



**voicevalueUSA**



# Hosted VoIP and SIP Trunk Site Survey

Questionnaire  
v16.1

<b>Company Name:</b>	
Technical Contact Name	
Technical Contact Number	
Service Address	
Total Number of Employees	
Total Number of Phones	
VoIP or traditional TDM services?	<input type="checkbox"/> VoIP service <input type="checkbox"/> TDM service
Type of Service installing/managing?	<input type="checkbox"/> Hosted Phones <input type="checkbox"/> SIP Trunk
Max number of people on phones simultaneously (concurrent call	
Maximum number of computers using the current Internet connection:	

## Customer's Vendor Contact Information

<b>Data/IT Vendor Information</b>	
Company/Contact Name	
Support Number	
Support Business Hours	
Account #	
<b>Carrier/ISP Vendor Information</b>	
Company/Contact Name	
Support Number	
Support Business Hours	
Account #	
<b>Hosted VoIP/SIP Trunk Vendor Information</b>	
Company/Contact Name	
Support Number	
Support Business Hours	
Account #	

## Infrastructure Questionnaire

Network Infrastructure	
Is there a Network Room or Telco Closet?	<input type="checkbox"/> Yes * <input type="checkbox"/> No
* If "Yes," how many?	
* If "Yes," provide a brief description of the Network Room(s) and/or Telco Closet(s)	
Is there a Carrier DMARC?	<input type="checkbox"/> Yes * <input type="checkbox"/> No
* If there is a DMARC, what is its condition and the condition of the cabling going to their Router/IAD?	
Are any Patch Panels Installed?	<input type="checkbox"/> Yes * <input type="checkbox"/> No
* If "Yes," what is the condition of the panels?	
If there are no Patch Panels, how many are required?	
Cabling Infrastructure	
Describe the cabling types and overall condition of the cabling in the network rooms and throughout the office.	
Based on the above assessment are cable runs needed? If so how many? What type of Cabling?	
If there are further cabling concerns or panel concerns throughout the office please list them here along with a proposed solution to said concern.	

<b>Power Infrastructure</b>	
Are there Battery Backups present?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Number of Battery Backups	
Are there enough outlets for new devices?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are Power Runs required for new services throughout the office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If Power installation is required throughout the office please briefly describe what is required and if applicable provide a layout diagram labeling locations that are in need of power runs.</p>	

## WAN - Internet Service Provider (ISP)

Before recording down the WAN/ISP Information you are going to want to qualify the site for VoIP service. You can utilize the below tool and fill in to determine if the current WAN/ISP is qualified.

Use the CoreDial Test Tool: [test.sipregistration.com](http://test.sipregistration.com) to run a full diagnostics including port availability, jitter, packet loss, and Mean Opinion Score (MOS). This will pre-qualify the ISP connect to see if it can handle VoIP services.

<b>WAN Bandwidth Performance</b>	
Download Bandwidth Speed	
Upload Bandwidth Speed (Mbps)	
Jitter (ms)	
Packet Loss %	
MOS	
Do you have any specialized bandwidth requirements on your network (i.e. Point of Sale)?	<input type="checkbox"/> Yes * <input type="checkbox"/> No
Does the Internet connection do any of the following: Data loads, large audio or video transfers, images?	<input type="checkbox"/> Yes * <input type="checkbox"/> No

\* If you answered yes to the above two questions, you may want to consider a separate connection for Voice.

**ISP Topology**

Is there a single ISP or Multiple ISPs?	<input type="checkbox"/> Single ISP <input type="checkbox"/> Multiple ISPs *
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\* If there are multiple ISPs please complete the fields in the table below for each ISP.

ISP Name	Router Type	Delivery Type	Dedicated (D) vs.	Current Speed	Recom'd Speed

**WAN/ISP IP Information**

ISP 1 IP Range	Gateway IP	Subnet	DNS 1	DNS 2
ISP 2 IP Range	Gateway IP	Subnet	DNS 1	DNS 2

**Load balancer / Edge Equipment**

**Load balancer**

Is there a Load balancer / failover device in play after the ISP/Carrier equipment?	<input type="checkbox"/> Yes * <input type="checkbox"/> No
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\*If "Yes" please complete the fields in the table below..

Device Type	DHCP	Quality of Service (QoS)

Description of Configuration:

SBC or Voice QoS Device				
Device Type	WAN Speed Limit	LAN Speed Limit	Call Path Limit	Endpoint Limit
VLAN Capable?		Gateway		IP Address
<input type="checkbox"/> Yes <input type="checkbox"/> No				
DHCP Voice		DHCP Data		Option 66 String
GUI Management		GUI User		GUI Password
CLI Management		CLI User		CLI Password
Subnet		DNS1		DNS 2

## Firewall: LAN (Local Area Network)

Who is responsible for the firewall? *		<input type="checkbox"/> 3 <sup>rd</sup> party IT vendor <input type="checkbox"/> Self-managed
Device Type	WAN Speed Limit	LAN Speed Limit
DHCP Data	Gateway	IP Address
GUI Management	CLI Management	
Subnet	DNS1	DNS2

Firewall cont.			
GUI User	GUI Password	CLI User	CLI Password

\* **IMPORTANT:** If the IT Department does control the firewall and/or switches on site you will need to engage them. They can and will impact the performance of the voice traffic on the network. More specifically the firewall should not have **SIP ALG** settings active and it should not be blocking traffic via **Port 5060 (UDP)**.

## Switches: LAN (Local Area Network)

PoE is the desired for the "cleanest" installation since no power supply is required at each endpoint location when using PoE. PoE is also desirable because it provides one point of backup (UPS on switches support endpoints connected, they stay functional during outages).

Switch Topology (Switch 1)					
Device Type	WAN Speed Limit	LAN Speed Limit	Dedicated (D) vs. Shared (S)	VLAN Capable?	PoE?
				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
GUI Management		GUI User		GUI Password	
CLI Management		CLI User		CLI Password	
Ports In Use			Open Ports		

**Switch Topology (Switch 2)**

Device Type	WAN Speed Limit	LAN Speed Limit	Dedicated (D) vs. Shared (S)	VLAN Capable?	PoE?
				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
GUI Management		GUI User		GUI Password	
CLI Management		CLI User		CLI Password	
Ports In Use			Open Ports		

**Switch Topology (Switch 3)**

Device Type	WAN Speed Limit	LAN Speed Limit	Dedicated (D) vs. Shared (S)	VLAN Capable?	PoE?
				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
GUI Management		GUI User		GUI Password	
CLI Management		CLI User		CLI Password	
Ports In Use			Open Ports		



## Endpoints & SIP Devices

Total SIP devices	Total devices using PoE	Total devices using power	Total computers plugged into	
Standard Phones	Conference Phones	Reception Phones	Sidecars	Cordless Phones
BYOD Devices	Softphones	Hosted Fax	T.38 Fax	Fax with POTS
ATA Devices	Access Control	Paging Systems	Other	Other
Provide a brief description of the paging setup. Is the setup IP or Analog? How many speakers are there?				
If there is an Access Control System please describe the setup here. Door Intercoms, type of door intercoms, total. Are there any door strikes and what is the make/model.				
List all types of phones that will be getting deployed. If there are any sidecars please list those as well. Please also include the totals of each device.				

If the customer is utilizing the Multicast Paging feature through the phones please note that you cannot mix manufacturers. This feature only works within one manufacturer.

Physically review each location where an endpoint will be installed (beware of that network hub hidden behind the file cabinet). Become aware of the person that will be using the endpoint and understand any challenges that this person may encounter. *i.e. Will this user require additional training?*

## Computers / Servers: LAN (Local Area Network)

Computer, Laptop, and Server Topology					
Total Devices	Total Laptops	Total Desktops	Total Servers	Any Servers Providing DHCP?	DHCP Server IP
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Briefly describe the computer topology. List types of servers, laptops, and desktops.					
Wireless Access Points and Devices					
Total Devices		Total Access Points		Total Other Wireless Devices	
Are there any wireless devices on the voice network? If so how many and list what devices.					
List the make/model of Access Points on the data network.					
Security Camera System					
Total IP Cameras	Remote Access		Bandwidth Usage	VLAN Capable?	
Briefly describe the camera system topology and any specific information pertaining to the system.					

If there is a DHCP Server on the data network please ensure that it is on a separate subnet from the voice network so there aren't any conflicts on the network. Also please ensure that you have access to all of your equipment for remote management, this may require you to work with the IT/Data Vendor to allow access through their equipment.

## Network Topology Information Notes

Use this section to add any additional notes pertaining to the overall network topology. It should be noted that if there are any Network hubs within the existing topology they should be removed ASAP. Please consider swapping out the network hub with a small L3 switch. You can refer the recommended equipment sheet for reference.