

Alliance Telecommunications

COMMUNICATIONS QUESTIONNAIRE The Communications Audit

Client Information

Description of Business:

Number of Employees:

Number of Locations:

Cbeyond Service Areas:

Internet Access

1. What are you currently using the Internet for?
2. What type of Internet access is your business currently using?
3. Current Provider:
4. Number of computers:
5. Type of Network:

Local Phone Usage

1. Who is your current local phone service provider?
2. How many lines are you currently using?
3. What is the cost per line?
4. Number of lines needed:
5. How many fax machines are you using?
6. How many employees would benefit from faxes delivered to a private email address?

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Long Distance / Toll-Free Phone Usage

1. Who is your current long distance phone service provider?
2. How many long distance minutes does your company use per month?
3. What is the rate per minute?
4. How many Toll-free minutes are used each month?
5. Total cost of long distance + toll free usage each month?

Voicemail

1. How is your voicemail currently set up?
2. How many boxes do you currently use?
3. What is the cost per month?
4. How would "direct-inward-dial" improve the way you do business?
5. Would your employees benefit from "unified messaging"?

Mobile Usage

1. How many phones does your company provide for employees?
2. Cost per minute
3. Current usage: Minutes per month
4. Overage cost per minute
5. Does your company provide BlackBerry / PDAs for employees? Yes / No, How many?
6. How would your employees benefit from wireless laptop cards?

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Email

1. What is your current email capacity?
2. How many mailboxes do you currently use?
3. What is the cost per box?
4. How can your employees benefit from sending larger sized attachments?
5. What is the current maximum size to send and receive?

VPN Remote User

1. How many remote employees does your company have?
2. How would your employees benefit from accessing files from home or any remote location?
3. Would your company owner / president be interested in T-1 Internet access from home?

Web Hosting

1. Who is your current Web hosting provider?
2. Cost per month?
3. Domain name?