

Telecom & Internet Considerations When Moving Your Offices

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During your upcoming move, there will be many crucial and time consuming tasks to manage. Relocating voice and data services are no different. Here are some 'FAQs' :

Can I keep the same number when I move?

It depends... Phone companies assign phone numbers geographically in most cases. Moving more than a few miles may mean you are changing to a new serving Central Office ("CO"), and usually requires new numbers. Old numbers may be retained via Remote Call Forwarding ("RCF") or other methods, but can be expensive. Some T1 providers allow for number retention for a flat monthly fee, so ask your telecom consultant for details.

How long does it take to install phone services?

Regular phone lines can take 3-10 business days depending on current workload. DSL service can take an additional 3-7 business days. T1's either for voice or Internet usually take 25 to 40 calendar days, so plan ahead. (Expedites can be done at additional cost in some cases.)

How much does it cost to install lines, DSL and T1's?

Phone companies will quote costs for delivering the services to your building's minimum point of entry (typically called "dmarc"). From there, you either pay additionally for them to bring the services to your suite, or have a private phone vendor/contractor handle this portion. Phone lines typically cost anywhere from \$65 to \$95 each to install to the dmarc depending upon the carrier. DSL can cost \$50 to \$300 to install and T1's can cost \$1,000 to \$2,000 each. **However**, promotions exist for virtually every product if "bundled" together in a term agreement. Installation fees can be waived entirely if you understand the early termination penalties. Ask your Alabama Data Consultant for the best promotions, and match the term of your lease to the term of the telecom agreements. Ask your hardware and LAN data vendor for quotes on moving your system on move day.

Can I get high speed Internet DSL or T-1 at my new office? How much are they?

Internet T1's vary generally between \$450 to \$850 monthly depending upon term and "bundle" (bundle with other products and/or bundle with term agreements), and are usually available everywhere. They are not speed sensitive to distance from the Central Office and run at 1.54MB for BOTH upload and download. DSL, on the other hand, costs only \$30 - \$199 per month depending upon download speed requested and term agreement. DSL is also very sensitive to the distance your building is located from the phone company CO and is "best effort" service, meaning the bandwidth is not guaranteed or even the same speed each day. Please ask Alabama Data to check your distance to the phone CO. DSL speeds can be faster than a T1 when downloading, but is slower for uploading. Cable modems are comparatively fast and not sensitive to distance from the CO, but they are not always available in commercial buildings and usually have slower uploading speeds as well. While DSL and cable are less expensive, T1's are far more reliable in "up-time" and recovery time.

Alabama Data, Inc. is the Southeast division of Dial Tone Services, an at&t solution provider and has been in the Telecom business since 1999. Dial Tone Services has been assisting relocating clients with telecom connections for 16 years. Please call us and let us help you to coordinate your next move!

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