

Changing Telecom Providers Gets EZ

When I entered the telecom industry in 1995, CLEC's (Certified Local Exchange Companies) didn't exist. There was no choice for local phone service: Dial tone was only provided by the ILEC (Incumbent Local Exchange Carrier).

When the Telecom Act of 1996 was entered into law, things were a little bumpy at first. The door was now open for customers to have a choice of local phone providers. But, the technology wasn't quite where it needed to be. Business customers took their chances, and some ended up saving money with ease, while some lost their phone service for hours or even days. Over time, technology advanced to where it is today (light years from back then!).

Thanks to Local Number Portability & Full Mobile Number Portability, landline numbers can be ported over to cell phones, and vice versa. And, numbers can be moved to different areas in the country, allowing customer to keep their main number no matter where they may move.

Just over 2 years ago, I added Hosted Services & Voice over Internet Protocol (VoIP) solutions to my list of solutions. To my surprise, the process was much easier than expected, allowing for mostly smooth cutovers. But, it's not one size fits all.

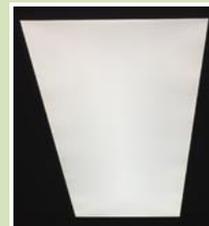
One of our solutions offers a built-in fixed wireless back-up solution, so if the main connection ever fails, the dial tone is automatically restored in less than a minute over a fixed wireless network. Another solution offers redundant networks, so if one ever fails, the other one automatically kicks in. In addition, most providers offer web portal access to forward calls to other locations in case of an emergency.

There are still a number of things to keep in mind if you are considering making a change to a new telecom provider:

- 1) Are there features available that may increase sales for your business?
- 2) When does your current contract expire / are there any penalties?
- 3) What is the process to disconnect the current service?
- 4) Does your phone system vendor need to be involved?
- 5) Does the new solution have a back-up solution?
- 6) How old is your current phone system?

Ask how Our Turn-Key Solution can manage this for your business

Customer Corner:



Before: 56 Watts

After: 24 Watts

Jerry Segre, CFO of Goodwill of Western & Northern CT, was very interested in finding out about cutting costs for nearly 2 dozen store locations, mostly located in the western half of Connecticut. The lighting was in pretty good shape, but once LED's were offered, it became a game changer.

In retail, lights are typically on for longer periods of time, compared to offices, churches & schools. Longer run hours lead to a faster Return On Investment. For this project, in addition to immediate savings, the total overall R.O.I. is expected to be less than 3 years.

According to Jerry: "Upon examining the detail, it made good sense to move forward with Emendee Tech regarding the lighting upgrades in our stores. This project has been well managed and is delivering as expected so far."

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