



Move Tips

1. Be prepared and use your resources.

If you are moving, you will want to have easy access to your providers' service people, including phone numbers during normal business hours and off-hours. You may want to print it out or keep it in your Palm Pilot. This way you can call them in a heartbeat if you run into some unforeseen problems during the move. If you use New York Connect to assist your move, we will help by contacting you in advance and during the move to make sure that everything is proceeding according to your plan.

2. Expect Delays and plan for them.

Above all, expect delays and plan for them both operationally and financially. It is better to have and not need than to need and not have! Most importantly, find out if you can stay an extra week or month at your current location if the move is delayed, and see what that will cost. See if some employees can work from other offices or home if needed. Check also with your movers, utilities companies, etc. At New York Connect, we can help by being able to move you very quickly and adjust the move date as needed. If you are using New York Connect for phones, we can arrange for the phones to be up and running when needed, even if there are delays or the move is ready sooner than expected. We can even arrange for your calls to go to multiple locations or your cell phone during the move.

3. Over-communicate.

When moving service from one location to another (whether it is your Internet access, phone service, technology, etc.), make sure all your providers have the same information and timeline. Your service providers should coordinate the switchover with each other at least 20 business days prior to the implementation. Remember the age-old adage -- over communicating is better than under communicating. Some providers require more notice than others. You should start the communication process a minimum of two months in advance. Don't forget to notify your customers also. Send out a newsletter and put a notification on your website. New York Connect can help by formatting a newsletter and doing a scheduled mass mailing for you. The notification should let them know a tentative move date and then provide a confirmed date. You should also provide an alternative way to be reached during the move.

4. Test in advance.

Install and test services at least 3-5 business days prior to your move. We can help by having a New York Connect technician on site to test the LAN, set up your servers, or other items as needed. We can even wire the new office for you so that you are able to move in and start right away.



5. Changes of address and cancellations.

When you move offices and your phone, Internet, email, web hosting, or other technology services that are billed on a monthly, quarterly, or annually basis, you will need to stop billing with these service providers if making a change of vendor or notify them of the new address if keeping them. Since you are the customer-of-record, third parties (i.e., your new service providers) cannot stop billing in your behalf. You are responsible for contacting your old service provider to stop billing for these services. Typically, providers will require a 30-day notice period to stop billing.

IMPORTANT TIP—Plan on having overlapping services at two locations. It will cost a small amount to have a few weeks overlap but will save you a lot of time, money and aggravation if there are any problems. This will create some overlapping service but it will protect you from two possible snags:

- (1) The actual date that you transition services may get pushed out longer than you expected, which (without overlap) creates the possibility that you would experience service down time.
- (2) Your old provider may not service you appropriately if they know that you are leaving.

The bottom line is that you don't want to be without service when you change your technology and telecommunications service. Always have a Plan B. New York Connect can assist you by having connections ready in the new location and the old one at the same time. If you contact New York Connect in advance, we'll let you know where our smart buildings are located so that we can keep you running at both locations for as long as needed.

5. Call in the experts.

If you are moving in less than 2 months, choose a provider that can handle all of your telecom and technology solutions. This way you can focus on your business as these providers handle the technical aspects of your operations. In the end, your organization will streamline its processes and save money going right to the bottom line.

6. Coordinating the move.

Moving is another area where there can be problems. Confirm that the moving company has the correct addresses, date, times, etc. Make sure the freight elevator is available the day of the move. Find out if there are any restrictions on who can do the move and what and when they can move. On occasion people have everything arrive only to be told they can't move in prior to 5 PM, etc. Make sure the building staff are not on holiday. Sometimes you are not allowed to duplicate keys and have to get those from the



building so make sure that you have enough in advance and that those who need access have them.

Be sure to label EVERYTHING. Make sure that the power supplies that come with a particular device stay with that device. Sometimes the power supply will fit multiple machines but the power requirements can be different. **Failure to put the correct power with a device can damage or destroy the device.** Label the computers, the printers, the phones, etc. Label everything so that when it arrives you don't have to figure who gets what.

7. Costs.

The biggest cost occurs when things are not done in time so the move can not take place when scheduled. This means that often a company has to pay for two offices, utilities, etc for a month or so while construction is finished, utilities are turned on, etc. This is especially true if the Internet and phones are being moved with traditional methods such as POTS trunks and DSL (Our lit buildings virtually eliminate this). Moving legacy telephones and Internet can be expensive. Verizon often charges \$143.26 for the first line and \$68.26 for each additional line. On top of this there are charges for punch down blocks, tax, service order charges, etc.

You may need your main number remote call forwarded (RCF) and this runs \$20.50 per path plus the cost of a local call and a service charge. With legacy service you'll need two to five days to make this happen. New York Connect can help. With our VoIP we can do this within minutes with no service charge.

You should budget time and funds for several hours of tech support for voice, data, phone system vendor, and tech consultant time. You may not need it but be prepared for it. It is always better to have and not need than to need and not have. Often there is a fair amount of coordination and sometimes on site coordination that may need to happen between the vendors.

8. Construction.

Construction costs and delays are another source of aggravation for many. Often the construction is not finished on time. Additionally, many contractors are pushing to get the low bid so they fail to point out likely sources of delays, overages, etc. Coordinate the construction with other vendors to save time and money. You don't want your phone system scheduled for installation the same day that the carpet is being installed. Additionally, there are items that can be installed more efficiently during construction that afterwards, such as cabling. Be sure that you have enough electrical outlets and capacity. Make sure that they are installed at the locations you need them. You don't want to have to string extension cords across your new office. Be sure that your phone and Internet closet is sufficiently powered. Plan your office floor plan well prior to the



outlet allocation. Have your Internet and phone jacks near outlets. Note where your equipment intensive areas are, such as copier, fax, shredder, etc spaces and plan for their power and connectivity needs.

Contact New York Connect in advance and we can take a look at the new office. We'll provide some ideas on your wiring and we can even recommend contractors if needed or you can click on the links for immediate references.

9. Keeping your phone number

You can keep your phone numbers when you move. If you use VoIP the move is much easier and less expensive.

If you are using POTS lines you may not be able to transfer the number IF the new central office can not handle the number. This doesn't always happen but in a fair number of cases does. If this is the case you will instead have to remote call forward (RCF) the numbers you wish to keep with enough paths to handle all the incoming calls. It is generally \$20.25 per path plus the cost of a local line as well as the cost of a local call. If you have an RCF with three paths, then you can receive up to three incoming calls. The fourth concurrent call will receive a busy signal. Your cost for an RCF with three paths would be \$60.75 per month, plus the line at the new location, plus each incoming call will be billed at a local call rate. New York Connect can eliminate these expenses with their VoIP service.

10. Phone system.

The phone system is a major part of the move. First, make sure you have a vendor who will move this. Often vendors do not want to move a system if it is over five or ten years old. If anything breaks it can be difficult to get parts. Often they will move it with no guarantees. If you were thinking about a new system or a hosted system, this is a good time to make the change if it makes business sense. New York Connect can help with this, especially if this is a temporary move. We can provide a hosted system either temporarily or permanently, reducing the need for wiring, hardware, etc. Be sure that you coordinate with the phone system vendor for any changes or additions. It can take a full day to remove a system and one to three days to reinstall it, run the cables and program it. Coordinate with New York Connect or your current provider for the main number to be forwarded or for a message to be played during the move.

This article was provided by Dave Borgioli of New York Connect. For more information about streamlining your move, contact New York Connect at 212 293 2620 or via email at Info@NYCT.net.