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Frank Ferrara
Manager of Telecommunications
Princeton University

Industry:
Higher Education

Size:
5,000 Undergraduates
6,000 Faculty & Staff

Location:
Princeton, NJ

Founded:
1746

Web site:
www.princeton.edu

Princeton University

Customer

Chartered in 1746 as the College of New Jersey – the name by which they were known for 150 years – Princeton University was British North America's fourth college. Located in Elizabeth for one year and then in Newark for nine, the College of New Jersey moved to Princeton in 1756. They were housed in Nassau Hall, which contained the entire College for nearly half a century. Princeton simultaneously strives to be one of the leading research universities and the most outstanding undergraduate college in the world. As a research university, they seek to impart the highest levels of discovery, transmission of knowledge, and understanding to their graduate students. Princeton is also unique among research universities in their commitment to undergraduate teaching.

Situation

Princeton's experience with their previous carriers had been less than stellar. There was a time when their previous provider just could not meet all of Princeton's growing communication requirements. According to Princeton Manager of Telecommunications Frank Ferrara, "The University was growing out of their NXX and needed to obtain another one." The positive relationship that was forged early on between Ferrara and PAETEC was the driving force behind the switch from their previous provider to PAETEC.

As a long-time friend of former PAETEC Executive Vice President Dick Ottalagana, Ferrara was assured that the company could provide a proactive solution to his problems. "It's the confidence factor," Ferrara explained. "PAETEC has the confidence to alert us of a potential problem before anything has even happened." Princeton began with 800 Origination from PAETEC and as they felt more comfortable, migrated additional services. "I trusted PAETEC to come through for me whenever I needed it," Ferrara remarked.

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Solution

Princeton is now provisioned with the following PAETEC services for their students and administrative staff: 800 Origination, Local, Long Distance, Calling Cards, and direct termination services. PAETEC has provided a cost-effective and user-friendly voice solution, according to Ferrara, "without raising internal rates."

Princeton's PAETEC Account Management team has gone above and beyond, and according to Ferrara, "It was refreshing to know that PAETEC's promises were not just empty marketing rhetoric." When Princeton decided to acquire a new NXX, their PAETEC contacts saw to it that the cutover "went very smoothly." It was a daunting task, but Ferrara had no doubts that PAETEC was up to the challenge. "I was assured that they would personally make sure that everything would run without a hitch. Sure enough, only a few hours later we were up and running with over 10,000 new lines."

Result

Because Princeton has been so impressed with "the integrity of the company," they will continue to migrate services over to PAETEC. Just recently, Princeton signed a contract with PAETEC for Local and Long Distance services. Ferrara remarks that it was an easy decision to have PAETEC provide the additional services. "Our business goals are to provide the best telecommunications service to our end users," he states, "PAETEC's reliability is an important factor in that formula." Ferrara is pleased to report that the savings the Telecommunications Department realized, by switching to PAETEC's services, helped them to not only prevent increases in their end-user charges, "but allow us to provision services at a very cost-effective level." Not only has Princeton's experience with PAETEC been financially advantageous, but the level of service has been excellent as well. "PAETEC's customer service and support have been very responsive to our inquiries and needs for service – our expectations have indeed been met."