

Telecom & Internet Considerations When Moving Your Offices

By Doug McMillan – President, Dial Tone Services, LLC - SBC ASR 09/05

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 numbers 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 Forward (“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 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 \$1000 to \$2000 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 Dial Tone Services sales 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 cabling and 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 \$400 to \$700 monthly depending upon term and “bundle”, and are usually available everywhere. They are not speed sensitive to distance from the Central Office and run at 1.53mb per second up and down loading. 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 Dial Tone Representative to check. DSL speeds can be faster than a T1 when downloading, but usually slower when uploading. Cable modems are comparatively fast (1mb to 5mb/sec), not sensitive to distance from the CO, but aren’t usually available in commercial buildings. While DSL and cable are less expensive, T1s are far more reliable in “up-time” and recovery time.

Dial Tone Services is a Platinum Authorized Sales Representative for SBC based in Redondo Beach, CA. We have been assisting clients relocate services for 15 years. Our services are free. Our clients usually end up paying less as we proactively offer all promotions. Your billing comes from SBC, we are not “middlemen” or resellers in any way. Call us and allow us to coordinate your move for you!



310-376-7900 or 888-450-3806



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