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Covid-19 Continues to Change the Telecom Landscape...

As we enter 2021, the trend towards a remote workplace has continued to ramp up. Although many businesses still require on-site employees, other ones, such as medical offices, banks and call centers have taken advantage of a hybrid solution, where some employees can work remotely. Here's a look at some things that have changed in the telecom world since the pandemic began...



- The need to stay “virtually” connected became more important now than ever. Although the phone & cable companies have been increasing their available Internet speeds over the past years, they have dramatically stepped up over the past year, offering speeds up to 1G, often at reasonable prices.
- Fiber-optic services continue to be rolled out in more areas, offering an even more reliable solution for business customers.
- 4G & 5G (AT&T/Verizon) services continue to offer another avenue to connect to the Internet.
- Hosted Phone Systems installations continue to increase, allowing employees to work wherever they are needed.

Client Spotlight:



Pediatric Associates of Western Connecticut has been serving families of the greater Danbury CT area for over 60 years. Their (7) board-certified pediatricians, and (4) Physician Assistants and Advanced Practice Registered Nurses provide high quality medical care to their patients.


They recently determined that their current phone system was getting older and more difficult to maintain, and asked to meet.

Their needs were discussed, and their telecom bills were reviewed. It was determined that a Hosted Phone System solution would be the perfect fit for their practice. The solution included brand new phones, tripling the Internet download speed and implementing a 4G-Wireless back-up for voice calling in case of an Internet outage.

According to Cynthia Brownell, Practice Manager; “Dave, who I’ve worked with in the past, listened to our specific needs and spearheaded our transition from our older phone system to a state-of-the-art hosted phone system. We were also able to cut our costs!”



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