

CUSTOMER TESTIMONIAL

TDS® High Speed Internet and Voice Service:

“As a business owner, it’s important to me to be able to call a service provider’s customer service with questions or service issues. When I call TDS, I’m connected with a live person immediately, and they are able to answer questions about my service. The TDS customer service is much more prompt and friendly than our previous service provider.”

Kelly Harnisch, Owner/Manager, Splurge



The Customer

Splurge is a home décor gift store located in Sun Prairie, Wisconsin. In business for 11 years, the shop was originally located in Cottage Grove. The move to the Shoppes of Prairie Lakes four years ago doubled the size of the store. The store is filled with “Nothing you Need...Everything you Deserve!” Home décor, greeting cards, candles, signs, handbags, jewelry, gifts, floral, painted wine glasses, lamps, bath and body products including lotions and soaps. Many products are made by local artists and made in the USA.

The Challenge

Splurge needed faster Internet to provide enough bandwidth for the register, credit card service, and Wi-Fi for customer devices. The Internet speed slowed with all of the devices drawing from the bandwidth. The store owner didn’t want to pay \$30-\$40 per month to get a faster speed from her previous service provider.

The Solution

A TDS account executive looked at the current Internet bill to determine the service and speed Splurge was receiving. TDS installed the 100M x 100M High Speed Internet, which provides symmetrical upload and download speeds for faster access. The Internet service costs less than the service Splurge previously had. Speed matters in a gift shop, especially during the third and fourth quarters of the year when there are more customers in the store. The staff needs to be able to count on the Internet to assist customers.

The biggest difference: The faster speed allows the shop employees to serve customers more efficiently. TDS provided a faster Internet speed at lower pricing than our competition.

The results: Splurge now has the Internet speed and efficiency they need *and* deserve.

“On a scale of 1 to 10, I rate TDS a 10. From the salesperson who came in and showed us what TDS has to offer to the customer service to the technician, all positive experiences.”

Kelly Harnisch, Splurge

