

## Language Services: Multiple Providers, Multiple Bills - Simplified

### Intermark Language Services, before Cbeyond

- Expensive, fluctuating telephone service charges that could not be budgeted from month to month
- Multiple telephone service providers created excess paperwork
- DSL and dial-up Internet access proved slow and unreliable
- Looking for a high-speed provider for exchanging documents internationally



### Tom West, President

#### From Four Bills to One

"We had four different providers - for Internet services, local telephone service, domestic long-distance telephone service and international long-distance," says Tom. "We never knew what our bills would add up to." Tom also likes the reduction in his paperwork. "Previously, I had to look at four bills and write four checks each month. Now I write one. As a small business, I consider any form of consolidation and paperwork reduction desirable."

#### Cbeyond Delivers

"We're experiencing a night-and-day performance difference on the Internet," Tom says.

### Most Valuable Features

#### T1 Internet Service

"Having a high-speed Internet connection is crucial to our business, much of which comes from Europe. When we were forced to make do with a dial-up connection, it was pretty detrimental to our business." Tom remembers spending over half an hour downloading files. Yet he felt trapped in his inefficient, dial-up world, believing that a small business couldn't afford T1 access.

#### In the Customer's Words

"We have been really happy with the quality and reliability of service -we are very satisfied with Cbeyond."

#### Long Distance Telephone Service

Tom likes the voice quality he gets with Cbeyond, and since his package comes with plenty of long-distance minutes, it's easier for him to anticipate his costs.

#### Flat Rates

"I was most drawn to the idea of a flat bill for all my services. It really helps a small company budget."