

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.

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

Hardware		
Current Technology	+	-
Server(s)	+	-
Adaptability to Manage Service Updates	+	-
Easily Scalable	+	-
Call Management		
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.