

## CUSTOMER MOVING CHECKLIST

We are here to make your move a pleasant experience. To provide you with an estimate, we need to know a few things from you. Please review the checklist and provide us with the necessary information to help you get started.

- The address of your new location.
- A floor plan of the new space, with the following items marked:
  - 1) the phone room,
  - 2) phone locations with extension numbers, employee names and/or the phone location (break room, lobby, etc.)
  - 3) fax locations
- Is the new space cabled for voice (phones & fax) and data (computers)?
- The date the new space is available for a site survey by CSC, if required.
- What day do we move the telephone system, and do we move it during normal business hours, or outside of normal business hours? Is there a specific time we need to start the move?

There will be down time if the system is moved during normal business hours. Our technicians work from 8:00am to 4:00pm (Monday- Friday). Work outside these hours is billed at over-time labor rates.
- Are you planning any system programming changes as part of the move?

Adding & removing outside phone lines or phones, changing how calls route in the system, etc.?
- What are your dial tone and Internet requirements at the new location?
- Dial tone order information; including line numbers, due dates and a contact person if you are ordering your own dial tone.

Copper State can evaluate your existing service and make recommendations for performance enhancements and possible cost reductions. We can, in many cases, coordinate moving your existing service to the new location, provided we are given enough advance notice.
- If your new service includes Internet Access, do you have a data vendor who will make programming changes to your data network or do you need our assistance?

The move of your telephone system will be done on a time and materials basis, at the applicable labor rate based on the system type and time of day the move is taking place. Other services, to include network equipment relocation are also available.