

Telecom & Internet Considerations When Moving Your Offices

By Doug McMillan – President, Telcom Insight, LLC

During your upcoming move, there will be many crucial and time consuming tasks to manage. We can make moving your voice and data services easy and stress free. Here are answers to common “FAQs”:

Can I keep the same numbers when I move?

It depends... Phone companies generally assign phone numbers geographically. 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 Forward (“RCF”) or other methods, but can be expensive. Some carriers allow for “number retention” for a flat monthly fee, so ask us for specifics.

How long does it take to install phone services?

Regular phone lines (aka “POTS”, “1MB”) usually take 2-7 business days depending on carrier backlog. DSL service can take an additional 3-10 business days. T1’s, either for voice, Internet, or integrated, usually take 25 to 45 calendar days, so plan ahead. Expedites are usually available at additional cost (\$700-\$1200).

How much does it cost to install lines, DSL and T1s?

Phone companies will quote costs for delivering the services to your building’s minimum point of entry (“MPOE” or “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 cost \$60 to \$90 each to install to the MPOE depending upon the carrier. DSL usually costs \$200 to \$300 to install. T1s 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 saving you hundreds or thousands of dollars. Ask your Telcom Insight Consultant for the best promotions, and match the term of your lease to the term of the telecom agreements. Ask your hardware and data vendor for quotes on cabling and moving your system on move day. We can provide names of reliable, local voice and data vendors if needed.

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

Fiber connections like Ethernet are not available in all locations, so ask your Telcom Insight Consultant to check for you. Ethernet prices will vary. For example, Ethernet running at 10mb speed will cost \$1,200 to \$1,600. Internet T1’s (1500kb up and download speed) vary from \$300 to \$700 monthly depending upon term and “bundle”, and are usually available everywhere. They are not speed sensitive to distance from the carrier’s CO. DSL, on the other hand, costs only \$25 to \$150 a month depending upon speed requested and term agreement. DSL is very sensitive to the distance your building is located from the phone company CO, so ask your Telcom Insight Consultant to check for you. DSL speeds can be faster than a T1 when downloading, but usually slower when uploading (200K to 500K). Cable modems are comparatively fast (1000kb to 5000kb),

are not sensitive to distance from the CO, but are not usually available in commercial buildings. Cable modem speed will vary widely depending upon local system demand from other users in your building. While DSL and cable are less expensive, T1s are far more reliable in “up-time” and recovery time.