



The Telephone Company now ***In Good Company***, proudly serving as the preferred telephone vendor for First Service Residential!

The Telephone Company is a public utility of telecommunications with over 11 years of experience in reselling landlines at the lowest rates in the state. We also offer a broad spectrum of solutions such as internet, VoIP, and cellular services.

What is a reseller? We purchase AT&T landline service directly from AT&T and resell it to the consumer under our brand. Regardless of the name on your bill, if you have a landline in greater Chicagoland it is still AT&T service.

How are our rates so low? We proactively offer the best value plans all the time no haggling, we receive a significant reseller discount, and our profit margins are lower than any other carrier including other resellers.

Are there any other benefits aside from lower costs? We become your reliable telephone expert that always has your best interests in mind. We clean up any messes and help managers systematically arrive at a solution that is effective and efficient. We take care of as much legwork as possible because we understand managers are extremely busy.

Who do I contact if The Telephone Company is my provider? The Telephone Company. If you try to contact AT&T or another company they will redirect you to The Telephone Company.

How are transfers handled/downtime? The network does not change so transfers are seamless! Transferring is a change in billing where AT&T retail shuts off their billing and AT&T resale starts billing The Telephone Company. The Telephone Company then bills the consumer. Our transfer orders notify your carrier what is transferring automatically. If you had to sign up for devices/plans not being used we will contact your carrier for you to cancel.

What if I have a service issue/account question? No more long holds, multiple transfers, or contract negotiations. You will have access to call, email, or open a ticket. In addition, every property manager will have a dedicated and extremely responsive account manager that prioritizes service issues above any other request types. Only AT&T can work on their network – we would collectively isolate the issue to determine if the issue is reported to AT&T or if the issue is in the building wiring/network. We have over 11 years mastering the underpinnings of AT&T support systems. We can get your issue handled quicker versus you working directly with AT&T retail. We become your telephone advocates!

What if I am in a contract? Don't wait until your contract ends to switch. In most cases monthly savings far exceeds monthly termination charges so your property will benefit from switching today!

FSR special Discounts. Properties managed by FSR will be eligible for a credit up to the first month of service free when in a contract.

How is savings data calculated? We analyze the calling features used, usage records, contract termination charges, and future goals to develop a proposal. The data is then compared to your current costs to provide monthly savings, annual savings, and percentage savings.

How much effort is required to switch? This process could not be easier. Just send over the most recent full invoice and we take care of the rest. We are available to talk to the board before or during any required voting. We notify your carrier of the transfer and cancel unproductive services. We communicate your projected transfer date. We are on standby the day of the transfer. We follow up after the transfer. You have a partner that is there for you every step of the way!

For all inquiries please contact: John B Servedio 224-257-2262 or John@TheTel.co