

# Questions to Ask When Shopping for Service

**office**  
**evolution**

THE ON-DEMAND BUSINESS SERVICES NETWORK<sup>SM</sup>

## Location and Service Questions

1. What hours can you stop in to get mail?
2. If you get a package- how are you notified? Is there a charge?
3. If you send or receive a fax, is there a per page charge?
4. Do they have wireless internet for drop-ins?
5. How much are copies?
6. How much are conference rooms? Are training rooms available?
7. Will bottled water or coffee be offered to your guests? Is there a fee for this service?
8. Is there an on-site notary? Is there a charge to use the notary?
9. How many locations to you have access to? And what hours can you use the business centers?

## Phone Service and Reception Questions

1. How many people are answering calls for the service provider?
2. Would the receptionists ever put your clients on hold if the call volume was high?
3. What hours are the receptionists working?
4. Does the provider screen and announce your calls before transferring or directing to voicemail?

## Voicemail Questions

1. Is Unified Messaging available?
2. Is digital fax service available?
3. What is the fee for adjusting your phone programming (follow me, after hours calls, etc.)?