

10 Telecom Questions to Ask Your SMB Customer



Getting ready to pitch telecom? Finding the perfect phone and internet service for your customer is a no-brainer with these simple discovery questions:

- 1** Who is your current provider?
- 2** How many phone lines do you have?
- 3** What is your voice handoff: Analog, SIP, or PRI?
- 4** If SIP, how many call paths are needed? If PRI, how many DIDs (direct inward dial numbers) are needed?
- 5** How much long distance usage do you utilize per month?
- 6** What is your current internet connection speed? Is this speed adequate for your everyday needs?
- 7** Is your business growing?
- 8** Are you currently under a service contract? If so, how long is the contract?
- 9** Do you have a budget?
- 10** Are there other services or products you are interested in besides telecom?

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