

# Austin Computer Labs

**Research performed on Oct. 7<sup>th</sup> 2011 with website information as well as direct contact with each vendor.**

Austin Computer Labs does research in order to compare and advise our clients on all of their information technology services. One of the most important I.T. service vendors a business or home will have is who they choose to connect them to the internet.

Periodically we perform detailed research into the internet connection options for homes and businesses for Taylor and its neighbors. I have added a link to the supporting data for this report in spreadsheet form for those that would like to review it. [You can view it here.](#)

In addition to the speed and prices there are other factors to consider such as: how many computers are using the internet and what type of load is being placed on the connection. We would be happy to perform a customized recommendation for you or your business. If you do not know what speed you have now or would like to test to see if you are receiving the speed you are paying for, go here for a [quick test](#).

## **Findings and Recommendations**

AT&T has competitive pricing but their support is spotty at best.

Some of their service is running on old copper phone lines which are prone to service interruptions.

It is not uncommon for a service appointment for down internet to take days. For these reasons we do not advise using AT&T for a business that depends on their internet connection.

If price is your primary consideration then the best home offering is the (level 1) \$19.95/month at \$0.006 per megabit with no contract and a \$75 one time modem fee.

Time Warner generally has a higher cost, faster speed options, a more stable connection and better support, especially for their business customers on Time Warner Business Class (TWBC).

**Our recommendation for home internet is: Time Warner Broadband (level 2) \$39.99/month at \$0.003 per megabit with a one year contract, no setup fee and the modem is included.**

**Our recommendation for business internet is: TWBC (level 1) \$59.99/month at \$0.008 per megabit with a three year contract, a \$150 setup fee and the modem is included.**

This service is often discounted to \$49.99 so do not forget to ask for any new promotions.

Eccentrix is comparatively new to the area and its primary goal as stated on their website is:

**“to provide high-speed internet to those who cannot get DSL or Cable”.**

In order to reach these remote areas a significant investment has been made by Eccentrix and additional setup and equipment charges may be required by the client.

Their entry level home offering is level 1 \$34.98/month at \$0.068 per megabit (**over 22 times the per megabit cost of our Time Warner Broadband (level 2) recommendation**) with a \$199 set up charge, a 1 year contract and additional wiring and possible hardware costs.

**For another \$5.01 / month you receive over 23 times the speed using the Time Warner Broadband (level 2).**

**In addition you save the \$199 set up fee.**

Their entry level business offering is level 1 **\$750.00/month** at \$0.038 per megabit (**over 47 times the per megabit cost of our level 1 TWBC recommendation**) with a **\$2,000.00** set up charge, a one year contract and availability will depend on the ability to install and configure the tower and dish to connect with Eccentrix.

**For \$690.01 / month less: you receive enough speed for 7 to 11 users depending on type of use with the TWBC (level 1) and the faster speeds are just as reasonable.**

**In addition you save \$1850 in set up fees and the possibility of additional hardware and setup costs.**

Eccentrix has set up an effective solution and a valuable service to offer high speed internet to outlying areas that previously had to rely on dial up for their internet connection. But as their website states its goal is to provide high-speed internet to those who **cannot get DSL or Cable**. If you are within the quickly expanding areas covered by cable and/or DSL our recommendations above will be a much better match.

It is the hope of Austin Computer Labs that our research will help demystify the internet connection choices for Taylor and its neighbors. If our local experts can help you save some money while finding the right fit for your technology needs than we have helped fulfill our commitment to serving the community.

**4206 Big Bend Trail ° Taylor Texas 76574**

**[AustinComputerLabs.com](http://AustinComputerLabs.com) ° [Support@AustinComputerLabs.com](mailto:Support@AustinComputerLabs.com)**

**Phone 512 309-4981**