|  |  |  |  |
| --- | --- | --- | --- |
| What are your customers current services? | | | |
| *Example: Basic Single Line Rental and ADSL Broadband – Used for both calls and internet access, business applications such as email, e-commerce, teams etc.*  *Separate: Basic Single Line Rental for use on Alarm Line*  *ISDN2: With another Provider for the main business telephones* | | | |
|  | | | |
|  | Single Use Broadband | Voice Services | Retention of current phone number |
| Does your customer require? | *Y* | *Y* | *Y - 01282123456* |
|  |  |  |  |
|  | Calling and Network Features, if so what? | Services with another provider | Third Party Hardware connected to your services |
| Does your customer have? | *Caller Display* | *ISDN2* | *Fax machine, PDQ, Alarm line, Lift Line, PBX* |
|  |  |  |  |
|  | Part of the CNI | A vulnerable customer? |  |
| Is your customer? | *Yes- Doctors surgery lines are business critical* | *No (use this if there could be a risk to life for an individual or elderly customer)* |  |
| Provide an overview of business requirements both now and in the next 5 years. | | | |
| *The customer is a doctor's surgery so continuity of service is critical therefore Battery Back up will be required, they need voice services so it will be appropriate to ensure delivery of services are done using “Prove IP Voice” order. Require quote for IP Voice services for the ISDN also.* | | | |
| Additional Information such as customers premises type/requirements/remaining contract length etc. | | | |
| *Listed building/ Doctors surgery so installation may have longer lead-time, they are currently in contract with XYZ Telecom for the ISDN2 until Jan 2021. Would prefer out of hours appointments if available.* | | | |