

Carolinas-Based Home Builder Makes “Smart Choices” with Phone and Internet Services from Time Warner Cable Business Class

As the director of information technologies for Mungo Homes, Jeff Hellerman knows all about “smart choices.” South Carolina-based Mungo, one of the nation’s largest family-owned homebuilders, has lived its tagline – “The Smart Choice for New Homes” – since 1954.

But when problems arose with his existing telephone service provider – particularly, poor after-hours support that resulted in slow service response times – Hellerman was compelled to make another choice: to consider whether or not to seek out another provider.

“With our previous (telephone) provider, customer care was always a worry,” added Hellerman. “I need to know that if I have a question or a problem, there is someone I can go to – locally – for help.”

One option Hellerman investigated was Time Warner Cable Business Class (TWCBC), which now offers Business Class Phone (BCP) and fiber-based Business Class Primary Rate Interface (PRI) telephone service throughout the Carolinas.

Hellerman already had a longstanding business relationship with TWCBC; for years, anytime the award-winning builder begins construction on a new residential community, one of the first calls Hellerman makes is to TWCBC to establish high-speed Internet access to the model home. About 20 models for Mungo or its affiliates have the company’s Internet service, as does Mungo corporate headquarters in Columbia, S.C.

“As we’ve grown over the years, I’ve come to appreciate Time Warner Cable even more,” explained Hellerman, who as a one-person IT department relies heavily on TWCBC’s locally-based customer support capabilities. “Anytime I need something, they respond at a moment’s notice. Local service is something I can always count on.”

So, when TWCBC began offering telephone service in the Carolinas, Hellerman did not hesitate to sign up. And that decision has proven to be another smart choice for Hellerman, who has saved thousands of dollars – money that he has reinvested to strengthen Mungo’s telecommunications infrastructure.

SWITCHING PHONE PROVIDERS YIELDS BIG BENEFITS

Hellerman selected Business Class PRI, a fiber network-based IP-enabled telephone service, for use in Mungo’s headquarters; and Business Class Phone for use in model homes. The move yielded immediate benefits. Not only did the installation and transfer of phone service proceed smoothly, but the quality of the TWCBC telephone services – during and after business hours – has been excellent.

Equally as important, Hellerman can tout another tangible benefit – he estimates that since switching to Business Class Phone and Business Class PRI, Mungo is saving about \$2,000 per month.



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Director of Information Technologies
Mungo Homes

"I'm putting those savings to good use," noted Hellerman, who used the added funds to bolster the bandwidth of Mungo's existing corporate Internet service. Now, using fiber-based Dedicated Internet Access (DIA) service from TWCBC, Mungo has upped its headquarters bandwidth speed from about 1.5 Mbps to 10 Mbps.

"It's really improved the experience for our corporate users," Hellerman added. "They noticed an immediate increase in speed."

With bundled telephone and Internet services from TWCBC, Hellerman is able to more efficiently manage IT for Mungo and its sister companies, including Harbor Homes, First American Builders and Sovereign Homes. That includes about 110 users at corporate headquarters, two satellite offices and more than 20 model homes within residential communities throughout the Carolinas.

"Our experience with Time Warner Cable has always been very good," Hellerman explained. "Their level of commitment to us means a lot."

For more information about Time Warner Cable Business Class products and solutions, visit www.twcbc.com/carolinas, or 877-892-2220

About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement of business communications tools to small- and medium-sized businesses and enterprise-sized companies. Its data, voice, video and security solutions are enhanced by award-winning customer service and local support teams. Time Warner Cable Business Class was founded in 1998, offering high-speed Internet service as Road Runner Business Class. Today, it serves more than 300,000 business customers in Time Warner Cable's 23 divisions.

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