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| **Issue** | **Needs** | |
|  | ***Premise*** | ***Hosted*** |
| Do you have power back up? This is for the PBX and the phones. With Hosted VoIP extensions they can be individually sent to cell phones or use a configured application. | Needs UPS | Not Needed |
| Do you have geo-redundant systems for fail over? This is mandatory for PBX. You must ask the Hosted VoIP provider and make sure they do or you just shift your risk to someone else. | Needs two PBXs | Yes |
| Can you forward or direct calls to other numbers, locations, or cell phones if necessary? | Not seamless and can create bottlenecks | Yes |
| Do you need to be on premises to forward or redirect calls? | Maybe | No |
| Will inbound calls always be answered? | Maybe | Yes |
| Will you handle outbound calls via Smart Phone Applications or other software? | If PBX stays up | Yes |
| Will you be able handle a prolonged scenario? Think of how long you can tolerate your phones being down for. | Maybe | Yes |
| Are voicemails accessible? | No | Yes |
| Can employees work comfortably from home | Maybe | Yes |
| Do you need a remote location to work from? And can you easily set up at that location | No | Yes |