

# Upgrading Telecommunications Services

*Think space, flexibility and service*

By Lawrence J. Bartelemucci



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Offering the most up-to-date telecommunications services is essential in the ever-competitive hospitality business. Although the availability and use of wireless services continues to grow, the need for hard-wired services remains and is likely to continue. Unfortunately, the services agreements used by many companies providing these services (e.g., AT&T, Verizon, etc.) do not have the hotel industry's concerns high on their priority lists.

Thus, it often is left to the hotel to ensure that such agreements adequately address its space, flexibility, and service concerns – both for the current upgrade and in anticipation of future upgrades. Practical concerns that should be addressed include:

- **Conduit Space.** Telecommunications services require space for equipment and connections to service areas. Riser space to situate wire-holding conduits is essential. But such space is often very limited, particularly in older buildings. Hotels must manage available riser space, keeping in mind future needs.
- **Equipment Location.** It is important to control where equipment is situated. Controlling equipment location by approving

construction plans allows for coordination of future renovations and upgrades.

- **Right to Relocate Equipment.** Circumstances may arise during renovations or ordinary repairs that impact areas occupied by telecommunications equipment. Hotels should reserve the right to require telecommunications companies to temporarily suspend services, or even permanently relocate equipment, so that renovations and repairs can be made.
- **Restoration and Removal.** The space occupied by equipment and wiring is valuable, and abandoned equipment and conduit is expensive to remove. It is important that telecommunications companies remove their equipment and physically restore the building – so that the space can be reused at the end of the service agreement.

Keeping these and other practical concerns in mind allows building space to adapt and evolve with changing telecommunications needs, while maximizing use of existing space.

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