



10 Questions You Should Ask Before Choosing a Long Distance Provider

Pre-Sale

1. What type of experience do you have in the telecom industry, and which companies have you worked for?
2. How many quotes am I to expect from your company and which carriers will they be coming from?
3. What kind of fee do you charge and how do you base this cost?
4. What kind of billing increments and surcharges are involved or included in the pricing?

Post Sale

5. Who handles the account after we sign the contract? Does this go to a provisioning team or project coordinator? Do you stay involved with this process?
6. When there is a service outage whom do we contact?
7. When there are billing issues or credits due, whom do we contact?
8. When our first bill comes in who will go through that with us to make sure we were charged what we were quoted?
9. Do you perform quarterly follow-ups to all of your customers to ensure that they are satisfied with the service?
10. At the end of our term what happens? Who will contact us with updated pricing and terms?

Things to pay attention to:

Does the sales representative take the time to understand your business, or he just selling you something? Why is this important?

The importance of understanding your business is vital to offering the correct telecom services. A simple example of this is call patterns for long distance calls. A carrier can offer a great rate for state to state calls, but if a majority of the calls are made in-state, this doesn't help lower your overall long distance bill. Again, a very simple example, but understanding how your business operates really helps us offer the proper services that will enable your telecom systems to run more effectively.

WorldNet's Answers:

Pre-Sale

1. Worldnet has been around for over 5 years. We have account representatives that have over 12 years experience in the telecom industry.
2. Worldnet pays attention to your business and its needs. We will send your telecom needs to various carriers that are best suited to provide your solution. In most cases, you will receive a quote from at least 3 different carriers.
3. Our fee to you the customer is \$0.
4. Every carrier varies, but will make sure we explain the increments and the surcharges to you when pricing is quoted. Many carriers will quote without the billing increments, or the surcharges which will show a lower price.

Post Sale

5. Worldnet will stay involved during the whole process. Once a contract is signed, your account representative, a Worldnet back office support representative and a carrier project coordinator work on your order. Worldnet is in constant contact with you and the carrier to keep you posted on the status of the order. Worldnet will coordinate with your data vendor, or phone vendor if need be to make sure everyone has what they need the day things are to convert. Once everything is converted, you will receive a call from our support staff to make sure everything went well, and is working properly.
6. All carriers prefer the customer to call into their 800 trouble line (we provide that in our welcome packet once a customer). Once a trouble ticket is placed you will contact our office and let our trouble department know the ticket number and we will escalate the ticket and keep you informed through the whole process.
7. Any billing or credit issues you will contact Worldnet directly and work with our trouble department. They will spend the countless time on the phone working with the carriers to get you the credits or billing mistakes corrected and that you deserve.
8. Your Worldnet account representative will go through the first bill with you to ensure that you are being charged what was quoted to you.
9. Our support staff will contact you every 3 months to make sure everything is going well, and to see if any changes have occurred in your business.
10. A Worldnet representative will contact you 90 days before the end of the term of the contract to do another bill analysis for you again. This is to make sure you are always getting the best that are available to you.

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