



Customer Discussion for Disaster Recovery

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During fact finding session ask;

Question 1

- 1) Describe your Companies Disaster Recovery plan.
- 2) How is that working for you?
- 3) What could you improve about your plan?

Note: if customer has no plan, make a suggestion base on the products or service purchased or refer to e911 team.

Question 2

II) Incorporated in your Disaster Recovery Plan can you explain your 911 emergency processes?

Note: if the customer has none, make suggestions based on the product or service purchased or refer to e911 team.