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*Customer solution provided by...*

**Jeff Yurchak:** Lumos Networks Major Account Manager

*Jeff Yurchak is pleased to offer voice solution to material supplier at 37 locations in the Mid-Atlantic region*

A leading nation-wide building materials and services supplier, with over 400 locations coast to coast, came to Lumos Networks in June of 2012 after surrendering to the challenge of managing multiple communications providers. Lumos Networks 5,800 route fiber miles provides a voice solution for this material supplier in WV, VA and MD, resulting in extended local calling solutions for 37 of their locations.

*Lumos Networks unique footprint allows material supplier to stick with one provider*

The communications challenge for this material supplier really came down to lack of service. They could never get a handle on the ownership of their lines at all of their locations because of the multiple communications providers they were using. When they had a problem such as echoing, dead silence, or even no service at all, their current communications providers would never respond in a timely manner; hence if a line was down, it was down for hours; in some cases days. Secondly, as a result of using many different communications providers, price points were scattered, consequently causing an accounting nightmare. Lumos Networks was able to offer one flat rate for all of their locations within our footprint.

*Customer service was vital for this material supplier when evaluating potential providers*

Our customer service reputation was a huge incentive for this company to choose Lumos Networks after all of the negative experiences with previous providers. When evaluating potential communications providers, they diligently researched our hundred-year history of innovative product offerings and exceptional customer service and focused on our referrals. They were very impressed with the other customers we were serving which allowed us to develop a strong relationship.

*Lumos Networks anticipates the next move to stay ahead of the game*

I am proud to report that their transition to Lumos Networks was seamless and everything we committed to met their expectations. Our team behind the scenes did a great job. We made the effort to always respond to questions in a timely manner during the implementation which showed them that our technology really does come with people.



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