

Real Estate Firm: Broadband Access Keeps Agency Competitive

RE/MAX Preferred, before Cbeyond

- Local, long-distance and DSL service from a traditional phone company
- Looking for a faster Internet connection



Lisa Wolaver

Quicker Access to Critical Online Resources

Lisa says that a real estate agency cannot survive today without fast, reliable access to the Internet. "Both of the Multiple Listing Services are online, and they have to be accessed online to add or change listings and send Emails," she says.

"Everything we do uses those online services, so having broadband is very important to us."

Cbeyond Delivers

"With our old DSL line, the service was up and down and up and down," Lisa recalls. "But with Cbeyond, we never have a problem getting online anymore, and that saves us a lot of time and resources."

Most Valuable Features

Easy, Online Account Management and Outstanding Support

Lisa uses Cbeyond Online to manage her account and check on the agency's monthly bill. "I like to be able to check that information without having to call in to customer support," she says. "When I do call in, the service reps are very good. They respond quickly and efficiently."

Customer Service

"Cbeyond has provided us with everything they said they would, and I would certainly recommend them."

Better Service, Less Money

Cbeyond saves about \$550 per month and we get a more complete package than before - and it's all from a single source. "The savings are great," says Lisa. "We use Cbeyond for all our communications: Internet, phone lines, FAX lines, everything."