

Getting started with One Net Office

To make sure everything moves as quickly and smoothly as possible you need to provide us with the following information:

- Your full site address
- Your main company phone number
- Your registered address or your billing address
- Your Company Registration Number
- Your liability insurance details (sole traders only)
- Your direct debit details
- The landline numbers you want to include in your One Net Office service. Landline numbers associated with broadband, Redcare or alarm services can't be ported to One Net Office.
- All the details we need to port your landline to One Net Office. You need to contact your losing communications provider to get all the required landline and mobile phone details (for example, porting authorisation codes and unlock codes) that will help us with your transfer to One Net Office.



What you need for the introductory call

- A completed user details form
- Contact information for any of your colleagues we may need to speak to or work with
- A chosen PIN or password for your account
- A list of all people authorised to use your account
- Any dates or timescales we need to be aware of
- Any additional information we need to know, for example, your opening hours, site access or parking restrictions
- A completed Porting Letter of Authority template.
This document is an Ofcom requirement without which we cannot port any of your landline numbers.
- A completed form with information from your current communications provider.
This will help you and us gain the information we need to ensure your landline port requests are accepted by your existing provider.



Network infrastructure check

- Is there a shelf of at least 450mm x 450mm that can support at least 10kg, or a 19-inch cabinet that has enough free slots for your equipment?
- Are there at least two 240V power sockets available next to the communications cabinet/shelf with our router and switch?
- Is there a dedicated Cat 5 port available for each desk phone? Is every port connected to the location of our switch?
- Is there a label on the wall, marking the location for the wall socket for your new service access line? The label should be placed within 1.5m from the location of our router.
- We provide standard cables that are 1.5m long. Do you require longer or shorter cables?
- Is there an internet service over your phone line? If so, what's the number?
- Is there an alarm service over your phone line? If so, what's the number?
- Is there a payment terminal (also known as PDQ) service over your phone line? If so, what's the number?
- Do you have any of the following devices over your phone line? If so, what's the make and model?
 - Fax
 - Digital Enhanced Cordless Technology (DECT) cordless phone
 - Franking machine
 - Analogue conference phone
 - Public address system
 - Door entry system
 - Bell ringer

