

FIRST QUARTER NEWSLETTER



www.arkwest.com

Community Highlight: Chambers Bank

Established in 1930 by Judge John E. Chambers, Chambers bank has been a long-time customer of Arkwest Communications.

Arkwest supplies the internet to over 120 employees in more than 20 locations across the state, via a network connection to the main bank here in Danville. Jim Ray Holbrook stated that "A significant portion of the bank's operations (and some critical functions) rely on internet service and we are comfortable knowing that Arkwest has and will continue to provide excellent service for these critical components of our operations."

He went on to say that "The main reason we prefer to use Arkwest first and when we can is that the customer service is exceptional. The guys may not know this, but I personally have many of their cell numbers or direct extensions on speed dial or in my contacts lists and when I call they are always helpful. You absolutely cannot say that with many companies whether it's telecommunications or any business that relies on customer service as a direct means of communication between customer and business.

We have branch locations in some of the largest markets in the state for telecommunications, telephone and Internet services and because of that we understand we have other options. But we have seen that when it comes to cost and especially quality of customer service, when there's an opportunity to get services through Arkwest, we make them our first and only choice.

I have been employed with Chambers Bank

for 20 years, 14 of those years in Information Technology. I have dealt with hundreds of companies and individuals providing IT related services from the largest multibillion dollar companies to the 2 person operations. With that in mind, a lot of what I do involves cooperation and communication with Arkwest in a number of ways and I think I speak with some degree of experience. A negative experience is easy to remember over a long period of time and I can say with some degree of certainty in the 20 years I've been at Chambers Bank, I can't recall one time when we've not been happy with Arkwest. That may sound "overblown" but it's the truth."

The Danville locations also use Arkwest IPTV, Arkwest Long Distance and Centrex (a business phone system provided by Arkwest) with voice mail providing service to 54 employees in 3 different office buildings.



1957—Ethel Sanders, Pat Chambers, John Ed Chambers, Jr.

Employee Highlight: David Marshall



David started with Arkwest on September 9, 2002 and works as an IT specialist.

He and his wife of 18 years, Stacy, make their home in Belleville. They have two daughters Marlayna, 25, and Payton, 13, and 2 grandsons.

In his spare time, David enjoys playing sports, fishing, being a DJ and spending time with his family.

He and his family attend Upper Spring Creek Baptist Church and he is a past member of the WYC school board.

Arkwest News

We hope that you had a wonderful Christmas holiday and a joyous start to the new year. We have great things planned for the year 2012 and look forward to the continued opportunity of providing you with quality service that you can count on.

New SD/HD Channels

New channels have been added since our last newsletter. You can find GAC "Great American Country" on channel 48. Also, National Geographic HD can be found on channel 591.

Fiber to the Home

As the construction continues and reaches completion in the Hwy 80 and Hwy 27 areas, more and more people are being switched over to fiber. If you live in any of the completed areas and you haven't already switched over to the Fiber to the Home, then you could be missing out on great savings! A simple call to our Customer Care Center could increase your internet speed and in some cases save you money! You can double your speed for the same amount you are currently paying. What a great deal! Call today!

Newsletter Changes

The newsletter will now be sent out on a quarterly basis.

Bundle your services and SAVE!!

Call our Customer Care Center today for details.

770 Boston Plaza

or call 479-495-4260 / 479-489-5060

