



Getting Started — Your Current Phone System

We work with several VoIP providers who can provide fully hosted PBX solutions to straight SIP Trunking Services. Based on your objective with your phone service, we'll try to pair you up with the right provider for the service you need. Our role in the service is to provide the implementation and ongoing management services. We can provide equipment, assist with migration to the new service, as well as integrate the solution with your network. Most of our clients are moving to VoIP.

	QUESTIONS	ANSWERS
1.	How many in-bound trunk lines do you currently have? (ie. phone number per line on the bill)	
2.	How many Direct Inward Dial (DIDs) numbers do you have? (Some people call this direct extension dialing, separate from what the PBX can provide)	
3.	How many desktop station phones? (This includes reception / waiting room courtesy phones)	
4.	Do you have a receptionist console? (Someone who answers and routes calls for the office)	
5.	Do you have any FAX machines and if so how many?	
6.	Do you have a conference room phone (ie. Polycom Soundstation) and if so how many?	
7.	How many hunt groups do you have? (For example, six lines with roll over for inbound calls)	
8.	Do you have any toll-free numbers?	
9.	Can we get a copy of your phone bill? We just need the summary billing so that we can verify that we are covering all services. Also we can tell you if you are paying for a service that you don't need or are not getting. * Summary of the number of phone lines (PRI trunks and POTS lines) * Summary of DID (Direct Inward Dial) Numbers * Summary of Toll Free Numbers * Summary of analog FAX Lines (denote the phone numbers) * Average and peak number of long distance minutes * Any International Long Distance usage and requirements	