



## Onboarding Questionnaire

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

- 1) Internet connection speed:
  - a) Type: **DSL / Cable / T1 / Fiber / Other**
  - b) Upload Speed \_\_\_\_\_mbps
  - c) Download Speed \_\_\_\_\_mbps
- 2) Internet Provider: \_\_\_\_\_
- 3) Current phone system make and model \_\_\_\_\_
- 4) Current voice mail / auto-attendant system \_\_\_\_\_
- 5) Current extension numbering scheme \_\_\_\_\_
- 6) How many telephone handsets in use \_\_\_\_\_
- 7) How many telephone lines in use \_\_\_\_\_
- 8) Telephone line provider \_\_\_\_\_
- 9) Do you interact with other remote office(s)? **YES / NO**
  - a) Can you extension dial them? **YES / NO**
- 10) Do you have any remote home-office workers? **YES / NO**
  - a) Can you extension dial them? **YES / NO**
- 11) Do you need extension dial capabilities for remote workers? **YES / NO**
- 12) Local Network details:
  - a) Firewall make/model: \_\_\_\_\_
  - b) Router make/model: \_\_\_\_\_
  - c) Do you use a Proxy Server? **YES / NO**
  - d) Do you use Switches or Hubs? **Switch / HUB**
  - e) Are the switches POE (Power Over Ethernet)? **YES / NO**
- 13) Cabling infrastructure
  - a) How many data connection jacks at each desk? **YES / NO**
  - b) Is there a data connection jack at all designated phone locations? **YES / NO**
  - c) Is there AC power at each location? **YES / NO**
- 14) How many devices require analog phone lines?
  - a) Fax: \_\_\_\_\_
  - b) Credit Card: \_\_\_\_\_
  - c) Modems: \_\_\_\_\_
  - d) Postal Meters: \_\_\_\_\_
  - e) Fire/Burglar Alarms: \_\_\_\_\_
  - f) Door Phone/Openers: \_\_\_\_\_