

LANsultants Times

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HELP US HELP YOU

Emergency service calls are a significant part of LANsultants' business and very little can be done to schedule or predict their occurrence. However, many of our clients are aware of other service requests needs well in advance of informing LANsultants, and if we were in the know sooner we would be able to provide a better level of service.

All too often we are informed two days before a new employee starts that the person needs to be setup on the network with e-mail, a new cable run, and a PC. It would be much easier if we had two weeks notice, which is generally the same amount of time between when a person is hired and they first report to work.

Another area where we need more notice is when the firm is moving. Mobilizing a team to work over the weekend and cable with little notice is generally not a problem, but providing high speed Internet access is. DSL providers typically require 30 to 45 days notice to relocate service and T-1 providers 60+ days. If you are considering a move, bring LANsultants into the planning process 90 days prior to your move so there is adequate time to consider high speed Internet access options.

THANK YOU.

Just wanted to say thank you to all our clients and friends for your patronage in 2001.

NAS BUYS CAIS DSL CLIENTS

On November 19th, at a public auction, NAS (Network Access Solutions) bought Ardent Communications', formerly CAIS Internet, DSL clients. NAS will be in contact with all CAIS clients via e-mail and conventional mail announcing the details of moving your DSL service from CAIS to NAS.

We do not know what, if any, repercussions this will have on both those clients who have decided to keep their DSL service with CAIS, or for those that have moved their service to Qwest. NAS has indicated that they will not object to the canceling of CAIS's contracts. Of course, many high speed Internet providers have filed for bankruptcy without being able to find a company to take over their client accounts, leaving the clients with no Internet access.

NO CHRISTMAS CARD IN 2001

Since 1997, LANsultants has created customized Christmas cards which we thought were quite festive. This does not seem appropriate this year, so LANsultants is redirecting the monies allocated to this purpose to the relief effort in New York City, specifically the Fallen Fire Fighters Fund.

HOLIDAY SCHEDULE

LANsultants will be closed on Monday, December 24th and Tuesday, December 25th in celebration of Christmas. LANsultants will also be closed on Monday, December 31st and Tuesday, January 1st in celebration of New Year's. You were provided notice of these closings in our 2001 Fees & Holiday Schedule and the January, 2001 newsletter.

LANsultants will be e-mailing our clients in mid-December to determine how many of our clients will be closed on December 24th and December 31st. If a significant number plan on being open we will have an emergency response crew available, but we are hoping everyone decides to take these days off because no one is going to get much work done anyway.

WINSTAR FACES LIQUIDATION

A New York bankruptcy court has ruled that WinStar must provide telephone & Internet service for another week in order for the company to have time to find additional investment capital. If Winstar does not find new investment capital they will re-file under Chapter 7 of the bankruptcy code and may cease operations immediately. For more information go to www.clec.com and search on Winstar. Upon inquiry WinStar has neither confirmed or denied their intentions to liquidate.