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Saving Businesses
Time, Money and
Aggravation

Service Delivery Intervals: Carrier Cost Cutting Results in Delays

The recent economic downturn has caused a number of industries to tighten their collective belts. This trend is now effecting telecommunications as well. All the major carriers (from AT&T to PAETEC to Qwest) are doing more these days with less support staff. Inevitably, these constrictions have a direct effect on service delivery.

In some cases, the normal delivery time frame has increased 30%. In other cases, product delivery times have increased 50% compared to two years ago. Additionally, carriers are now charging substantial fees to those businesses who wish to install orders quickly. In all cases, these fees, called Expedite Fees, do not guarantee that a requested due date will be met. The fee only means a carrier will place an order ahead of its stack of 'normal time' requests for processing.

For those clients who are directly responsible for telecommunications planning and purchasing, we strongly advise a thorough review of the following list of delivery intervals. This list is by no means complete. It is a sample designed to illustrate the time frames for our most commonly purchased products. We encourage you to contact RAM for a more thorough explanation of intervals that directly effect your business.

As always, our staff will do everything in its power to ensure orders are processed as quickly and accurately as possible. If you choose to include us in your business planning, we will continue to provide you better service than the normal telecom channels. RAM will continue to serve. We are not downsizing!

Regards,

The Staff at
RAM Communications

Delivery Time Frames for Common Products

Product	Old Time Frame	August 2008 Time Frame
AT&T POTS Lines	3-5 business days	7-10 business days
AT&T DSL	5 business days	7-10 business days
AT&T PRI	25-30 business days	40 business days
AT&T Move Orders	25 business days	30-35 business days
Cbeyond T1	20 business days	25-30 business days
Cbeyond Move Orders	25 business days	30 business days
Globalcom PRI	30 business days	35-40 business days
Globalcom Integrated T1	35 business days	45 business days
Globalcom Move Orders	30 business days	35 business days
Netwolves DSL	15 business days	20 business days
Netwolves Cable Internet	20 business days	25 business days
PAETEC MPLS T1*	35 business days	45 business days
Paetec PRI	35 business days	45-60 business days
Paetec Integrated T1	35 business days	45-60 business days
PAETEC DS3	60 business days	60-90 business days
PAETEC Ethernet		120-160 business days
PAETEC Move Orders	35 business days	45-50 business days
Qwest T1	30 business days	35 business days
Qwest MPLS T1*	30 business days	30-40 business days
Vinakom T1	30 business days	35 business days

*MPLS or T1 orders for locations outside of Qwest or PAETEC's service footprint will take 10-15 more business days than the intervals stated above.

Please contact our staff if you have any questions or need additional information.

For a digital copy of this letter
or for more information
please contact us today!

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