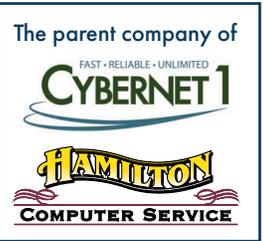


FREE



GRIZZLY BROADBAND

Quarterly



Summer Edition

HAMILTON COMPUTER SERVICE

IT Solves all your problems

New Dept Breaking Ground in Untapped Market

Ed Eldridge/
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The biggest change in the world of HCS is how we have renovated the storefront to make for a more pleasing shopping experience. We have improved our displays and lighting for more ease of buying. We are also

introducing Smart Products for the home. We've improved outreach to our customers through our Facebook page, where we regularly post sales and promotions. As an extension of the computer repair shop we have created a new department

called IT Solutions which addresses your networking issues, and installs Smart Home products. Whether it's installation, troubleshooting, planning, repair, replacement, or just plain old maintenance we can take care of your technology headaches.

We also offer remote assistance where we can fix your computer without you having to bring it to the shop. We are still the local computer store you have come to know and trust. Hamilton Computer Service takes over where your internet leaves off!

CUSTOMER SERVICE OPS

Service with a Smile

Shayne Moss
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Here at Customer Service Operations we take support calls relating to our network and strive very hard to give great customer service. Utilizing a wide range of networking tools we can see the amount of data that streams through a customers network and troubleshoot many of the issues that can arise with the customer's computer or internet service. When a call comes in it is first handled by our Tier 1 support group. If an issue is apparent it is moved to tier 2 where greater scrutiny is exercised regarding the issue at hand. Tier 3 is the last step if a truck roll is required to get the customer back online. All these processes are handled with regard to high customer satisfaction and as quickly as possible.

OPEN HOUSE



The Bitterroot Chamber of Commerce welcomes Grizzly Broadband LLC into the community.

MARKETING DEPT

Having Adventures and Making Friends

Andrew Kilian
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From the desk of the newly minted Marketing/Sales Dept we've started several new initiatives to reach out to customers to bring up Cybernet1 and Hamilton Computer Services visibility. The layout

of the Hamilton Computer Service storefront has been made more open and inviting to better display its wares. We've established a Free Wifi Hotspot at Hamilton's Farmers Market (where we maintain a

BILLING DEPARTMENT

Billing in Montana

Amanda Hall
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From the Billing Department, here in the front office we are welcoming customers with happy smiles and positive attitudes. Our goal is to assist each customer and treat them with respect and kindness. Whether they are coming in to make a payment, calling to update

account information or inquiring about a technical issue, we strive to help them in the friendliest and quickest way we can. Making the billing and payment process as easy as possible is extremely important to us. We work hard to get invoices out in a timely manner and try to offer payment methods to suit our customer's

lifestyles. For busy folks, with limited time, enjoy our automatic monthly payments to a credit or debit card. Less time paying bills means more time doing the things we love.

FROM FRONT PAGE

Adventures

continued

biweekly presence) in order to shake hands with the community, and also sent out a survey so we can better understand your needs. We've raised the visibility of IT Solutions as well as other products to make the public aware of the tools that we can bring to bear to make their lives easier. We're also in the works of revamping our websites to be clear and concise.

OUR RATES HAVE NEVER INCREASED



HIGH SPEED INTERNET ACCESS



www.cybernet1.com

406 363-2183

OPEN HOUSE



Local Giant proves utterly useless wrangling small children. Renounces any plans of paternity.

NETWORK TEAM

Network News

Christian Palecek
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Beginning at the start of the year, the network team expanded its staff and has worked aggressively towards quality and performance upgrades throughout the network. Starting with the main backbone, several new redundant links have been installed to fortify and add

capacity to each tower to ensure the best performance possible for our customers. Power systems at many of the towers have been outfitted with longer battery life and next-generation monitoring devices so any critical events can be handled quickly. New access points have been deployed at our tower sites to increase customer coverage, capacity and

performance as well as a newly constructed tower located on the east side of the valley to better cover the North Victor, South Stevensville areas. The team is busy planning continual upgrades, better automation, better alerts and notifications to our customers and the company's heavy expansion into fiber-optic service to the home.



WHO TO CALL

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