections will be automatic and non negotiable.

2. Audit your existing environment

Audit your existing communications services and equipment

Phone System

- Is your phone system IP (Internet Protocol) capable?
- Does it need upgrading, does it need a converter (IP Gateway/IAD) or replacement?
- How many phone lines do you have coming into your phone system?
- Are they ISDN or Analogue (PSTN)?
- Do you have any special phone numbers, such as 1300, 1800 or 13 numbers.
- How many phones in your business? Remember to include meeting rooms, tea rooms, reception, warehouses and gatehouses etc.
- Any cordless or DECT phones in use?

- Do you have video conferencing equipment? How much and where?
- What other equipment do you have that relies on communications services? E.g.: fax machines, security alarms, fire alarms, lift emergency phones, medical alarms, EFTPOS terminals, Auto Teller Machines (ATMs), Hicaps terminals etc. Check with the relevant supplier if they are nbn™ compatible.
- How much data are you using currently?
- What data speeds are you getting with your current internet service? You can find out at: https://www.speedtest.net/
- Does the nbn™ have access to your business location?
- Are you in a high rise building, a shopping centre or a heritage listed building?
- Do you need permission from your building owner, landlord or council to install nbn™ equipment?
- Do you use a VPN service or other data service that may need reconfiguring after the switch to the nbn™?
- Do you have any other sites you need to migrate?

IMPORTANT NOTE: If you use a medical alarm, autodialler or emergency call button you must register this on the nbn's Medical Alarm Register before switching. This is so the nbn can identify premises that may need help to minimise a break in service.
https://www.nbnco.com.au/residential/learn/device-compatibility/medical-alarms/individual-mar-form
It is vital that you talk to your medical or emergency device provider to find out if your device or service will work on the nbn™ access network, or what alternatives may be available.

3. What do you need?

Establish your current and future communications needs

Does your existing phone system give you the functionality, mobility and flexibility your business needs, or is it time to upgrade?

Can you benefit from a cloud based phone system (Unified Communications as a Service, or UCaaS)?

What speed (bandwidth) and data allowance do you need?

Do you need a dedicated data connection for your IP voice requirements?

Do you need enhanced service levels, or special traffic classes?

Do you need any in-building cabling works done?

Do you need Mobile data as a back-up? (in case of problems on your main nbn™ connection)

If you have any questions or need assistance contact Acumentous.
hello@acumentous.com

4. Choose

Choose an nbn™ Service Provider

Choose where you want the nbn™ Equipment installed

- nbn™ Utility Box – connected to the outside of your building (less than 60 meters from the street)
- nbn™ Connection Box – connected inside your building within 40 meters of the nbn™ Utility Box and within 3 meters of a dedicated power point
- nbn™ Power Supply and optional back-up battery
- Service Provider Router (often for office wifi) within 3 meters of a dedicated power point
- IP Gateway or IAD (if you are using an old phone system with the nbn™) within 3 meters of a dedicated power point.
- Choose whether you want to keep your existing phone system, or upgrade to a phone system in the cloud.
- Choose whether to get a dedicated data connection for your voice services (Recommended where you have more than 3 employees)

5. Project Management

Allocate an in-house project manager. The more sites and equipment you have, the more complicated the installations will be.

Make sure you have captured all of the requirements correctly. You cannot change an nbn™ order once it's been submitted. You either need to get the incorrect services delivered and find a work-around, or cancel the order and start again.

Work closely with your nbn™ Service Provider. Your nbn™ Service Provider will coordinate their site visit/s with the nbn™ visit and keep you informed of the progress.

You must provide safe access to your business location for nbn™ and Service Provider staff

You must have and authorised representatives (over 18 years of age) on site during the installation.

Be prepared. Most installations need visits from both the nbn™ and your Service Provider (and sometimes more than one visit).

Have a contingency plan in case the cut-over doesn't go to plan (like diverting phones to other locations or mobiles, using mobile data for internet connectivity.

Undertake post implementation testing to make sure all of your equipment and services are working

Top Tip: *Don't leave transition to the last minute. Allow* **at least** *6 months to switch.*

Questions or need help?
hello@acumentous.com
Ph: 0409 429 601