

The Phone Connection

A publication of Connecticut Communications

Summer 2006

Moving Your Office

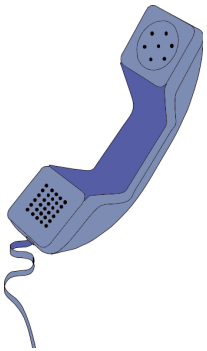
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Do you plan on moving your office in the future? Don't forget to give the phone company plenty of time to move your phone lines. Here are some rules you should follow when planning an office move.

Moving Within the Same City

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If you are moving across town you are allowed to keep your phone number. The phone company will disconnect your service at 8:00 a.m. in your old location and reactivate the number before 12 noon in your new location. Expect not to have phone service that morning. If it is important not to lose phone service you can get a service called *dual service*. *Dual service* allows the lines in both locations to ring simultaneously so you can answer the phone no matter which office you are in. This is also helpful if you are moving over a couple of days. You can have *dual service* for up to two weeks. After that period the lines simply get disconnected from your old location. Keep in mind that you can NOT have dual service on DSL. Therefore, if you have DSL on your main line it will have to be disconnected and reinstalled in the new location. It is usually best to have a line installed in your new location first and put DSL on it so that you will have Internet access immediately upon moving in.



Moving to a Different City

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Order your new phone lines at your new location at least two (2) weeks prior to your move-in date. If you require DSL, order one (1) line three (3) weeks prior to allow the line enough time to be provisioned for DSL service. Usually this will be your new fax line. You will be issued a new phone number based on the city of your new office location. Your old telephone number will have a *reference of calls* recording informing the caller of your new telephone number. After the six (6) month *reference of calls* period, the line will be disconnected and can be given to another company. Want to keep your old telephone number? You can opt to *call forward* the old number to the new number. Whether or not this is a long distance call, the phone company will charge you long distance rates every time someone calls the old number. This is a good option to have for a few months until you have time to notify everyone of your new number. At any time you can opt to cancel call forwarding and start the six (6) month *reference of calls* recording.



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"At Connecticut Communications we are not looking to sell product and move on. We are selling a partnership, with the hope of increasing our customer's profitability. Our preventative maintenance and consultation services are a few of the reasons that our customer satisfaction is among the very best in the industry."

**STAY CONNECTED with
Connecticut Communications**



Customer Spotlight

Fulfillment Works, LLC
181 Marsh Hill Road
Orange, CT 06477
203.795.9320
www.fulfillmentworks.com

"They are one of the best, if not THE best vendor I have ever worked with."
—Amy Cooper

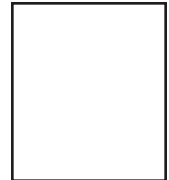
Fulfillment Works was growing —their former location no longer supported that growth. When planning their move for May 2006, Amy Cooper knew she had to call **Connecticut Communications** to handle their communication needs.

Connecticut Communications did EVERYTHING. They came to our old location, showed us a demo of our new phone system and then took care of EVERYTHING from that point on—they met with our computer people to coordinate wiring and then set everything up with SBC and our DSL providers. They worked closely with our IT team and I didn't have to get involved at all. They even got us our new phone numbers and everything. Really unbelievable!!!!" says Amy Cooper.

Fulfillment Works, LLC is a fulfillment company providing order processing, pick, pack and ship and kit assembly for catalog companies and e-commerce retailers. They have 32 employees and about 70 clients. *Fulfillment Works* has been doing business with **Connecticut Communications** for the 7 years they have been in business.



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Have Your Phone Bill Analyzed

When was the last time you had your phone bill analyzed? Are you being charged for lines you are not using? Or, do you have an inside *wire maintenance* charge? Perhaps you are paying more than 4.5 cents per minute for long distance?

Connecticut Communications will perform a free audit of your phone bill and provide a report of exactly

what you are paying, per line, and in most instances, show you where you can save money immediately. If you would like **Connecticut Communications** to provide you a free phone bill audit simply fax your phone bill to 203-985-1010.

