

## What 1stel Can Do For You

**We are excited about the opportunities to work with you as partners in business! We want to be more than just your telephone and Internet service provider. What if you have a new computer or printer that needs to be added to your network? Think of 1stel when it comes to addressing those services. Our friendly technicians are happy to take care of all your IT needs.**

### The Benefits of Technical Support

We view ourselves as a business partner to each of our customers by helping you to build a strong, efficient business. Part of that partnership involves helping make sure all of your telecommunication needs are addressed in the best way possible, which includes more than just the phone and Internet service we provide. In this edition of 1stLink, we interviewed the Director of Technical Support about the benefits of using 1stel's support team.

**Q:** When should I call technical support with a telecommunication problem?

**A:** If you have a problem or concern regarding your telephone or Internet service, call 1stel support to help address those needs. You can even call when you have an issue regarding other technical support needs, like adding equipment to your network, updating software on the office computers, checking for viruses or malware, and more. If you aren't sure who to call for the problem, we would be happy to assist you.

**Q:** What if I have a new piece of equipment (computer, printer, scanner, etc) that needs to be networked into our system?

**A:** We would be happy to send a technician on-site to help set these items up for you.

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**Q:** What would cause my Internet to run slow?

**A:** The short answer is that it is being used to maximum capacity. Causes of this will vary but we often see that peer-to-peer software (downloading music & movies) will utilize all the available capacity which results in the Internet seeming slow for the rest of the users on the network. Viruses and other malware can also cause similar trouble. If you are concerned that there could be a virus on one or more of your computers give 1stel a call and we would be happy to send a technician on-site to check.

Legitimate uses may also make the Internet appear slow, some users backup their data to backup services on the Internet. When these backups are taking place they can utilize all the available capacity and this results in slowness for the other users. We recommend you schedule these types of events to take place after business hours when your users will not be affected. If these activities must happen during the day then consult with 1stel about additional bandwidth needs.

**Q:** What information do I need to give the technician if I can't call a certain number?

**A:** What number did you call? What number did you call from? What time was the call placed? Provide the details on what happened (did you get a recording, a fast busy signal or a regular busy?). Does the call work when calling from your cell phone?

**Q:** What information do I need to give the technician if there are problems with my call quality?

**A:** When did the trouble start? Is the trouble with local calls, long distance or both? Is the trouble with inbound, outbound, or both?

**Q:** What information does a technician need when there are problems with my email?

**A:** What are the email addresses or domains that are affected (sending and receiving)? When did the trouble start? What is the error message? Is the trouble with inbound, outbound, or both? Has your email quota been exceeded? If so, delete some messages off the server.

### Customer Stories

“The YMCA of Metropolitan Fort Worth has used 1stel to provide the internet connection for our Hood County branch since before I started here. To give you a measure of their reliability, I'll simply note that I cannot remember the last time I had to call them for a problem. I know that over a year ago I had to call them due to a brief interruption of service. (No service provider is perfect...) When I did, I found their technical support people to be friendly and informative. Our problem was resolved in short order and the service has been stable ever since. If you are in an area served by 1stel, you should definitely include them in your telecom services bidding process.

--Jon Bass, YMCA of Metropolitan Ft. Worth

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