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1stLink

Volume 4, Issue 3

July / September 2010

Summer Time!

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It's that time of year where everyone is out enjoying the weather. We have started our own celebrations this season by bringing our customers new features and services to help enhance your experience with 1stel.

In this edition of 1stLink we will be talking more about one of our new services, which we are really excited to offer, ePay. We will also take a look at some advantages of true mobility.

Customer Spotlight: Texas Lighting Etc

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 Texas Lighting Etc provide?

A: We provide home builders and customers with a beautiful showroom

to assist in selecting all your decorating needs. We have all types of lighting, fans, hardware, clocks, mirrors, rugs and more.

Q: What would you like people to know about Texas Lighting Etc?

A: We would love for everyone to come take a look at what we have. Our staff is committed to providing you with a great experience. We would love to help with any and all decorating needs.

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Q: What sets you apart from your competition?

A: While our prices are better, I feel our service is what puts us a head above the rest. Our motto here is “We love what we do...and you will too”. We don’t rest till the customer is beyond satisfied!

Q: How long have you been in business?

A: 10 wonderful years!

Q: How would you describe your relationship with 1stel and the service you have received?

A: 1stel provided a great product and excellent customer service. We could not be happier with our decision.

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: Genia Bowyer

As a part of the 1stel sales team, Genia Bowyer works closely with the sales team to address any questions or concerns they may have when talking to potential new customers. If there is a question about paperwork or service, she is willing to gather the information for the team.

For Genia, the best part about working with the sales team is the opportunity to help make sure they succeed in the work they do out in the field. She enjoys working at 1stel because of the dedication everyone puts into their work to help provide our customers with the best service possible.

Genia's goal at 1stel is to continue to make sure the sales team has the most current information regarding our service as a telecommunication provider.

Genia has been married for three years. When she's not helping the sales team, she's enjoying time relaxing with her husband, visiting with family and friends, playing with her puppy and reading.

Product Preview: ePay

At 1stel, we want to make your telecommunication experience even easier for you. One way we can do that is by offering you a way to pay without having to think about it. In this issue we will explore the benefits of our new ePay feature.

Q: What is ePay?

A: ePay gives our customers a way to pay their bill automatically, using their checking account.

Q: How does ePay work?

A: Each month a bill will be emailed to the finance contact that is setup on our records. The email will notify them their bill is available to be viewed online, at www.1stel.com, and let them know when the payment will be withdrawn. On the specified date, a withdraw for the total amount of the current bill will be made.

Q: What if I don't have a finance contact setup?

A: If we do not have a finance contact on record, the email will go to your company's administrative contact. We would recommend making sure all your contacts have current email information so the monthly reminders can be received. To setup your finance contact or to update contact information, go to www.1stel.com and login to your account.

Q: How do I setup ePay?

A: If you want to start enjoying the benefits of ePay, please call 866-357-1016. We can discuss with you what is needed to get everything setup and answer any questions you have.

Business Corner: True Mobility

How Unifying Your Communications Can Help Your Business Win

There was a time (not too long ago) when mobility in your business communications was merely something nice to have. Today, without unified communications, you could be putting your business at a major competitive disadvantage.

Pulling your voice, data, and wireless systems all together into one seamless network can help you both increase employee productivity and improve customer service and sales in the field. Quicker response times, greater accessibility, and the ability for your people to work together from anywhere often mean the difference between winning and losing and generating the highest possible return on your resources, time, and energy.

Unfortunately for most small and medium sized businesses, accomplishing true mobility and unified communications, is easier said than done. Besides the fact that many of the voice, data, and wireless systems in use today were simply not designed to be compatible, most small businesses don't really know where to begin upgrading their network and phone systems to accomplish true mobility and have it make sense from both a technology and cost perspective.

That's where 1stel can help. As your service provider, not only can we deliver the technology you need to simplify your communications network and add mobility, we can help you design and implement a solution that meets your company's needs and budget. Ask us how a Virtual Private Network (VPN) can link your people together and help them access and share data more efficiently and securely, or how Find Me Follow Me Service can make sure you never miss an important business call again. At 1stel, our goal is to be more than just your phone and Internet company. We want to be the business partner you turn to for all of your IT communications needs.

So call us today at 817-357-1000 to discuss adding true mobility to your business. We'd be happy to help.

Customer Stories

"Before switching over to 1stel, we had severe phone & Internet issues that were affecting our business very negatively. After two local companies referred 1stel to me, we decided to give it a shot. The entire process has been wonderful so far. The switch over was seamless, and the support has been fantastic. It is very nice to be able to call or email a real person and have your issues resolved immediately. What a relief it is to have the burden of poor phone/internet service lifted off of my shoulders!"

--Azure Sessums, Tuxedo Distributors

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