

The Communicator

vol. 1
no. 1

A Monthly Telecommunications Update from RAM Communications

LEARN MORE FROM ROB!

A Brownbag Luncheon
Tuesday, March 26
11:30 – 1:00pm
\$15.00/person

Understanding the Telecom Market

Presented by Rob McCoy, President of RAM Communications
Learn about telecommunications and making your services work for you!

Located at the Greater O'Hare Conference Room
1050 Busse Road, Suite 100
Bensenville, IL

F.Y.I.: AMERITECH MUST LOWER CONTRACT CANCELLATION FEES

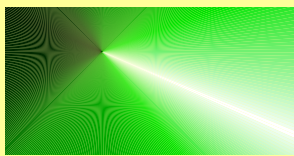
In January 2002, the Illinois Commerce Commission reviewed Ameritech's early termination penalties for its Valuelink and Completelink contracts. According to the ICC, the Ameritech calling plans were, "unjust and unreasonable and anti-competitive." This ruling is important news for all business customers, regardless of whether or not they have Ameritech services. The new ruling will benefit all Illinois consumers in several ways. This new ruling serves notice that all phone companies must issue fair and reasonable termination practices for their clients. Because phone companies will no longer be able to charge large penalties for early termination, the practice of selling long term service contracts may be discouraged by the industry. Service providers will no longer be able to rely on contract stipulations to keep customers. Phone companies will have to perform in order to keep their clientele.

According to an article published in *Cranes Chicago Business*, "...The Chicago-based local phone company [Ameritech] is required to limit early termination fees to an amount equal to the discount customers received for signing long term contracts, known as Valuelink or Completelink."

RAM Communications has taken the time to thoroughly review the entire ICC ruling. The new penalty calculations differ significantly between the Valuelink and Completelink contracts. We can help you determine your specific contract situation. If you know other businesses that need help with their Ameritech contracts, RAM will be more than happy to help them. Please call our office today.

RAM TIP: KEEP AN INVENTORY

Part of running a successful business requires good organization. Your telecom services are no exception. Do you know what kind of service contracts you currently have? Do you have phone lines that are no longer in use? Do you have a redundancy plan in place? Keeping a service inventory of your business will go a long way in answering these and many other questions. Call RAM today for further assistance.



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TELECOM BASICS : THE NEED FOR SPEED

Even IT managers sometimes have difficulty remembering bandwidth terminology. Here is a simple reference list for seasoned veterans and telecom beginners.

<u>Bandwidth Level</u>		<u># of DS0 Channels</u>
DS0	= 64 Kbps	1
DS1 (T1)	= 1.544 Mbps	24
DS1C	= 3.152 Mbps	48
DS2	= 6.312 Mbps	96
DS3	= 44.736 Mbps	672 (28-T1s)
DS4	= 274.176 Mbps	4032 (2611-T1s)

<u>Carrier Bandwidth Levels*</u>		<u>Equivalents</u>
OC-1	= 51.48 Mbps	28 DS1s or 1 DS3
OC-3	= 155.52 Mbps	84 DS1s or 3 DS3s
OC-12	= 622.08 Mbps	12 DS3s or 12 OC-1s
OC-48	= 2.488 Gbps	48 OC-1s
OC-192	= 9.953 Gbps	Really Big!

Kbps = Kilo (thousand) bits per second
Mbps = Mega (million) bits per second
Gbps = Giga (billion) bits per second

Comments:

64 Kbps is the building block for speeds in telecom worldwide. Ever wonder where the 56k in 56k modems comes from? 56kbps is the bandwidth needed to carry one telephone conversation. A regular phone line carries 64k worth of bandwidth or speed. 8k is used for signaling or, "Traffic control." Thus, 56k is not just a term, it's the basic standard that all telecom is based on.

For example, do you ever wonder what makes a T1 a T1? It's simple; do the math. $24 \times 64 \text{ k} = 1.536 \text{ Mbps}$ (8k is used for signaling), thus 1.544 Mbps. So a T1 is 24 regular phone lines worth of bandwidth.

* OC stands for optical carrier. Optical carrier refers to fiber optic speeds. Most businesses will never use OC levels of bandwidth. OC bandwidth is used by telephone companies to carry large amounts of voice and data traffic – throughout states, countries and even continents. That's a lot of speed!

ACRONYM CORNER

What do all those words and terms mean? The telecom world has more than its fill of acronyms. Customers certainly don't need to know all of them, but knowing a few will help you communicate better with your phone company. Here are a few:

POTS	Plain Old Telephone Service	PRI	Primary Rate Interface (Voice T1 Service)
CO	Central Office (Local Phone Office)	CLEC	Competitive Local Exchange Carrier