



United Electric Elects Big River

United Fiber, a subsidiary of United Electric Cooperative in Maryville, MO, has partnered with Big River Communications to deploy voice services on their fiber-to-the-home network build. These services were made available by a broadband grant through the American Reinvestment and Recovery Act. Big River was selected for its experience in providing Digital Phone services throughout the United States as well as its regulatory and training support. Big River has extensive experience in interconnecting with small providers in rural areas so their partners can offer voice services to customers who haven't had a choice in the past.

"Big River Telephone has been an excellent partner for United Fiber. We had limited experience in providing voice, but Big River has provided very dependable service while integrating multiple rate centers across our area. We believe Big River provides United a level of support, training, and regulatory compliance we could not find with other vendors."

Darren Farnan, Chief Development Officer, United Electric

Big River's data centers provide the platform for the most reliable and advanced telecommunications and data processing services.

Big River's Network Delivers Digital Phone to Co-Mo Electric

Co-Mo Connect is a fast, reliable fiber-to-the-home network being constructed throughout the Co-Mo Electric Cooperative service territory and operated by the cooperative's communications subsidiary. Co-Mo will make fiber-to-the-home Internet, television and telephone services available to all Co-Mo Electric members—about 25,000 households and businesses—over a four-phase build-out schedule. Co-Mo Connect partnered with Big River for its Digital Phone offering.

Randy Klindt, General Manager of Co-Mo Comm, Inc., gives a tour of their new data center in Tipton, MO, to Kelley Riehlman, Big River's Director of Wholesale Services.



Expansion to Bermuda

Big River's mission to deliver Digital Phone service has gone international! As we continue to partner with last-mile access companies, Big River recently signed an agreement with Bermuda Cablevision. While this marks the 20th cable operator to have worked with Big River, this is our first international effort.

Since the Bermuda government recently deregulated telecommunications, Big River is working with Bermuda Cablevision to manage the regulatory, technical and operational hurdles to begin offering telephone service to its customers. Bermuda is a major center for insurance and financial services, and Bermuda Cablevision intends to leverage Big River's advanced hosted PBX services to this targeted market.



It's not about the awards; it's about excellent customer service. Big River has been recognized internationally for the exceptional deployment of Customer Relationship

Management Systems. Gartner, 1 to 1 Media, and CIO Decisions Magazine all have recognized Big River for the excellent manner in which we deploy systems to successfully manage customer service.

In accepting the awards, Mr. Kevin Cantwell, Big River's President, said, "Big River continues to deploy technology to meet the needs of our customers, and these awards validate our customer-focused approach."

Big River has leveraged its award-winning Customer Relationship Management systems in support of its wholesale partners in providing a superior customer experience.

TECHNOLOGY PARTNERS

Big River works tirelessly with our technology partners to bring the best products and services to the market. This is not simply a matter of picking the right partner and purchasing the right product. Big River delivers problem-solving ideas and innovative suggestions that our partners incorporate into their products to improve the experience to the end customer. This collaboration process has worked successfully with all of our partners, large and small. Our foundation and our future are built on our commitment to our customers.



LEADERSHIP

Gerard J. Howe – Mr. Howe has over 35 years of executive experience in telecommunications. After a 16-year career at AT&T serving in the U.S. and the United Kingdom in a variety of executive positions, Mr. Howe left AT&T to become an entrepreneur. Since leaving AT&T, Mr. Howe has led or founded three successful startup telecommunications companies.

Kevin Cantwell – Mr. Cantwell has 29 years of executive experience in telecommunications and startup ventures. After a ten-year stint at AT&T in various sales positions, Mr. Cantwell has moved onto a series of successful startup ventures with a focus on Business Development. Prior to joining Big River, Mr. Cantwell was responsible for the business development efforts of a \$4 billion technology distributor.

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