COMMCENTRE
MANAGED IT SERVICES

FREE RESOURCE · NBN FTTP UPGRADE FOR BUSINESS

FTTP UPGRADE INSTALL-DAY CHECKLIST

Before, during and after the installer visits: where the box goes, power, what to photograph, and the tests that prove the phones and payments still work.

Before the installer arrives

Address being upgraded

Provider and plan ordered

Order or reference number

Install appointment date

Landlord or strata approval (who, when)

Where the fibre will enter the building

Where the fibre box will go

Power point for the box (on a UPS?)

Who sets up the modem

Who tests the phones

- [ ] Path for the fibre agreed (driveway, garden, conduit)
- [ ] Box location is near the comms cabinet and ventilated
- [ ] Someone authorised will be on site for each visit
- [ ] Staff told the internet may blip during the switch
- [ ] Battery backup for the box discussed with the provider

Install day and after

Photos to take

- [ ] Where the fibre enters the building
- [ ] The new fibre box, mounted and labelled
- [ ] The modem and cabling, front and back
- [ ] The modem's settings pages

Test before cancelling the old service

TEST	RESULT	BY	DATE
Wired speed test (down / up / ping)			
Calls in and out on every phone and app			
One call held over a minute			
EFTPOS test transaction			
Cameras and remote access from outside			
Static IP carried over (if any)			
Wi-Fi names unchanged			
Old service cancelled (confirmation number)			