

NBN READINESS ASSESSMENT CHECK LIST

Thank you for requesting a Commander Business Readiness Assessment check. To help us tailor your nbn service to your needs, please complete the checklist below and email to nbn_readiness@commander.com

BUSINESS DETAILS

Company:

Contact:

Phone:

Email:

Service Class:

Account Number:

TELECOMMUNICATIONS

Question 1 - Phone Lines

How many phone lines do you have? (Enter number in applicable box below)

PSTN ISDN SIP Other

How many simultaneous calls can you make/take at once?

How many fax lines do you have?

<2 2-3 5+

What type of fax do you use?

Standalone Fax All in one Printer PC Based

How many dial up modem lines do you have?

<2 2-3 5+

Do you use mobiles in your business?

Yes No

If yes, how many?

Who is your current provider?

Do you have any inbound numbers 13,1300 or 1800 numbers?

How long since your provider has spoken to you about your account?

Question 2 - Phone System

Do you have a phone system?

Make:

Model:

Current maintainer?

How many desk phones? How many cordless phones?

Do you have voicemail?

Yes No

Do you have an external ringer?

Yes No

Do you have any additional hardware?

Headset Conference phones

Other: _____

Would you like to have the ability to manage your calls from your mobile phone?

Yes No

Do you need to see what line is being used from each handset and/or to be able to put calls on hold and then pick them up from another desk handset?

Yes No

Question 3 - Internet/VPN Connection

What type of Internet connection do you have?

ADSL SHDSL / MBE Ethernet

Fibre NBN Not Sure

Provider?

How many wall sockets do you have connected for your ADSL line?

(Will they need a Central Splitter?)

Yes No

Do you have a VPN Connection? Yes No Provider?

Speed Test Visit www.speedtest.net and click GO

Speed test Result: Download _____ Upload _____

Question 4 - Lift Phones

Do you have any emergency lift phones?

Yes No Not sure

Note: It's important to register emergency lift phones with nbn Co before connecting to the NBN. To do this, call 1800 687 626 or register online at www.nbnco.com.au.

Question 5 - Medical Alarms

Is anyone dependent on any medical equipment or medical alarms that use the phone lines or Internet?

Yes No Not sure

Note: It's important to register medical alarms with nbn Co before connecting to the nbn. To do this, call 1800 687 626 or register online at www.nbnco.com.au. We also recommend you speak to a Commander representative for advice on the right type of internet or phone service over the nbn to work with your medical alarm.

CABLING AND UNINTERRUPTED POWER SUPPLY (UPS)

Question 6 - Cabling

Can your existing equipment be connected directly to the new nbn equipment without the need for new cabling between your current copper delivery point and nbn equipment? (Use notes section to draw floor plan if required)

Yes No Not sure

Is your premises cabled with Cat5 or better cabling?

Yes No Not sure

Do you have spare Ethernet ports where you would like to put the phones?

Yes No Not sure

Does every cordless phone have a power point nearby?

Yes No Power Over Ethernet (POE)

Do you need UPS in the event of a short power failure?

Yes No Not sure

SECURITY & MONITORING SYSTEMS

Question 7 - Security

Do you have an alarm?

Yes No (Skip to question 8) Not sure

Does the alarm have its own phone line or is it a cellular system?

Yes No Not sure

Is it monitored by a security company? Yes No

If so, please provide the Company, Contact and telephone number.

Company:

Contact: Phone:

Important: Call your security alarm provider to find out if your device is compatible before moving to the nbn™ network.

Question 8 - Fire Alarm

Do you have a back to base fire alarm? (Not smoke detectors)

Yes No (Skip to question 9) Not sure

If yes, does it have its own telephone number?

Yes No Not sure

Note: It's important to register monitored fire alarms with nbn Co before connecting to the nbn. To do this, call 1800 687 626 or register online at www.nbnco.com.au. You should also contact your service provider to find out if your device is compatible before moving to the nbn™ network.

Question 9 - Security Camera

Do you have security cameras on site?

Yes No (Skip to question 10) Not sure

If yes, can they be accessed remotely?

Yes No Not sure

Are they monitored by a security company?

Yes No Not sure

Is the footage recorded and stored off site?

Yes No Not sure

FINANCIAL SERVICES

Question 10 - EFTPoS and HiCAPS

Do you use EFTPoS machines?

Yes No Not sure

If yes, how many are at your business address?

1 2 3+

Do they use phone lines or are they cellular? (Enter number in applicable box below)

Phone Line Cellular Not sure

Who is your provider?

Please advise if you use HiCAPs medical system?

Yes No Not sure

If yes, who is your provider?

Do you have an ATM machine on site?

Yes No Not sure

Are you required to provide a phone line for the machine?

Yes No Not sure

Do you have any other "Payment" systems?

MoGas EPay? Other

Important: Call your terminal provider to find out if your device is compatible before moving to the nbn™ network.

Notes and sketch of office layout:
