

Reliable Service is Priority of Blue Ribbon Electrical

Blue Ribbon Electrical in Kalamazoo, Michigan provides a complete range of electrical services for primarily residential customers. On their website, the company promises customers, “We are here for you when you need us.” Their services are available 24/7 and regardless of what time of day or night that customers call, they will be greeted by a live, professionally trained representative.

In order to deliver on this promise of round-the-clock customer service, Blue Ribbon Electrical requires a high level of reliability from their communications provider. More than a year ago, owner Wes Clemons chose the Charter Business Bundle® with Charter Business High-Speed Internet®, Charter Business Telephone®, and Charter Business Cable TV®. While Clemons appreciates the significant monthly savings this package provides, he most values the reliability of the Charter Business services.

“For our company, price is not nearly as important as service reliability—that’s huge for us. Our customers make all of their appointments by phone and if I don’t get the calls, I don’t get the business. We must be able to count on our phone service, as well as our Internet access, since our web-based scheduler sends appointment information collected after hours to us via email,” explains Clemons. For example, if a customer calls at 10 pm, a live person answers and can schedule a next-day appointment.



Wes Clemons, owner of Blue Ribbon Electrical, gives every job top-notch attention.

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— WES CLEMONS, BLUE RIBBON ELECTRICAL
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As a company with a strong focus on top-notch customer service, the staff at Blue Ribbon Electrical is pleased to find a similar philosophy at Charter Business. Clemons notes, “Our sales representative, Scott Snow, set up all of the services for us and has been very prompt and responsive to our needs. Charter Business also went the extra mile and put in a backup system with a 16-hour battery life to ensure we’ll have phone service even if we lose power.”

Clemons continues, “I really appreciate the fact that we can count on Charter Business, since when our customers experience electrical problems, they need to be able to count on us.” ■

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We’ll contact your referral and handle the rest. Once your referral’s services are installed and they are billed, we’ll give each of you a \$50 credit toward your bills. Some restrictions apply; see Charter-Business.com/BusinessReferral for details.