

Medical Office: A Better T1 Plus Phone Service, All Included in One Package

Neonatology Associates, before Cbeyond

- Fractional T1 line was not quite fast enough for the practice's advanced use of Web-based programs
- Local and long-distance service provided separately from Internet access
- High cost for local and long distance phone service with limited features



Ross D. Rohde, Practice Administrator

Faster Access, Lower Monthly Bills

With Cbeyond, the medical practice was able to move up to a faster, 3.0 Mbps connection using two T1s - and get its local and long distance phone service included. "It has been nice to have our new telecommunications service all wrapped up in one package," says Ross, "and we are very pleased that we are paying less now than we were for a service that provided only 2/3 of our current service!"

Cbeyond Delivers

"Cbeyond is timely and professional," Ross notes. "They actually follow up on trouble tickets, letting me know that an issue has been resolved. This is very unusual - I have never seen it before. Cbeyond is much more customer friendly than the service we previously had."

Most Valuable Features

High-Speed Internet Keeps Business Running Smoothly

Neonatology Associates allows doctors to log in to the company server from home. From there, they can enter patient billing information. "The T1 line enables us to immediately read the information and keep our billing program up-to-date," explains Ross. "The high-speed Internet access provided by Cbeyond also helps the practice be more efficient in dealing with insurance claims."

Customer Service

"I would describe Cbeyond as solid, dependable service.... Cbeyond has lived up to everything. Everything that was presented has been proven on a daily basis. I would most certainly recommend Cbeyond to peers and associates."