

Questions To Ask Competition

Location 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 receive a fax, is there a per page charge?
4. Do they have wireless internet for drop-ins?
5. Coffee? Is there an additional charge for that?
6. How many locations will you have access to? What is the fee to use another location?
7. What hours can you use the business centers?

Technology Questions

1. How many people do they have answering their phones?
2. Would they put your clients on hold if they got overloaded?
3. What hours are their receptionists answering? Do you do business outside of those hours?
4. Do they screen and announce the calls? If not, are you worried about sounding like a call center?
5. How much is it for each additional employee? Does that include a voicemail box?
6. Do they have Unified Messaging? How much additional is it?