



## Nexogy ADSL - Moving Instructions

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Should your company need to move its Nexogy ADSL service to another location, please use the following instructions and suggestions to help avoid service interruptions.

Your current Nexogy ADSL is running through a telephone line from the local incumbent telephone company (i.e. AT&T, Bellsouth, etc.). It may be the case that your company also uses this same line for operating a fax.

### Steps:

1. Order a new phone line for your new location from the local incumbent telephone company. This line should also be used as your fax line at your new location.
2. Order a new ADSL service from Nexogy to be installed over the new telephone line requested on step 1.
3. Set up the data network and cable wiring at your new location.
4. Simply unplug your Nexogy IP Phones from the old network and reconnect them to the network at your new location.

By following these steps you can avoid service interruptions and downtime, and continue to run your business smoothly.

**IMPORTANT NOTE:** If your company uses the same line for fax and Nexogy ADSL, decides to keep its existing fax number and asks the local incumbent telephone company to move this line to the new location, your existing ADSL will be automatically cancelled. Nexogy will then have to qualify that phone line again for ADSL service and the process could take up to five (5) days. During this time, the ADSL service will be disconnected and your IP Phones will not work from that location.