

# COMMUNICATIONS PRE-AUDIT

## Take the test! How do you match up?

**Instructions:** Read through the communications elements below and rate your company's performance in terms of strengths (+) and weaknesses (-).

<b>Bandwidth / Internet</b>			<b>Hardware</b>			<b>Provider</b>		
Internet Access Reliability	+	-	Up-To-Date Technology	+	-	Single Provider for Internet, Phone System, & Voice Service	+	-
Internet Speed	+	-	Server(s)	+	-	<b>Internet Provider</b>		
Upload Speed	+	-	Adaptability to Manage Service Updates	+	-	Customer Service & Support	+	-
Download Speed	+	-	Easily Scalable	+	-	Value for Services Provided	+	-
Bandwidth Supports Required Number of Users	+	-	<b>Call Management</b>			Accurate Billing	+	-
Bandwidth Scalability (Room to Grow)	+	-	Accessibility for Traveling Employees	+	-	<b>Phone System Provider</b>		
<b>Security &amp; Confidentiality</b>			Flexible Call Routing	+	-	Customer Service & Support	+	-
Network Backup System	+	-	Phone & Email Integration	+	-	Value for Services Provided	+	-
Network Firewall	+	-	Call Forwarding	+	-	Maintenance Expenses	+	-
PC and Network Virus Protection	+	-	Conference Calling	+	-	Accurate Billing	+	-
Email Filters & Spam Blockers	+	-	Automated Receptionist & Directory Menus	+	-	<b>Voice Service Provider</b>		
Disaster Recovery Plan	+	-	Voicemail & Voice Mailbox Capacity	+	-	Customer Service & Support	+	-
Access to Local Server	+	-	User-Friendly Phone System Management	+	-	Value for Services Provided	+	-
Access to Remote Server	+	-	Web-Based Phone System Management	+	-	Accurate Billing	+	-
			Easily Scalable	+	-			



If you have any questions while filling out this form, please call 866-313-7886.

My Total Strengths (+) \_\_\_\_\_

# COMMUNICATIONS PRE-AUDIT RESULTS

**Instructions:** On the front of this card, add up your company's strengths (+).  
Use the chart below to see how your business matches up against the competition.

## Number of Strengths (+)

36-40

**Great job!** Identifying the communications strengths that are important to your business will allow you to continue operating at a highly effective level. TDS will perform a personal communications audit to help you sustain these techniques in your communications strategy, and add other innovative technologies to ensure you continue operating at a high performance level and maintain the competitive advantage.

32-35

**A little work goes a long way!** You are operating at a level of communications performance that falls slightly above average; however, do not overlook the weaknesses in your communications efforts. Sometimes operating at lower levels in just a couple of areas can leave you with your fists down. Call TDS for a personal communications audit and make sure you're still standing at the end of the fight.

28-31

**Re-evaluate your communications services.** Your score shows that your business could be at risk of decreased productivity levels due to poor communications services. Taking the time to evaluate these services could be the push your business needs to optimize the effectiveness of your employees and your overall business. TDS can re-work your strategy and get you operating at a highly productive level.

27 or fewer

**Urgent attention is needed!** You've identified that your business communications are suffering — now what? By identifying the areas that need work, you can channel that knowledge into specific objectives. TDS can integrate the objectives into a strategy that will improve your productivity. By proactively managing your services, you will ensure you're equipping your business with all of the tools necessary to beat out your competition. Call TDS today for a personal communications audit and get back in the ring!



**Knock Out the Competition — Call TDS Today! 866-313-7886**