

# Business internet checklist

Before you renew or change business internet, these answers show whether you are paying for the right service, and whether a single outage would stop your business.

**01** How many locations need internet, and roughly where are they?

Street addresses help us check which providers serve each one.

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**02** Who provides internet at each location today, and about what speed do you pay for?

Your monthly bill usually shows both.

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**03** Do you have a backup connection if the main one goes down?

Yes, no or not sure.

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**04** What depends on the connection?

Phones over the internet, a point-of-sale system, cloud apps, video calls or a VPN to another office.

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**05** Do you use static IP addresses?

Yes, no or not sure. Your IT provider will know.

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**06** When does your contract renew, and what frustrates you about it?

Outages, slow speeds, support or billing surprises.

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Rough answers are fine, and "not sure" is a useful answer. Please don't send account numbers, passwords or full bills; if we need to look at a contract, we'll arrange a safe way to share it.