

## DEPENDABLE FRONTIER SOLUTIONS FOR EAST STROUDSBURG AREA SCHOOL DISTRICT



### EAST STROUDSBURG AREA SCHOOL DISTRICT-FRONTIER PARTNERSHIP

Brian J. Borosh, Director of Technology

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#### East Stroudsburg Area School District

Located in Pennsylvania, the East Stroudsburg Area School District (ESASD) encompasses more than 214 square miles in two of the fastest growing counties in the state, Monroe and Pike. It enrolls approximately 7,800 students and employs about 1,300 full- and part-time staff. Comprised of six elementary, two intermediate and two high schools, the district is diverse and devoted to preparing students to become creative, productive and responsible citizens in a continually changing and challenging world.

#### A GREAT PARTNERSHIP:

##### Frontier and East Stroudsburg Area School District

Frontier Communications and ESASD have worked together for more than five years. Experts at handling education technology challenges, Frontier offers products and services that are reliable, secure and a great value. ESASD relies on Frontier for a variety of voice services for its ten schools, including local and long distance calling, Caller ID, Direct In Dial lines and Smart T-1 lines. And PRI lines, provided by Frontier at each school location, enable traditional phone lines to carry voice, data and video traffic.

Brian Borosh, Director of Technology for the district, points out that Frontier is a great partner to work with. "Their services are consistent, they're very user-friendly and they're caring," he states. "They care about the customer and the products they deliver to the customer."

#### Making Dollars Go Further

Frontier helps their customers save money by thoroughly reviewing customer accounts and identifying any inefficiencies. When oversight of the district's phone systems was added to Mr. Borosh's management responsibilities in January, Frontier's sales representative worked with him to reduce services and cut costs. Together they went through and evaluated everything the district was using. They cancelled some services that were not being utilized by the district and developed a cost-effective solution for each area of the district. Mr. Borosh stated, "Basically, we were able to rightsize everything we needed."

**"We were able to reduce some of the services we have with them and cut some costs. Frontier worked with us really well on that."**



#### FRONTIER DELIVERS

When it comes to reliability and consistency, Frontier delivers every time. For over five years, the phone services provided by Frontier for ESASD have been very stable. "If there has been an issue," Mr. Borosh noted, "they're very quick to rectify it." Earlier this year, when a rough weekend storm caused a phone system outage for several of ESASD's locations, Frontier pinpointed the problem to a switching station that was affected by the storm. Phone services for the school were up and running within a half-hour.

**"We know that they'll fix it right away if there's an issue."**

### Providing Peace of Mind

Managing the technology needs for ten schools, Mr. Borosh and his team are often reprioritizing their workloads throughout the day. "You can never really have a good structure in place [for the day]," explained Mr. Borosh. "When you're working with technology, something's always going to come up that will throw you for a little bit of a loop." Frontier helps the district with this challenge, because with Frontier as a partner, phone service is one less thing that Brian and his team have to worry about. Frontier's landline service is the most reliable, safe and accessible in the markets they serve. "The reliability of the phones is a non-issue," stated Mr. Borosh. "They are reliable. And Frontier's service is consistent."

### Frontier Value

Like many other sectors, education technology has felt the stress and financial strain of deep budget cuts. Frontier understands that cost is an important factor for many of their customers when they choose a communications company to partner with, especially in today's economic environment. When the service contract between ESASD and Frontier came up for renewal, Mr. Borosh stated that Frontier had the lowest price once again. And he expects that as their technology communications needs change, Frontier will continue to provide them with costeffective services.



### Frontier's Proactive Team.

Frontier is committed to the communities it serves, and that really shows in the relationships that they develop with their customers. Kathy Dragon, a Frontier representative for over 18 years, regularly meets with Mr. Borosh to ensure things are running smoothly. She encourages dialogue and regularly checks in to ask her customers if they are happy with everything. If not, she works to immediately address it. "Frontier works with us hand in hand," Mr. Borosh adds. "Kathy's always happy to take phone calls from me anytime. If we have a question, we know we can give her a call. They're very proactive."

**"Frontier has a very customer-oriented, friendly type of style, both with their sales folks and technical members of their team. They're very approachable and very easy to work with."**

### Frontier — Your Communications Technology Partner

At Frontier, we're proud that our landline and broadband networks offer reliability, superior uptime access, security and value. We match organizations with the right products and services at a competitive price. Our services include voice, High-Speed Internet, satellite video, wireless Internet data access and data security solutions for small, medium and large organizations. **To learn more, call us at 1.877.561.7274.**

