THINGS YOU SHOULD CONSIDER BEFORE YOU CHANGE YOUR INTERNET SERVICE PROVIDER

Here is a Checklist for you to go through before you change ISPs, so that you don’t run into problems:

Firstly, whenever you change services (sometimes even if you stay with the same service-provider, but change your account/plan) – it is very likely that the modem’s configuration will need re-programming (do you have those skills?) Or, you may receive a new (pre-programmed) modem that simply requires connecting/plugging-in to the correct line (are you sure which line/cable to connect it to?) You may need to call your IT-Guy. Start by asking yourself these questions:

1. Do we have a Mail server or File server on site?

   Yes ➔ STOP

   No ➔

   - Depending on your Voice-Services provider, you may have to re-assign IP-Authentication, otherwise your Calls may fail when you change ISP. Contact your Voice Services/Telecoms provider & be sure to budget for that cost, and expect that there will be an outage of Voice Services whilst the service migrates.

2. Do we have Voice-over-IP (VOIP) or SIP-Trunks onsite?

   Yes ➔

   No ➔

3. Do we have a STATIC-IP address for this site?

   Yes ➔

   No ➔

4. Are you keeping the old modem, or getting a new one?

   KEEPING the MODEM
   You may need to get your IT-Guy to re-programme it

   Getting a NEW pre-programmed Modem to swap ...
   check if it will be on the same line or not?
   - Set up Firewall rules to allow VoIP services to securely connect and keep VoIP/PRhone hackers out. Also, configure any printers on the network so they talk to your new modem.

Then you’re ready to

CHANGE ISP

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Making Communication Easy

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