

Leigh Lillibridge State Farm

Charter Business "saves the day" and cuts costs

"Like a good neighbor, State Farm is there.®" This famous slogan speaks to the company's helpful and responsive philosophy of customer service. Leigh Lillibridge State Farm in Grand Island, Nebraska, reports experiencing a similar approach to customer service from Charter Business.

Owner Leigh Lillibridge recalls, "I took over this agency in February 2008, and in the spring of 2009, we were getting ready to move to a larger office space. At the last minute, we were notified that our internet provider wouldn't be able to supply service in our initial weeks at the new location. We had no relationship with Charter Business at the time, but we contacted them to see if they could help. Charter Business came to the rescue and saved the day, quickly installing the internet service we needed at the new office. What most impressed me was that they did all of this despite knowing it would only be a short-term need."

Not surprisingly, internet service is crucial to Leigh Lillibridge State Farm as many of their customers go online to get information and quotes regarding insurance products and financial services.

"The internet installation process went very smoothly with Charter Business — we moved at noon, and our service was up and running the very next day," notes Lillibridge.



Lillibridge State Farm Team

She continues, "Because Charter Business was willing to help us with this internet challenge, and because the installation process went so well, I decided to talk to them about providing our phone service. After meeting with their local representative, I received a very thorough and professional proposal. I was amazed to see that Charter Business could cut our monthly phone expenses in half, compared to what we were paying before. So I signed up with Charter Business, and sure enough, every phone bill since has been half of what I used to pay. With practically every other business expense going up these days, it's nice to be able to cut costs somewhere."



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Besides saving the agency significant money each month, Lillibridge also appreciates how Charter Business performs in terms of customer service. She explains, "When we switched to Charter Business Telephone®, our downtime was less than 20 minutes and the installation happened before the business day started. That's impressive. And whenever I have questions, they get answers back to me quickly and are very willing to help."

To learn what Charter Business can do for your business, call 877.470.3278.

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