

# 3

## Reasons You Should Order TDS Service

### RELIABLE SERVICE.

When you choose TDS as your provider, you know you can count on your service to work. You'll have no dropped calls to worry about, or intermittent Internet service. Just consistent, reliable service that's there when you need it.

### GREAT CUSTOMER CARE.

Customer satisfaction is the number one priority at TDS. It's why we don't outsource our call centers. That means, when you call us with a question or problem, you'll always speak to a TDS employee who can have a real conversation with you.

### Local authorities kept emergency communication lines open during 911 outage

Wednesday, 19 November 2008 00:00

Kathy Browning - [http://www.deltacountyindependent.com/index.php?option=com\\_content&task=view&id=5834&Itemid=0](http://www.deltacountyindependent.com/index.php?option=com_content&task=view&id=5834&Itemid=0)

The communications outage on Wednesday, Nov. 12, prevented people from calling outside the North Fork Valley. Local phone service within Paonia, Hotchkiss, Crawford and Somerset was still available, but most cellular service was down as were pagers, the Internet and most importantly, 911 dispatch. With the outage, local law enforcement, fire departments and town staff mobilized to handle the situation. Most people who failed to reach 911 did call their town hall or local police to report their emergency. It was then radioed to Delta County dispatch.

The outage was caused by a fiber optic cable cut near Payne Siding. Service was down from 10:30 a.m. until 4 p.m., when a temporary repair by TDS field service technicians was accomplished. Permanent repairs were completed between midnight and 3:30 a.m. on Thursday, Nov. 13.

The potential of much greater danger to the public was averted by quick actions of local authorities and some luck.