

# AT&T Companies Support Communications for Webber's Truck Service Inc.

## CHALLENGES

As an aspiring entrepreneur, Hart Webber's first venture into the business world occurred nearly 35 years ago when he owned and operated four gas stations in Connecticut. Unfortunately, Webber faced many daunting situations over the years, including robberies and theft, which prompted him to explore new business opportunities.

As a gas station owner, Webber recognized the need for tractor trailer service and repair for truck drivers on the road as well as the potential revenue a fleet truck repair service could generate. In 1970, he decided to leave the gas station business for a safer and more profitable venture and opened the doors to Webber's Truck Service Inc. Today, the company operates out of Enfield and Willington, Connecticut, with a workforce of approximately 18 employees.

A stable and reliable telecommunications provider is essential to Webber's business. In addition, Webber requires continual support for his company's growing network needs, including high-speed and reliable Internet access. He also needs a provider that offers a reasonably-priced calling package to support multiple phone lines with local and nationwide calling, voice mail, and call forwarding services at both of his business locations.

From the company's inception, Webber has relied on the new AT&T family of companies<sup>1</sup> to provide the highest quality connection for his phone lines and network needs. Today, AT&T companies meets the needs of his business by providing local and long distance telecommunications services, as well as SBC Yahoo!® DSL<sup>2</sup> service.



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**Hart Webber, owner,  
Webber's Truck Service Inc.**

## SOLUTION

Choosing AT&T companies was an easy decision for Webber. Reliability at a reasonable price was the combination Webber needed for his company and he found AT&T companies could deliver that and more. AT&T companies currently provide Webber's Truck Service with CentraLink® 2100 service, which enables the company to obtain PBX-like features without the capital investment of a phone system. The service also allows Webber to add or drop phone lines and features, such as call forwarding and call waiting, without paying for costly equipment changes.

"When I ran gas stations, I never required a reliable telephone provider," said Hart Webber, owner, Webber's Truck Service Inc. "Now, it's a vital part of my business. Since we're the only fleet truck repair service in the area, getting through to Webber's is just as important to customers as it is to me."

Webber knows from past experience that he can rely on AT&T companies. For example, last winter, an underground telephone line that serviced Webber's business became damaged due to below-freezing temperatures. AT&T companies immediately dispatched a crew and quickly ran a telephone line above ground to ensure Webber's Truck Service retained connectivity.

"The situation could have been a real crisis for us," said Webber. "But AT&T companies arrived swiftly to resolve the problem. Later, when the surface became soft enough, they went underground to repair the broken line."

## RESULTS

By using AT&T companies as his service provider, Webber has been able to focus his efforts on serving customers, rather than worrying about his company's phone lines and network connection. In addition, by bundling services, Webber has saved money through consolidation of his monthly bills.

"I've stayed with AT&T companies because of the excellent service and experiences I've had with them," said Webber.

<sup>1</sup>Services provided by former SBC companies, which are now part of the new AT&T Inc.

<sup>2</sup>With the close of its acquisition of AT&T Corp., SBC companies are currently making the necessary legal and regulatory filings required to offer products and services under the new AT&T brand.

### About the New AT&T

AT&T Inc. is one of the world's largest telecommunications holding companies and is the largest in the United States. Operating globally under the AT&T brand, AT&T companies are recognized as the leading worldwide providers of IP-based communications services to business and as leading U.S. providers of high-speed DSL Internet, local and long-distance voice, and directory publishing and advertising services. AT&T Inc. holds a 60 percent ownership interest in Cingular Wireless, which is the No. 1 U.S. wireless services provider with more than 52 million wireless customers. Additional information about AT&T Inc. and AT&T products and services is available at [www.TheNewATT.com](http://www.TheNewATT.com).



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