



Phone System Site Requirements:

Date: _____

ATTENTION:

System Installation Services

| | |
|---------------|-------------------|
| Company Name: | Customer Address: |
| Contact Name: | Phone Number: |
| E-mail: | |

Cabling Requirements

Do you require cabling? If you answered 'yes' please answer section A, otherwise proceed to section B

Section A - Cabling

| Please answer all applicable questions | Yes | No |
|--|------------|-----------|
| 1. Is this a normal office environment? | | |
| 2. Are there lift-up ceiling tiles in all areas? | | |
| 3. Are there any warehouse or high ceiling areas? | | |
| 4. Is union labor required? | | |
| 5. Is cable required on more than one floor? | | |
| 6. Are there floor plans or furniture plans available for us to use? | | |
| 7. Is other construction going on at the same time such as office renovations? | | |

If you require additional space to respond, please add comments at the end of the site survey document.

Section B – Office Environment

| Please answer all applicable questions | Response |
|---|-----------------|
| 8. How many locations do you have? (If more than 1 location, please make copies of this site survey, place the name of each location on the top of the 1 st page, then respond to questions for each location) | |
| 9. How many telephone lines in this location? | |
| 10. How many employees work for your company? | |
| 11. How many phones will be deployed? | |
| 12. How many of your employees work always in the office? | |
| 13. How many of your employees work only outside of the office? | |

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| 14. How many of your employees work both in and out of the office? | |
| 15. If you have employees who work out of the office (i.e. Teleworkers), do you require our services to install a phone (or other equipment) at that location? | |

Section C – Data Equipment

| Please answer all applicable questions as this will help us better deploy and manage your system. | Response |
|--|-----------------|
| 16. What type of Internet connection do you have? (For example DSL, Cable, Satellite etc.) | |
| 17. Do you have a Router? If so, what brand/model? | |
| 18. Do you have a hub or switch? If so, what brand/model? | |
| 19. Is the administrator of your data networking equipment an employee of your company? | |
| 20. Does somebody in your company have access to configure the Router? | |
| 21. Do you have a Dynamic or Static Public IP Address? | |

Section D – Configuration Information

| Please answer all applicable questions. This will help us provide the best possible solution for your business. | Response |
|--|-----------------|
| 22. Do you have a full-time receptionist? | |
| 23. If so, what percentage of time is spent on inbound calls? | |
| 24. Do you feel their time can be used more efficiently? (For example are there many redundant calls? – hours of operation? Directions to office? Etc.) | |
| 25. If you plan to use an Auto Attendant to answer calls (even in case of overflow), do you need one for business hours and another for after hours? | |
| 26. If using an Auto Attendant to answer during business hours, what options would you like to provide? (For example "Press 1 for Sales, 2 for Support, 3 for Accounting, 4 for the company directory, 0 for receptionist" etc.) <i>Note: Extensions can be directly dialed from the Auto Attendant</i> | |
| 27. If using an Auto Attendant to answer after hours, what options would you like to provide? For example, or hours of operation, press 1, If an emergency, press 2, to leave a message, press 0 etc. <i>Note: Extensions can be directly dialed from the Auto Attendant</i> | |

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| 28. Do you have Busy Forwarding/Rollover service on your lines? For example you have 1 number published and calls rollover to any available line. | |
| 29. Do you have a dedicated fax line? | |
| 30. How many faxes do you send/receive per day? | |

Section D – Configuration Information - Continued

| Please answer all applicable questions. This will help us provide the best possible solution for your business. | Response |
|--|-----------------|
| 31. Do you have departments that require multiple phones to ring simultaneously? If so, how many departments? | |
| 32. Please list the Departments and the names of the people who you wish to ring when calls are placed to that department. <i>If you require more space, please add an additional sheet.</i> | |
| 33. Do you require a voice mailbox for each employee? If not, please list who does not require a voice mailbox. | |
| 34. Do you require general mailboxes for the departments or for other applications? If so, how many? | |
| 35. Do you want to use Music-on-Hold? (If so, a 1/8" mono male-to-male cable is required to connect the music source [not included] to Phone System.) | |
| 36. Will you require overhead paging? (If so, a PA system will be required to provide paging/music in the office.) | |
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Section E – Interconnection locations using VoIP (If applicable)

| Please answer all applicable questions. This will help us provide the best possible solution for your business. | Response |
|--|-----------------|
| | |

Additional Information

Section G – Site Map