

# COMMUNICATIONS SELF ASSESSMENT


## Take the test to see how your business compares.

**Instructions:** Read through the elements below, rating your company's performance in each area as either a strength (+) or weakness (-). When you're finished, total your strengths.

<b>Bandwidth/Internet</b>		
Access Reliability	+	-
Download Speed	+	-
Upload Speed	+	-
Bandwidth supports required number of users	+	-
Bandwidth Scalability	+	-
<b>Security and Confidentiality</b>		
Network Backup System	+	-
Network Firewall	+	-
PC and Network Virus Protection	+	-
Email Filters/Spam Blockers	+	-
Disaster Recovery Plan	+	-
Local Server Access	+	-
Remote Server Access	+	-
<b>Provider</b>		
Single Internet and Voice Provider	+	-
<b>Internet Provider</b>		
Customer Service and Support	+	-
Value of Provided Services	+	-
Accurate Billing	+	-
<b>Phone System Provider</b>		
Customer Service and Support	+	-
Value of Provided Services	+	-
Maintenance Expenses	+	-
Accurate Billing	+	-
<b>Voice Service Provider</b>		
Customer Service and Support	+	-
Value of Provided Services	+	-
Accurate Billing	+	-

<b>Hardware</b>		
Current Technology	+	-
Server(s)	+	-
Adaptability to Manage Service Updates	+	-
Easily Scalable	+	-
<b>Call Management</b>		
Accessible for Traveling Employees	+	-
Flexible Call Routing	+	-
Integrated Phone and Email	+	-
Call Forwarding	+	-
Conference Calling	+	-
Automated Receptionist/Directory Menus	+	-
Voice Mail/Mailbox Capacity	+	-
User-Friendly Phone System Management	+	-
Web-Based Phone System Management	+	-
Easily Scalable	+	-

**Total Strengths**  
(+): \_\_\_\_\_

Flip over and see how your business stacks up 

## SELF ASSESSMENT RESULTS

Match your total number of strengths from the self assessment on the other side to the appropriate category below. See how your business compares to the competition.

### Number of Strengths

**36–40**

**Great Job!** Your communications strengths indicate that your business is operating at a highly effective level. To help you sustain these techniques, TDS can perform a Communications Audit. You may discover new, innovative technologies that can give you even more of a competitive advantage.

**32–35**

**A little work goes a long way!** Your level of communications performance is slightly above average. However, don't overlook your weaknesses. Operating at lower levels in just a couple of areas can have a big impact on your business. With a Communications Audit from TDS, you can discover how easy it is to transform those weaknesses into strengths.

**28-31**

**Time to re-evaluate.** Poor communications services may be decreasing your business' productivity. TDS can help! A Communications Audit can identify services your business needs to optimize the effectiveness of your employees and your business.

**27 or less**

**Urgent attention is needed.** Your business communications are suffering. With a Communications Audit, TDS will help you identify specific areas for improvement and create a strategy to improve your productivity. Together, we can ensure you equip your business with the tools necessary to compete.



Call **1-866-9-TDSBIZ**  
to schedule your Communications Audit.