

## Introduction

Thank you for choosing **BreezeConnect**. Please fill out this form to help us ensure your existing network is compliant with the requirements for running a 3CX VoIP system and will help to highlight any changes required prior to a successful & optimal deployment/configuration.

This checklist must be completed and returned to [help@breezeconnect.com.au](mailto:help@breezeconnect.com.au)

**Disclaimer:** BreezeConnect does not provide support for ATM, EFTPOS/HICAPS, Fire & Security alarms. Please contact the respective provider of these services to assess any requirements for NBN Compatibility.

## Business Information

Please provide your business info

Company

Contact Name

Phone #

Email

Service Class

Account Code

## Customer Site Information

Please ensure you fill in below as much information as possible to help us identify site variables.

1) Does the site have a static, public IP address?

2) What is the available bandwidth in Mbps?

Visit <https://speedtest.net> to confirm

3) Does the site have 4G/LTE internet backup?

4) If YES, who is the provider?

6) Is a data point available for each phone location (CAT5 or better) ?

7) Is power delivery available for each phone location (PoE 802.3af or GPO)?

8) Will you be using a UPS for power backup?

## Phone System Information

1) Has your network been configured as SIP/3CX compliant?

[https://www.3cx.com/blog/docs/network-](https://www.3cx.com/blog/docs/network-configurations-supported-3cx-phone-system/)

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2) Have you chosen a 3CX supported SIP provider?

3) How many phones do you currently operate?

Please check if existing hardware is 3CX supported:

<https://www.3cx.com/sip-phones/>

4) How many of these are cordless:

Deskphones:

Conference phones:

5) Have you ensured any cordless phones have adequate signal to their respective base station?

6) Do you use any external ringer devices?(enter qty)

7) How many simultaneous calls can you currently make?

*If this is a new system please enter your desired simultaneous calls.*

8) How many FAX lines do you require?

9) Do you currently use any inbound 13, 1300 or 1800 services?

If yes, please list these in below space.

10) Do you have 3CX supported headsets?

## Deployment Information

*This section assumes you already have 3CX installed on 3CX supported hardware or cloud provider. <https://www.3cx.com/docs/cloud-pbx-providers/>*

1) Are you hosting 3CX in cloud or on-premise?

2) What is the public IP of the 3CX hosting location?

### SIP Trunk Information

PAYG Trunk	
Auth ID	
SIP Password	
Outb. proxy	
Domain	

CAPPED Trunk	
Auth ID	
SIP Password	
Outb. proxy	
Domain	

## 3CX Installation

*(Skip to Section 4 if BreezeConnect is not being contracted for this)*

1. What is the 3CX License Key being used?

2. Please provide a desired FQDN

Result may vary depending on FQDN availability.

3. Please advise preferred extension length

If left blank we will decide most optimal extension length for your system. (cannot change later)

4. Do you have a 3CX supported device for SBC?

Not required when provisioning via LAN or STUN.

## Call Flow Design

1. What is your local timezone?

2. What are your office hours?

3. How many extensions do you require?

This may differ to number of users.

4. Please create a visual flow diagram of your desired call flow, this will be used to configure appropriate inbound routes within 3CX for your system. A number of tools are available online, two such examples are below.

<https://www.nchsoftware.com/chart/index.html>

<https://app.diagrams.net/>