



Your VoIP Provider Interview Checklist

What you should have on hand BEFORE talking to a potential VoIP provider:

1. Copy of current phone bill (average monthly costs)
2. Copy of any support contracts or maintenance agreements (average monthly costs)
3. Incremental or repair costs over the past 12 months
4. How much have system outages cost you over the past 12 months
5. Total number of desk sets
6. Total number of lines
7. Contract expiration dates
8. Your current phone system features

Below are several questions you should ask when talking with a potential VoIP provider. The importance of these questions will depend on your specific situation, so weigh the answers based on your individual needs.

1. How long have you been in business? _____
2. Are you locally owned? _____
3. Does your company offer:
VoIP? YES | NO
Traditional Phone Lines? YES | NO
Business Class Internet? YES | NO
4. Do you offer a hardware warranty? _____
5. Do you provide installation? _____
6. Do you offer training? _____
7. Do you offer provisioning? _____
8. Can I use my existing phone hardware? _____
9. Is a long-term contract required? _____
10. Do you provide free hardware and setup? _____
11. Are there additional fees for adds, moves, and changes? _____
12. Are there additional fees for software upgrades? _____
13. Do you offer local support? _____



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VoIP Provider Questions Continued...

14. Is there an online management portal? _____
15. Is there a minimum or maximum sized business you work with? _____
16. Does your service integrate with multiple offices, remote workers, and mobile technology?

17. Do you offer a single-provider solution? _____
18. Can we port numbers from any provider? _____
19. Do you provide local numbers? _____
20. Do you offer voicemail? YES | NO
 Is it available online? YES | NO
 Can it be emailed? YES | NO
 Can we get to it from an outside line? YES | NO
 Is group messaging an option? YES | NO
21. What type of answering options do you offer?
 Auto Attendant ? YES | NO
 Hunt group? YES | NO
 Find me/Follow me? YES | NO
 Call queuing? YES | NO
22. Do you offer fax to email? _____
23. Do you offer customized on-hold messages/music? _____
24. How long does it take to install or transition, what's the timeline? _____

Did you get the answers you were looking for?

Now it's time to make a decision. We hope you considered Ohio.net in your research; and if you feel like there's a good fit, we'd love to talk with you.