The New Office Internet, Phone, and Network Checklist

Plan internet, phones, Wi-Fi, cabling, and backup for a new office or business move. Build an opening-date checklist and request a location-readiness review.



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Open the live guide and interactive tool

A store, office, clinic, or warehouse opening has a hard business date and several technology schedules. The landlord controls building access, a carrier controls circuit delivery, a trades team handles the cable routes, and the new site manager needs to know what staff can use on their first day. Put those dependencies into one schedule early enough for each team to act on it.

This guide covers the decisions that connect internet, internal cabling, business phones, cameras, and door access. The goal is a quote that spells out responsibilities and a plan a site manager can use to decide whether the location is ready. Use the checklist to make the open items clear before placing equipment orders or committing to a cutover date.

Start with the opening scenario the business actually faces. A relocation may need to preserve existing phone numbers and service at the old address until the move. An additional branch may need new numbers, a way to reach the central team, and account roles that limit administration to the local site. The same hardware can be appropriate in both cases while the work required to get there is very different.

1. Agree on what has to work when doors open

Write down the opening date, the planned staff training day, and the date when trades can first enter the space. Ask operations what an employee must be able to do during the first hour. Consider taking a customer call, reaching a business application, enrolling a staff credential, accepting a payment, and reviewing an approved camera view. Attach a person and an acceptance test to each requirement.

Set priorities before ordering. The front desk may need its main number on day one. A secondary training room might open several weeks later. Rank requirements by their effect on real work and record any approved interim arrangement. Give the site manager authority to raise a delay where a workaround has not been tested or the business has yet to approve it.

Use one site record with the complete address, suite, business name, building contact, and opening schedule. Keep verified information separate from open assumptions in the working plan. That common record prevents bids for different suites or different cable boundaries from being compared as equivalent projects. Store detailed plans and private information in the project's approved location.

2. Confirm the carrier and building handoff early

Qualify the full service address and suite with prospective providers. A network map can help identify providers to ask. The written quote should establish what they can deliver at that building, the type of service, the location of their handoff, and any construction or landlord work. Ask which dates are estimates and which milestones must happen before the provider commits to activation.

Lumen's installation readiness guidance explains that service may arrive in a building telecom room, with a separate extension needed to reach the customer's equipment. Find where that boundary sits at your address. Have the landlord, provider, and cabling team agree on who obtains access, what pathway is available, and who hands the completed link to the network owner.

Decide which applications matter if the permanent connection is late or unavailable. If the business wants a temporary or backup service, qualify it separately and verify normal work on it ahead of opening. Purchase enough capacity for the applications the fallback needs to carry. Check signal and plan terms for wireless where appropriate, and document who activates or supports it if the opening plan changes.

3. Work through a hypothetical opening schedule

Suppose a regional business opens a branch in 45 days. The landlord expects to release the suite on day 12, and the circuit provider estimates activation on day 37, pending building readiness. That leaves eight days between the estimated activation and opening. If management wants three business days for staff testing, it needs an earlier checkpoint for deciding whether to activate a qualified temporary connection or adjust the schedule.

The same location needs its main reception number and eight user seats. The telecom lead asks the receiving carrier for a confirmed port window after validating the destination call flow. Facilities sets a separate window for approved cabling, camera, and door work. Management pairs each calendar milestone with observable evidence that the corresponding service is ready.

Update the plan when a dependency changes. If access to a shared telecom room moves by a week, revisit the provider visit, the equipment installation, and the decision on temporary service together. Products can arrive on time while the opening remains dependent on a part of the building nobody can access yet.

Milestone in this example	Decision to close	Evidence to retain
Day 12 suite access	Confirm approved work areas, pathway, power, and access to the building telecom room.	Named building contact and agreed survey record.

Milestone in this example	Decision to close	Evidence to retain
Before day 37 estimated activation	Review the carrier date and decide whether the branch needs the separately qualified interim service.	Provider update and signed decision on the opening plan.
Staff testing window	Verify agreed applications, reception calls, and authorized camera and door workflows.	Test results, accountable owners, and remaining issues.
Day 45 opening	Confirm critical tasks are working and staff know whom to contact.	Site manager signoff and recorded exceptions.

4. Make the internal cabling a defined scope

Walk the proposed suite with facilities and the network owner. Identify equipment locations, pathways, and endpoints for workstations, wireless access points, phone equipment, and security systems. Review which tasks depend on finished ceilings, electricians, permits, or after-hours access. When cabling or pathways are already in place, ask for the records and verification you need before pricing reuse.

Mark ownership at each boundary. A carrier may supply a connection to the building, a cabling team may extend it or install an internal fiber link, and IT may supply the optics or switches. Put those facts into the quote so each party can price the appropriate work. Specify label conventions and the required test deliverables as part of acceptance.

Corning's testing tutorial distinguishes passive fiber link evaluation from the active equipment attached to it. If the design includes internal fiber, ask for tests appropriate to the agreed endpoints and specification, plus a separate check that the active equipment supports the intended service. Arrange the scope so the business has usable records when the next team expands the site.

5. Build a phone plan around each number and role

Inventory numbers with their current carrier, registered account information, and intended use. Mark the main line, department lines, hunt groups, and any special-purpose equipment that needs separate review. Have staff confirm who answers calls, where they go after hours, and which fallback is approved if the new branch cannot handle them. Test calls from outside the organization as well as between staff.

If you plan to port to Microsoft Teams Phone under a Microsoft Calling Plan, Microsoft's documentation describes submitting a port request and reconciling it with the current provider account. Other calling arrangements have their own provider responsibilities. Ask the receiving carrier who owns your order, how they verify the list, and when you can retire the old service. Keep the losing carrier account details inside the authorized project process.

Have the responsible provider and internal owner review emergency calling configuration and any device-specific requirements for the exact site before activating service. Price phones, headsets, licenses, any number transfer work, and staff training separately. Give front desk and after-hours staff a rehearsal with realistic sample calls before the business relies on the new routing.

6. Plan cameras and door access around approved operations

Write down what an authorized operator should be able to see or verify for each camera view. Ask facilities and the appropriate privacy reviewers to approve placements, camera use, retention, and viewing permissions. Test recordings under the lighting and activity the site will experience during ordinary use. Axis's image-quality guidance points to factors such as illumination and subject motion that can affect whether the recorded detail serves the intended purpose.

For electronic access, list the openings in scope with the building owner and define who approves credentials for employees, vendors, and temporary staff. Have qualified reviewers assess the applicable building, accessibility, and exit requirements. Include repairs, building approvals, and interfaces with other systems explicitly in the proposal so facilities knows when those items must be ready.

Have approved test users confirm their expected access and view a staged recording. Ask the quote to name the owner of each account, which equipment requires subscription renewals, and who responds to an issue after handoff. Document the administrator and support relationships in a place the business can maintain when staff or providers change.

7. Compare bids against the same project plan

Share the requirements, milestones, and handoff boundaries with each bidder. Ask for a single summary of the work with separately priced services underneath. In a bundled quote, identify who orders each service, who coordinates dates, which items have separate contracts, and which team handles an issue that crosses provider boundaries. Ask for the price period, activation and construction charges, and recurring amounts at each site.

Compare invoices and obligations over the same term. If a quote includes temporary internet, document the intended overlap with permanent service. If installation charges are estimated, identify the conditions that trigger a change and who approves it. Record renewal timing and future add-on rates where they are available. Discuss how contract terms affect adding or closing a location as the business changes.

Save a short record of the choices you made, their reasons, and any postponements. Have each workstream owner accept the relevant tests and report any remaining issue to the person making the opening decision. Keep drawings, test files, phone routing records, account ownership, and escalation contacts together so operations can take over after installation.

Review the first invoice against the order while the people who approved it still remember the details. Confirm the billed start date, quantities, and one-time charges against the activation and acceptance records. If a temporary circuit is no longer needed, give the cancellation request a named owner and ask for written confirmation of the end date.

8. Make Wi-Fi and staff training part of the opening plan

Give the network team the expected staff devices, guest use, applications, and room layouts. Have it assess the access point locations and the switching, cabling, and power the proposed design needs. A carrier connection reaching the site does not confirm that a visitor can connect from the lobby or that the front desk's applications work. Ask the site manager and IT owner to agree on the ordinary tasks to demonstrate in the spaces that will open first.

During an approved pre-opening review, have staff use their intended devices and accounts to make a normal call, reach the scheduling system, and complete a permitted application task. Document what is ready, what needs another visit, and who owns the next step. If the office is relocating, include a check of the moved numbers and any

applications that depended on the old location. Name the person who can approve ending overlapping services after the agreed checks.

Buyer's checklist

- Confirm the address, suite, access date, opening date, and landlord contact.
- Qualify permanent and any interim internet against the essential opening-day applications.
- Assign cabling, network equipment, Wi-Fi, and phone work with dates and owners.
- Have staff rehearse agreed tasks and record the opening decision and outstanding work.

Questions to ask a provider

- What is the address-qualified service, where is the handoff, and who provides the extension?
- Which dates are estimates, and which dependencies must clear before activation is confirmed?
- Who surveys the Wi-Fi and cabling, who supplies equipment, and who accepts the completed work?
- What will the interim service support if permanent delivery is delayed, and who prices the overlap?

Main cost drivers

- Provider installation and construction, inside wiring, and landlord-required site work.
- Routers, switches, access points, phones, installation, and configured management services.
- Interim connectivity, overlapping services, number transfers, and staff training.
- Recurring service and support, renewal terms, and changes after survey or final room layout.

Start with an opening-date and location-readiness review

Give BlueHouse Telecom the planned opening or move date, site address and suite, approximate staff count, current providers if any, and the services that must work on day one. We can review the dependencies with you and scope an address-specific project covering internet, business phones, cabling, Wi-Fi, and any separately requested security work. The result should be an itemized proposal and a schedule with a responsible contact for every handoff.

Your planning worksheet

Use the interactive tool online

[] The opening date and essential staff tasks are agreed

Write down what staff must be able to do on day one. Name the person responsible for accepting each task.

[] Carrier availability, building access, and dates are confirmed

Qualify the exact suite, validate the handoff and pathway, and document the date for activating a temporary connection if one is needed.

[] Internal cabling scope and test records are assigned

List endpoint requirements, building dependencies, and who provides cabling, electronics, labels, and acceptance records.

- [ ] **The phone numbers and call routes have an owner**

  Validate incoming, outgoing, and after-hours use. Assign porting, staff preparation, and approval of the transition.

- [ ] **Camera purposes and door workflows have approval**

  Ask responsible reviewers to approve each use, privacy boundaries, required building review, and a safe acceptance demonstration.

- [ ] **The quote names the cost, owner, and milestone for each service**

  Separate one-time work and recurring charges. Capture handoff responsibilities, dependencies, and who can accept the project.

Share this brief with your site manager and proposal team. Use a generic site label in the tool and keep account details in your project records.

Common questions

How far in advance should we order internet for a new location?

Start address qualification and building coordination as soon as the location and suite are known. Ask each provider for its current estimate, the construction assumptions, and the point at which dates become firm. Lead time varies with the building and service.

Can we get one quote for internet, phones, and security cameras?

Yes. Describe all the services you need in the same request. Ask for an itemized proposal that names who provides each service, who manages the installation handoffs, and which dates depend on third parties or building readiness.

Should we move our phone numbers before opening?

Plan the port with the current and receiving carriers. Verify where each number rings now, which employees need it after the move, what services share the account, and how staff will handle calls before and after the scheduled transfer.

Who should accept the installation?

Assign a responsible person for each workstream. The network owner may accept connectivity, facilities may own the door and cabling records, and a site manager can confirm staff can take calls and retrieve a recording through their approved roles.

Start with an opening-date and readiness review

Tell us your address, opening or move date, staff count, and the services needed on day one. We can scope internet, phones, cabling, and Wi-Fi together.

Review your opening plan

Sources and review

Lumen installation readiness and inside wiring responsibilities

https://docs.lumen.com/readiness/get-ready-for-equipment-and-service-installation/

Corning Fiber Optic System Testing Tutorial

https://www.corning.com/catalog/coc/documents/application-engineering-notes/AEN135.pdf

Microsoft Teams Phone number port requests

https://learn.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phone-numbers-to-teams

Axis guidance on verifying camera image quality

https://help.axis.com/en-us/troubleshooting-image-quality