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www.genesis-comroc.com

***Please answer all questions on this sheet so we can serve you better!**

Customer Name:

Address:

Who are your phone numbers currently with?

Who is your internet provider currently?

Are you currently under contract with your current carrier?

Who manages your IT/Firewall/Router?

Who is the contact person and what is their phone number?

What is the model number of your firewall?

What is the Model number of your current switch and is it POE?

What are your internet speeds? (You can find this by going to Speedtest.net)

If there is currently no one handling your IT, Genesis can handle configuration of the firewall but will need the username and password.

IT services that Genesis offers are billed separate, and in addition to any phone system quotes that have been provided. Genesis rates are 125.00/hour in Monroe county, and 155.00 outside of Monroe county. Remote rates range from 60.00 to 110.00 per hour.



Phone System Programming for:

of Desk phones: _____ : # of Wall Mount Phones: _____ : Cordless Phones: _____

How many conference room phones will be needed? _____

For voicemail I need: (Check one)

- 1 General Mailbox for the whole company, and no personal voicemail box
- 1 general voicemail, and personal voicemail box for some or all employees
- Multiple general mailboxes per department, and personal VM for some or all users

Please **Highlight** or * admin users to log into online admin portal. (Can be more than 1 person)

<u>First Name</u>	<u>Last Name</u>	<u>Email</u>	<u>Current Ext #</u>	<u>Personal VM</u>	<u>Access GMB</u>	<u>Dept.</u>

If you have multiple sites please fill out a separate user list per site*

Address and Current hours of operations:

Location 1 Address:

<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>

Location 2 Address (If applicable):

<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>

Location 3 Address (If applicable):

<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>

Do you have overhead paging now? Y N

If no, would you like to have overhead paging? Y N

For Faxing check one of the following Options:

- Keep using a physical fax machine
- Go to hosted faxing where incoming faxes are sent to an email and sending an email would be similar to how you send an email. You would scan the document needed and attach it to the body of an email.

My current fax Number is:

Do you have any dedicated credit card or alarm lines? Y N

➤ **If Yes, what are those numbers:**

My Voice line (Phone Numbers are):

Notes:

1. -
2. -
3. -
4. -
5. -
6. -
7. -

Auto Attendant / Call Flow Programming

When our office is **OPEN** (choose one):

- Phones will ring first before auto attendant
 - Ring all Phones OR
 - Ring certain users/extension(s)

Notes:

-OR-

- Incoming caller will go right to an auto attendant

What will the daytime auto attendant message say:

Thank you for calling.....

Press	Go to Dept, Ring grp, VM, external cell	If no answer caller goes?
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		
Allow dial by extension number? Y or N		

When our office is **CLOSED**, what will the daytime auto attendant message say:

Thank you for calling.....

Press	Go to Dept, Ring grp, VM, external cell	If no answer caller goes?
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		
Allow dial by extension number? Y or N		

Additional Notes:

This form is filled out completely and accurately to the best of my knowledge and understand this information will be used by Genesis Communications of Rochester, Inc. for the purpose of programming of my phone system. Information shared with Genesis is not sold, shared, or distributed except with established vendors that Genesis uses to provide product and services to its customers. I also understand that we will have 21 calendar days after the initial install date of equipment for minor programming changes at no charge. After 21 days, any services provided by Genesis will be billable at standard rates.

Signature

Date (MM/DD/YY)