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1stLink

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1stel is Celebrating Our 10th Anniversary!

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We want to express our appreciation to all of our loyal customers for allowing us to serve you since 1999!

Our goal at 1stel is to earn your business everyday by giving you personal attention and outstanding service.

Thanks again for 10 great years!

Customer Spotlight: Woodie Johnston, V.A.I.L

At 1stel, we view ourselves as a business partner to each of our customers in helping you to build a strong, efficient business. As you can imagine, we get to work with some impressive Entrepreneurs! In each edition of 1stLink, we are excited to share with you a brief interview with one of our Customers. Please enjoy reading our Customer Spotlight!

Q: What types of products or services does Valley Association for Independent Living (VAIL) provide?

A: VAIL provides services to people

with disabilities, by assisting them in maintaining an independent lifestyle. From getting their identification card to medication, we assist them in the day to day functions. We work with all types of disabilities and each individual is give the same attention.

Q: What would you like people to know about VAIL?

A: We are a resource for people to maintain their independence in the community.

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Q: What sets you apart from your competition?

A: VAIL is unique because we are not in competition. We are here to enhance services with the assistance of our referral system. We refer between agencies because we might not be able to help them where someone else could. It is really a partnership with other community social service agencies.

Q: How long have you been in business?

A: We have been in business since 1988.

Q: How long have you been a customer of 1stel?

A: We have been a customer for about a year.

Important Information About Your Account!

We strive to provide you with the best telephone and Internet service possible. One way we are doing this is by providing the best security possible for your account. As of October 1, 2008, we have started requiring an authorization code before we can assist you with your account. Each contact person in your company must have a unique authorization code. To set up your authorization code(s), your online account manager can login to your account at www.1stel.com and go into the contact section. If you need assistance with your login, please call (800) 300-2031.

Who's Who @ 1stel: Roel Cisneros

As a part of the technical services team, Roel Cisneros works closely with 1stel customers to issues they may be experiencing. He can be seen around the Rio Grande Valley doing installations and on-site customer maintenance. When he's not out helping a customer at their office he's on the phone working hard to find the answer. "If they have any questions regarding their service, I try to answer them to the best of my ability," says Roel. "If I'm not able to answer the question I will find someone else that would know." For Roel, the best part about being in the technical services team is being able to help our customers.

Roel has been married for two years. Away from work he enjoys reading, writing and cooking.

Product Preview: New Customer Bill

At 1stel, we strive to provide you with the best telephone and Internet service possible. One way we are doing this is by becoming more environmentally friendly with our bill.

Starting with your January 2010 telephone bill, 1stel will be offering two formats in which to view your bill. You will continue to receive a summary bill in the mail, and will be able to download and view your complete bill via your customer portal login. The summary bill you receive in the mail will list your current telecommunication services and the totals for your usage based services. The detailed bill available on the customer portal will provide a complete list of all long distance telephone charges. This bill will be saved on our system for the duration of our relationship, and can be downloaded to your local computer, saved or printed if needed.

During second quarter 2010 we will be introducing a new online tool that will allow you to view your call detail records, both long distance and local, in near real time. These same records can be sorted, printed, and saved in several formats for your review.

If you need assistance or have questions, please call (800) 357-2577.

Thank you for choosing 1stel, we appreciate your business!

Business Corner: Go Green With Your Fax Machine!

Save money by using your fax machine less!

With **fax to email**, all fax messages are delivered straight to a specific email address.

By receiving fewer messages through your fax machine, you can spend less on toner, paper, and repairs.

Concerned customers will get a busy signal?

Worried private information will be seen?

Wonder if messages get delivered to the right person?

Would you like to make your office more green?

Call Now to experience the benefits of fax to email free for a full month*!

- **Save money on supplies**
- **Reduce the need to repair**
- **Increase incoming fax availability**
- **Increase security on documents**

* No limit to the number of e-faxes that are setup. Service lasts for 30 days after the initial called in request by an approved customer contact. If the customer does not wish to keep the service, there is no need to call in to cancel it. The service will simply stop and all e-faxes will revert back to the fax machine. If the customer wants to keep the service after the 30 days, have an authorized contact call the number below. Additional fees apply. Offer expires November 30, 2009.

Customer Stories

“Community Care Granbury has experienced a great working relationship with 1stel as a service provider. The personnel respond immediately to all requests and keep us informed about the progress of every installation or upgrade. Billing has been on time and accurate. All promises have been kept including cost. We have refused to change service even at a lower cost due to excellent customer service and response time to our needs. Thank you to 1stel and their team of caring professionals.”

--Linda Britt, Community Care Granbury

If you want your company to be featured in 1stel's newsletter, please contact marketing@1stel.com