



“

What Our  
Customers  
Say

”

**airespring**<sup>®</sup>  
Cloud, Fully Managed and Connected



**PSS Industrial Group**  
James Lyle  
IT Infrastructure Manager



I appreciate all of the help you have been during our migration to SD-WAN as well as the post-migration assistance you have provided. AireSpring will be at the top of my list of partners. Thank you again for all of your help and fantastic service. You both made the project enjoyable."



**Milbank Manufacturing**  
Nathan Riley  
Senior Systems Engineer of Infrastructure



Eric S. is the man! He is always doing the very best he can to make sure he meets our expectations. And a shout out to Sandi H. & Denis K. as well for doing the very best they can to meet our needs and deadlines. Milbank Manufacturing appreciates everything that AireSpring does for us and wanted to make sure to send a special KUDOS."



**Cox Health**  
Richard Wieder  
IT Communications Project Coordinator



AireSpring continues to create solutions that other carriers would have hidden behind rules/regulations to keep from solving the problem. Please pass our appreciation on to all those that made an assist today to get our Cardiac Rehab clinic back online. Kudos to all involved."



**CHASE Professionals**  
Catherine Stuff  
Controller



Thank you for your excellent project management and customer service on installation and activation of our new AireSpring broadband circuits for all our locations and VMware SD-WAN devices. There certainly were challenges, but you were diligent in your follow-up and negotiation with the carriers. You are a pleasure to work with."



**Samaritan Inns, Inc.**  
Marva H Baird-Alleyne  
Director, Finance & Administration



Thank you for facilitating the installation of phones at Fairmont, the staff is elated that they can receive calls and resume work. Without your help I don't think it would have been possible this quickly."



**Spencer Hill Communications**  
David Fortuna  
President



Bill's insight and attitude have been invaluable in helping us troubleshoot and resolve the matters quickly, keeping the customer and my service delivery folks happy. I appreciate working with Bill and the rest of AireSpring."



**Rankin, Shuey, Ranucci, Mintz,  
Lampasona & Reynolds**  
Madonna M. Pendleton  
Operations Manager



On behalf of our firm, I would like to send out a huge thank you [THANK YOU!!!!] to the whole team for all of your time and efforts on our behalf AND MORE IMPORTANTLY, thank you for a smooth and painless transition to AireSpring."



**Park Ohio**  
Sean Hill  
Global IT Manager



Along with AireSpring, Carlos is doing an amazing job and his multilingual skills have come in handy with our Spanish speaking facilities folks. I am pleased that Carlos has been reaching out to our facilities managers before each install."



**SGM Solutions**  
Tom May  
President



The office is up and running. Thank you for all your efforts, and special recognition to Wilh R. in your Tech Support Group. Make no mistake, Wilh's efforts and diligence brought this through to completion and we are grateful for his and your follow up and professionalism."



**Mader Southeast**  
Susie Roumanis



Stephanie B. did a fantastic job. She is extremely smart, knowledgeable, willing to go the extra mile. She worked diligently with me, our phone vendor and our IT people and went over and above every single time. She is the true meaning of excellent customer service!"



**Nachurs Alpine Solutions**  
Frank Shelby  
IT Manager



AireSpring has been flawless. We are very happy. We never had anywhere near the connection reliability with our previous carrier that we have with AireSpring. I would certainly recommend AireSpring, and particularly their SIP Trunking service, as a way to receive better phone service and save on phone bills."



**Farmers and Merchants Bank**  
Beth Ray  
CEO



I just wanted to thank you for the great job coordinating our project! Thanks for keeping everything in order! Everything is running smoothly!"



**CSI**  
Eric Jaffe  
Chief Technology Officer



I told AireSpring's engineers what I wanted, and we had everything we needed for implementation and turn-up without a hitch. I love using the MaX UC Mobile Client. I can even redirect calls to anyone in the office from my cell phone! I would certainly recommend AireSpring's AirePBX Cloud Phone System."



**Santa Fe Irrigation District**  
Jeff Ehrman  
IT Administrator



The best part about switching to AireSpring was their white-glove customer service. AireSpring assigned their top engineers to our account, something which was completely unexpected and truly remarkable. I cannot think of any other carrier who would do that."



**Med USA**  
Zac Gardner  
Information Systems Manager



When we moved offices, it only took one notification to AireSpring. AireSpring was proactive in getting information for the move and very accommodating."



**HGi**  
Blake Siemon  
Vice President



Most of our staff spend time in clients' offices, so the ability to have our phone line ring to our cell through the MaX UC Mobile app helped maximize our ability to service clients. I think the biggest compliment I can give is that I really don't think about the phones anymore."



**Builders Fence Company, Inc.**  
John Eichenlaub  
COO



Thank you. I know you work outside the box for us. I really appreciate it."



**Hunter Buildings**  
John Erick Cintron



Amy, I want to thank you and your team for assisting me in today's issues... Doug L. and Jesus A. are excellent troubleshooters and keep their calm no matter what. It shows we are not just a source of income to AireSpring, but you understand how important these services are for us."



**Ascent Medical Management Inc.**  
 Dale W. Simpson  
 Project Coordinator



I cannot express enough how glad I am that AireSpring was introduced to our company. They provide the kind of customer service I have been wanting for a long time. I can say with conviction that AireSpring has provided our company with the best customer service I've ever received!"



**Advance Local**  
 Peter Barash  
 Sr. Manager, Enterprise Operations



I just want to extend my thanks to Joseph Q. and the AireSpring team. Your prompt, thorough and professional response in resolving this issue is greatly appreciated."



**Stantec Consulting Services, Inc.**  
 Mike Ward  
 Network Administrator



I wanted to send a quick note to thank you all (Christina M., Craig R., Kristin L.) for making this happen so quickly. Four weeks from order to install is commendable. I truly appreciate the effort that you all made to make this happen."



**Advent Lutheran Church**  
 Pam Miller  
 Business Manager



We had a problem-free installation and the ongoing support from AireSpring has been great. The trainer was extremely knowledgeable and was able to help us understand the phone system and show us how to get the most out of it. I would highly recommend their cloud business phone solution."



**Sun Logistics**  
 Joseph Colameo



Mike S. was very detailed and a pleasure to deal with. Most importantly, every time I've called him, he answered or called me back within 15 minutes. Such service builds great working relationships...Because of Mike I will be bringing all of our internet and voice needs to AireSpring."



**Veridian Credit Union**  
 Cory Stull  
 Technology Services Manager



Veridian is the largest credit union in Iowa, and I've been very pleased with AireSpring's MPLS service. The circuits have been very reliable. Anytime we've had a rare service issue, AireSpring support was on top of it and took care of it quickly. The project coordinator was also very helpful and made sure the project went smoothly."



**U.S. Venture, Inc.**  
Drew F. Weisse  
Network Administrator



I was truly impressed with the commitment and dedication to success from the account management team, the install coordination team, and post install on-going support for direct internet access (DIA) connection via AireSpring. Truly a positive rewarding experience and I would recommend AireSpring DIA services."



**Inmate Calling Solutions**  
Brian Dietert  
Director of Telecom Operations



We purchased AireSpring's contact center solution, AireContact, to enhance our contact center operations. We did not anticipate AireSpring's excellent customer service. AireSpring has a true partnership spirit with its customers. They really worked to make AireContact serve our purposes."



**Sunny Border Nurseries, Inc.**  
Carol Anthony  
Controller



What a pleasant surprise when I needed to contact AireSpring for customer service! In just a few minutes, my transactions were completed and best of all, I found someone who really understood the importance of taking the time to be sure I was satisfied with my AireSpring experience."



**Coast Central Credit Union**  
Ed Christians  
VP of Information Systems



Increased circuits from AireSpring have greatly increased bandwidth for our back-office operations. Now that we have so much more bandwidth, we can get jobs completed more efficiently, add more content and even have some additional cloud-related services—something we could never have before."



**Pawn South, Inc.**  
Houston Barnes  
Operations Director



Ernest K. was very helpful and knowledgeable. Ernie resolved my issue within a matter of seconds. I feel confident in reaching out to him for further assistance knowing he will be able to resolve any trouble I may be having."



**Compliance Solutions, Inc.**  
Ron Shelton



I just wanted to drop you a quick line to compliment AireSpring's team in the design, activation and training for our new HPBX. Your team adjusted schedules to meet our needs, not theirs. Gian R. and Grace C. were always available to answer questions, correct configs and adjust to our needs."



**Xylem Water Solutions, Inc.**  
Charles Miller



Yousra M. and Eric S., thank you both for always taking care of my account needs. When my company puts unforeseen demands on me, I feel confident getting the required results knowing you're my support team."



**Dimension Hospitality**  
Rob Shelton



Lyn B. did an excellent job troubleshooting remotely and being patient enough to listen to what may have seemed like small details to others. Lyn also knew enough to know that he needed to escalate the request instead of simply closing the ticket."



**Strickland Companies**  
Stacy Taylor  
Customer Care Specialist



Bill S. was exceptional. He called back to make sure in detail of what was happening and stayed in touch after the initial call by email to make sure no more issues were going on. I appreciate that so much. Thank you."



**Coilmaster Corporation**  
Hugh Earnheart  
VP Software Development &  
Business Analytics



I just wanted to pass on my appreciation for Rachel C.'s efforts last week. She is a jewel! She was, by far, the most pleasurable individual we worked with on this initiative. She was outstanding with her follow-ups every day."



**Central Network Retail Group, LLC (CNRG)**  
Scott Wright  
VP Information Technology



Yousra M., with all the work you have done with CNRG, I couldn't be more comfortable in getting more projects your way. You are a very professional and organized PM."



**Wilson Logistics**  
Dan Brewer  
Director of IT



Everyone that I worked with at AireSpring on this issue went out of their way to help. This was a service outage on a 24/7 business that took quite a bit of time to resolve. I want to call out Sosi S., Sujoy D., and Mike C. among others that worked so hard to resolve the problem."



**JET PARTS INC**  
Danny Suber  
VP of Sales



Just a quick thank you to you, Tim H. and your team! I'm truly impressed already with the responsiveness, clarity and the ability to shift gears. Thanks again everyone."



**RCG Network Engineering**  
Todd Turner  
System Administrator



I was able to email AireSpring and they have rebooted for me without any question. Probably [among] the best support I've gotten from an internet company."



**Pratt Industries**  
Thomas James McGee, Jr.  
Network Infrastructure and Project Manager



Thank you, Mayra A., for assisting me in getting this and CONV Atlanta done today. Your team was efficient, and we were able to get both of them done quickly. Please pass on my thanks to Jotam T."



**GFA World**  
Di Cortado  
IT Administrator



Thank you, everyone! That was such a straightforward test, with VERY clear calls and no issues whatsoever placing and receiving calls. This has certainly alleviated a lot of stress on my part knowing that we are almost set for our cutover next year. Just imagine me doing cartwheels!"



**Soft Surroundings**  
Robert J. Fitzgerald  
IT Project Manager



Brad has been the true definition of a partner to me this year in helping research and resolve issues that have come up. He always is willing to be a part of the fix as opposed to pointing to another application--he doesn't just hand the problem off. His ability to jump into a situation and take control of the AireSpring side is incredibly reassuring when we are in the middle of projects."



**Logic TCG**  
Yohan Ruparatne  
President



Thanks, Cathy! You've been nothing short of amazing through this process. My first experience with AireSpring, and you've set the bar pretty high for others to follow."



