

Hosted and Cloud-Based VoIP and UC Services Template

1. Do you offer consumer services?

Yes

No

2. Do you offer business services? (If not, we'll save you the trouble of seeing the questions about business services.)

Yes

No

3. What size range(s) of customers are a best fit for you?

Up to 25 seats/phones

26 to 100 seats/phones

101 to 500 seats/phones

501 to 1000 seats/phones

1001 to 5000 seats/phones

Over 5000 seats/phones

4. Which of the choices below best describe your service?

Hosted/Cloud VoIP

Hosted/Cloud Call Center

Hosted PBX

Communications as a Service (CaaS)

Virtual PBX

Other (please specify)

5. Where is the location of the Hosted/Cloud solution (excluding "phone" devices)?

Primarily customer's site (Premises)

Primarily remote site (Your data center / hosted)

Primarily remote site ("Cloud")

Other (please specify)

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6. Describe your Hosted/Cloud business services (please check all that apply):

- Basic Telephony Services
 - PBX
 - Call Center
 - Voice/audio conferencing
 - HD voice
 - Video conferencing
 - Web conferencing
 - Other (please specify)
- E-mail
 - Fax mail
 - Instant Messaging
 - Unified Messaging (Voice mail, e-mail and fax mail combined)
 - Unified Communications (presence, collaboration services...)
 - Mobile support for services

7. If the Hosted/Cloud solution is on a remote site, is access available through:

- Internet
- Private line
- MPLS/ATM/Frame Relay services
- IP-based services
- Other (please specify)

8. How are the phones covered in your solution?

- Phones are included as a a part of the hosted service
- Phones are provided by the customer
- Phones may optionally be included or not (mix and match)

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9. What types of "phone" devices are supported by your service?

- IP-based phones (SIP)
- IP-based phones (Proprietary formats)
- Multimedia devices (e.g. Avaya Flare)
- PC-based softphones
- Smartphone Apps
- Traditional analog phones
- Phone access through "Channel Bank" via T1/E1
- Traditional analog fax machines
- Analog modems
- ISDN BRI access
- ISDN PRI access
- Other (please specify)

10. Are your services available in North America?

Yes

No

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11. Please select the areas that you serve with each of the following functions. If you serve a subset of an area, please check "Partial Coverage" as well.

	VoIP / UC Hosted/Cloud Service	Providing Premises Equipment (Phones, etc.)	On-Site Maintenance and Support	Partial Coverage
New England - Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut	€	€	€	€
Mid-Atlantic - New York, Pennsylvania, New Jersey	€	€	€	€
East North Central - Wisconsin, Michigan, Illinois, Indiana, Ohio	€	€	€	€
West North Central - Missouri, North Dakota, South Dakota, Nebraska, Kansas, Minnesota, Iowa	€	€	€	€
South Atlantic - Delaware, Maryland, District of Columbia, Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida	€	€	€	€
East South Central - Kentucky, Tennessee, Mississippi, Alabama	€	€	€	€
West South Central - Oklahoma, Texas, Arkansas, Louisiana Mountain - Idaho, Montana, Wyoming, Nevada, Utah, Colorado, Arizona, New Mexico	€	€	€	€
Continental Pacific - California, Washington, Oregon	€	€	€	€
Alaska	€	€	€	€
Hawaii	€	€	€	€
Canada	€	€	€	€
Mexico	€	€	€	€

12. Do you offer international services?

Yes

No

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13. Please select the areas that you serve with each of the following functions. If you serve a subset of an area, please check "Partial Coverage" as well.

	VoIP / UC Hosted/Cloud Service	Providing Premises Equipment (Phones, etc.)	On-Site Maintenance and Support	Partial Coverage
Western Europe & UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central/Eastern Europe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eurasia, including Russia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Australia/New Zealand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
APAC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
India	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
China	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Asian areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Africa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central America and Caribbean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South America	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Middle East	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>