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HOTEL PBX REPLACEMENT CHECKLIST

What to know, check, and ask before replacing your hotel's communication system.

1. Map What You Have

Before deciding what needs to change, **start with what you already have.**

Replacing a hotel PBX can involve phones, carrier services, PMS integrations, cabling, support, and more.

Think Simplicity handles these moving pieces for our clients. If you're evaluating providers, **use this checklist to know what to look for and what to ask.**

Start by mapping your current setup. **If you don't know an answer, mark '*Unsure*'. That's useful information too.**

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WHAT TO IDENTIFY	CURRENT SETUP
NUMBER OF GUEST ROOMS	UNSURE ☐
NUMBER OF STAFF/ADMIN EXTENSIONS	UNSURE ☐
CURRENT PBX	UNSURE ☐
APPROXIMATE SYSTEM AGE	UNSURE ☐
PBX / COMMUNICATION SERVICE PROVIDER	UNSURE ☐
CARRIER/PHONE SERVICE PROVIDER	UNSURE ☐
PROPERTY MANAGEMENT SYSTEM (PMS)	UNSURE ☐
SUPPORT/MAINTENANCE PROVIDER	UNSURE ☐

Before you move on

Missing information is part of the exercise. Highlight anything marked '***Unsure'*** so you know what to investigate before evaluating a change.

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2. Understand Your Operational Dependencies

Check anything your hotel relies on today. If you're not sure whether something is connected, mark '*Unsure*'.

HOTEL WORKFLOW / FUNCTION	CONNECTION
PMS CHECK-IN/CHECK-OUT COMMUNICATION	CONNECTED ☐ UNSURE ☐
GUEST NAME AND CALLER INFORMATION	CONNECTED ☐ UNSURE ☐
HOUSEKEEPING/ROOM STATUS UPDATES VIA ROOM PHONE	CONNECTED ☐ UNSURE ☐
CALL ACCOUNTING OR GUEST FOLIO ROOM CALL CHARGE POSTING	CONNECTED ☐ UNSURE ☐
WAKE-UP CALLS	CONNECTED ☐ UNSURE ☐
EMERGENCY / e911 CALLING	CONNECTED ☐ UNSURE ☐

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INCOMING, OUTGOING, OR DEPARTMENT CALL ROUTING	CONNECTED ☐ UNSURE ☐
BACKUP OR FAILOVER CALLING	CONNECTED ☐ UNSURE ☐
ROUTING OR SHARED RESOURCES BETWEEN PROPERTIES	CONNECTED ☐ UNSURE ☐
OTHER:	CONNECTED ☐ UNSURE ☐

Your Cabling Infrastructure

COMMON AREA PHONES
- ☐ Analog
- ☐ Ethernet / IP
- ☐ Unsure

GUESTROOM PHONES
- ☐ Analog
- ☐ Ethernet / IP
- ☐ Unsure

MDFs / IDFs
- ☐ MDF Located
- ☐ Multiple IDFs
- ☐ Unsure

FRONT DESK / ADMIN PHONES
- ☐ Analog
- ☐ Digital
- ☐ Ethernet / IP
- ☐ Unsure

Why this matters:

Your existing phones and cabling can affect what equipment is needed and what a replacement may cost.

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3. Diagnose the Friction

Check anything that regularly creates problems, extra work, or uncertainty for your hotel.

Reliability and Technology

□ Recurring outages or service interruptions
□ Poor or inconsistent call quality
□ Aging or unsupported equipment
□ Increasing maintenance or repair needs
□ Replacement parts are difficult to find

Day-to-Day Use

□ Routine changes require outside support
□ PMS information does not update automatically
□ Staff rely on extra steps or workarounds
□ System knowledge depends on one person

Support and Responsibility

□ Getting support is slow or difficult
□ Multiple vendors are involved when something goes wrong
□ It isn't clear who is responsible for resolving an issue

Cost and Visibility

□ Costs have increased
□ We have received unexpected charges or service fees
□ Costs are spread across multiple providers or invoices
□ Documentation is incomplete or outdated
□ Parts of our current setup are unclear
□ Other: _____

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4. Plan the Change

Replacing your current communication system *doesn't* necessarily mean replacing everything.

COMPONENT	STATUS
CURRENT PBX OR COMMUNICATION SERVICE	KEEP ☐ REPLACE ☐ UNSURE ☐
GUESTROOM PHONES	KEEP ☐ REPLACE ☐ UNSURE ☐
ADMINISTRATIVE PHONES	KEEP ☐ REPLACE ☐ UNSURE ☐
PMS	KEEP ☐ REPLACE ☐ UNSURE ☐
CARRIER / PHONE SERVICE	KEEP ☐ REPLACE ☐ UNSURE ☐
CABLING AND OTHER HARDWARE	KEEP ☐ REPLACE ☐ UNSURE ☐
OTHER CONNECTED TOOLS	KEEP ☐ REPLACE ☐ UNSURE ☐

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CONTRACTS THAT COULD AFFECT TIMING:
UPCOMING RENEWAL DATES:
UPCOMING PMS, NETWORK, OR INFRASTRUCTURE CHANGES:
PREFERRED IMPLEMENTATION WINDOW:
TIMES WHEN DISRUPTION WOULD BE ESPECIALLY DIFFICULT:
WHAT DOES YOUR STAFF NEED FROM A NEW SETUP?

Before you move on

The goal isn't to replace everything. It's to understand what should stay, what may need to change, and what a new service needs to work with.

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5. Understand the Real Cost

You don't need exact numbers. Start with estimates wherever possible.

EXPENSE	MONTHLY COST
PBX OR COMMUNICATION SERVICE	$ UNSURE ☐
CARRIER / PHONE SERVICE	$ UNSURE ☐
LONG-DISTANCE OR TOLL-FREE SERVICE	$ UNSURE ☐
MAINTENANCE AND SUPPORT	$ UNSURE ☐
SOFTWARE OR LICENSING	$ UNSURE ☐
HARDWARE LEASES OR REPLACEMENT	$ UNSURE ☐
PMS INTERFACE	$ UNSURE ☐
OTHER COMMUNICATION SERVICES	$ UNSURE ☐

ESTIMATED MONTHLY TOTAL:

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6. Evaluate Your Support

Knowing who is responsible when something goes wrong can be just as *important* as knowing what technology you have. Start by identifying who you rely on for each part of your communication setup.

WHO HANDLES	PROVIDER INFO	
PBX OR COMMUNICATION SERVICE		UNSURE ☐
CARRIER / PHONE SERVICE		UNSURE ☐
PMS INTERFACE SUPPORT		UNSURE ☐
EQUIPMENT / HARDWARE SUPPORT		UNSURE ☐
AFTER-HOURS ISSUES		UNSURE ☐

How Does Support Work Today?

- ☐ We know who to contact first when there is a problem
- ☐ Support is available when our hotel needs it
- ☐ We have a clear escalation path
- ☐ Someone coordinates issues that involve multiple providers
- ☐ Someone takes responsibility when the cause of a problem is unclear

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7. Your Hotel Communication Snapshot

A quick picture of your current communication environment.

Current Environment

PBX / communication service: _____
Provider: _____
Approximate age: _____
PMS: _____
Carrier: _____

Key Dependencies

□ PMS
□ Wake-up calls
□ Call accounting
□ Housekeeping / room status
□ Multi-property routing
□ Other: _____

Needs Attention: _____
Still Unknown: _____

Upcoming Changes:

□ PMS change
□ Contract renewal
□ Renovation
□ Infrastructure change
□ Other: _____

Questions: _____

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Need help with what comes next?

Replacing a hotel communication setup can involve a lot of moving parts. *This is where Think Simplicity comes in.*

We understand how the pieces work together, what needs to be considered before a change, and how to make the transition without adding unnecessary complexity.

Have questions? Talk with our team.

Scan to Talk to Joe

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> ***One of the best experiences we've had*** *implementing any new technology. The onsite tech was* ***highly knowledgeable****, and the dedicated support tech has been outstanding.*
>
> **Matthew Levin,**
> Director of Hotels, The Bay View Collection