COMMCENTRE
MANAGED IT SERVICES

FREE RESOURCE · MODEM OR PROVIDER CHANGE CHECKLIST

MODEM AND PROVIDER CHANGEOVER CHECKLIST

A before-and-after record sheet: settings to capture, devices that depend on them, and the test list that proves nothing broke.

Settings to capture before the change

Photograph every settings page of the current modem as well. Keep passwords in a password manager, never on this sheet.

Current provider and account number

Connection type (FTTP, FTTN, FTTC, HFC, other)

Modem make and model

Modem local address (e.g. 192.168.1.1)

Local address range and DHCP range

Static public IP (and does it move with us?)

Wi-Fi names (staff, guest, devices)

Voice priority (QoS) on? SIP ALG off?

VPNs or remote access

Reserved addresses and port forwards

DEVICE	LOCAL ADDRESS	PORT FORWARD (PORT › DEVICE)	WHO SUPPORTS IT

Devices that depend on it, and the after-change test

DEVICE	DEPENDS ON	TESTED AFTER CHANGE	BY	NOTES
Phone system and apps	Port forwards, public IP			
Desk phones	Network, priority			
EFTPOS terminals	Fixed address or port			
Cameras / recorder	Port forward, fixed address			
Alarm panel	Internet reporting			
Printers and scan-to-email	Fixed address, mail settings			
Remote access / VPN	Public IP, port forwards			
Wi-Fi: staff, guest, devices	Names and passwords			

Test phones first, with one call held over a minute. Never change or unplug nbn's equipment.