

## **Making Every Connection Count**

*Investing in broadband infrastructure and supporting local organizations*

Over the last year, the Green River and Rock Springs communities have given All West Communications much to be thankful for. All West has strengthened relationships with customers, businesses, and local officials. They have expanded their broadband reach, brought a new form of entertainment into many homes and supported more than 20 local events and organizations. All West also conducted personal interviews with many community members to receive feedback on All West's services and the customer experience. From that, All West added additional staff and increased communications, led "Community Conversations" events, and extended service calls to Saturdays.

All West Communications completed 791 broadband connects in 2019 in Rock Springs and Green River. They continued to expand their fiber infrastructure, offering fiber to more customers than ever. All West began offering up to 1 Gig (download) speeds over coax, which was no small feat—involving support from the Rock Springs' technicians, customer service team, and construction and IT personnel. All West made significant investments in their plant—upgrading and replacing network equipment—to provide a better broadband experience.

They ramped up efforts to bring the latest in entertainment with an app-based streaming TV service—All West.tv. With this offering, there is no need for a set-top box and no additional costs for HD or DVR services. All West.tv also includes a library of hit TV shows and movies that viewers can pause, rewind or fast forward.

A Hosted VoIP solution was launched for business customers, giving them access to enhanced features like hunt groups, 4-digit dialing, auto-attendant, and more. This solution reduces the need for additional servers, phone lines, and IT resources allowing small businesses to function like big businesses.

All West's commitment and investments have led to many happy residential and business customers. One Green River resident commented via Facebook, "They [All West] are doing some amazing things here in town! We consistently get 90 down and 8 up. The service is rock solid, and I have metrics to prove it."

A Rock Springs business customer was quoted, "I'd say the difference between All West and our previous provider has been like day and night, and we can see the light among services through All West."

Being a good community citizen is something All West Communications values, and believe it sets them apart from larger, national broadband companies. In 2019, All West supported such events and organizations as the Red Desert Roundup and Overland Stage Stampede rodeos, Sweetwater Speedway, KD Foundation, International Days, and The Broadway Theater. With the support of Co-Bank, All West provided the Food Bank of Sweetwater County with a \$2000 donation. They awarded Zoe Turner, of Green River High School, a \$2500 scholarship, and Zoe had this to say about being a recipient, "I would like to say Thank You for the scholarship. I have had to overcome many obstacles in my life and this scholarship you have provided me will go a long way in helping me pay for college and being successful in the next chapter of my life."

Broadband allows communities to prosper—to access healthcare services, education tools and compete in the global economy. All West is proud to be a leader in connecting people to what matters most. They're neighbors serving neighbors, and they delight in making every connection count.

“We are committed to investing in our Wyoming communities to provide an exceptional broadband experience—and give back to those communities who support us,” said Matt Weller, President of All West Communications. “We look forward to continuing to build strong relationships in 2020 with those in Green River and Rock Springs.”