



Before you Change or Upgrade your Voice or Data Network, consider...

✓ Reliability & Service

In the course of making a decision on what telecom company to choose, you will face several decisions on what type of service is best for your business.

- The difference between using high speed internet delivered via cable coax or fiber optics.
- The potential costs to your business of lost internet connectivity or voice issues.
- Most telecom carriers provide a Service Level Agreement (SLA); what does this mean for your business?
- Over the course of time there will, unfortunately be problems or issues with your telecommunication services. You will need to determine if you want to resolve those issues yourself, or have it done for you. If you do choose to do it yourself, will you have the information to resolve the issue quickly and expeditiously?

✓ New Technology Upgrades – Phone systems

Your business may face a number of decisions when it comes to upgrading or purchasing new technology. Those decisions will include:

- Will your communications system reside “in the cloud” ... and what does that mean for your business?
- What are the long term advantages/disadvantages of buying, leasing or renting new technology hardware and services?
- What are the security concerns of placing hardware and services offsite?
- How would I go about retrieving critical data if I lose my data?



✓ Backup & Redundancy

The reality is sooner or later a construction crew will cut a line somewhere or something will go wrong.

- How will you continue to operate should that happen?
- What is your plan to access important business data or make a phone call?
- What is your business willing to invest in having redundant failover solutions for both voice and internet service?

✓ Scalability – Contract Terms

Many businesses are either faced with rapid growth or may need to downsize without warning.

- Will this purchase permit you to easily move in the foreseeable future and is the solution you have today scalable without having to purchase new equipment?
- As the internet becomes more critical in accessing business applications, how easy or what service provider can upgrade the speed within days or hours?
- In most cases a business can reduce cost by signing a long term agreement; however, in the case of this particular decision are you better off to have no long term agreement?
- Is it worth the extra savings to sign a three-agreement?

✓ Billing and Support

Some carriers are more reliable than others and provide a “white glove” approach but may not offer the advanced features and functionality your business may need in the future.

- Does your business require advanced features with an international presence?
- Is quality and support more important in the long run?
- Value of Time Decisions. What happens if you spot a mistake or have a billing question? Many telecom carrier call centers are understaffed and you may wait for hours to ask a simple question to get billing issues resolved.