

CUSTOMER TESTIMONIAL

TDS® High Speed Internet and Voice Service:

“One of the great benefits of the increased Internet speed is when I’m updating computers or servers, it’s done so much faster. The actual patching and update processes are very quick. The service has been very stable.”

Bob Doeden, IT Project Manager



The Customer

Prairie Athletic Club is Wisconsin’s largest single recreational fitness club with over 250,000 square feet of facilities. Located in Sun Prairie, they have served their members’ needs for over 40 years by providing hot yoga, 125+ pieces of cardio equipment, a free-weight room, 100+ weekly group fitness classes, personal training, 6 racquetball courts, 6 basketball courts, large indoor tracks, an indoor soccer field, an outdoor water park, and much more.

In addition, PAC runs Prairie Athletic24, a 24-hour health club located just across the street. The combined membership between both clubs is over 10,000 members.

The Challenge

Prairie Athletic Club needed more bandwidth. They were having periodic outages, especially at Prairie Athletic24. Because of the slow Internet speed, the IT project manager spent more time than necessary when updating computers and servers.

Customers had trouble accessing the PAC website to view and sign up for available programs.

PAC was locked into paying for more phone lines than they needed with another service provider. They also wanted to save money on their communications costs.

The Solution

High-Speed Internet 100M x 100M stabilized the environment allowing for faster speeds and no down time. For voice, managedIP PRI (Primary Rate Interface) service provides the right number of lines needed for the club and is expandable to analog lines when the business requires additional lines. Plus, MIP PRI includes free unlimited domestic long distance service—an added bonus.

The biggest difference: TDS pricing was significantly lower than our competition. The reliability and service from TDS exceeds the expectations of the customer.

The results: Switching to TDS was a slam dunk for PAC. Reliable high-speed Internet and phone service mean a stronger, healthier business overall.

“TDS addressed our challenges by decreasing the cost of services and increasing the performance of the services we currently have.”

Bob Doeden, IT Project Manager



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