

March 07, 2019

To Whom It May Concern:

In support of OmniTele Communications (previously Interstate 35 Communications), we are writing as a 45+ year customer – from both the residential and commercial sides. We feel fortunate to do so without any hesitation.

Some of those years encompassed that timeframe when we all were moving with incredible speed from a single household telephone and television set, to handheld global communication devices. We also feel fortunate to have made those technological changes under the wings of our local user-friendly “telephone office” down the street. It is a small office in south central rural Iowa, but one with big vision. Seemingly, it could have been relatively easy for us customers to feel lost or as if we were always running to catch-up within that wide world of communications “out there.” On the flip side, however, we have always considered it such a progressive company; one often leading the way, seamlessly ushering in big beneficial change.

Due to this company’s vision our community has had fiber optic in place for several years now, long before it became available even in many neighboring metro areas. We know firsthand of more than one party’s move from this community to much larger ones where the wait for slow internet was surprisingly long and frustrating.

Education here has been front and center. The company helps keep us current and abreast of change with its long-standing monthly newsletter. Additionally, back when many of us were wondering “What? How? But what if?” the local office held monthly classes to help customers learn, understand, apply and embrace new technology.

This office doesn’t operate on recorded messages or lengthy hold times. It has always been staffed with courteous, helpful, professional personnel. Regardless of question or complaint, customer service response is patient, TIMELY, informative and solution-based. This is true whether you’re dealing with its office personnel or one of its technicians working on-site at your residence or place of business.

We consider it our good fortune to have lived and worked for so long in a community where our technological advances have been in the hands of a small, independent, and extremely capable communications company that can handle it all.

Sincerely,



Carla and Dick Burhans