

## **Lightning strike in Georgia brings help from Illinois.**

*DNDC Telephone Company restores Mitel phone system...and customer confidence.*

Colorado Springs, CO – October 4, 2017 – When the phone rang at the [Cetis](#) office in Champaign, Illinois, Anna Saint, General Manager, [Microtel Inn & Suites](#), Jasper, Georgia, was desperate to get her hotel phone system back in service after a recent lightning strike. After more than a week of phone calls and broken promises, Anna had finally decided to call the Wyndham Hotels corporate office vendor support line, and was pleasantly surprised at the results.



“I was really frustrated, when I finally called Wyndham support,” Anna shares, “They advised me to visit the company’s online vendor partner portal to find help. So I began scrolling for the first telephone vendor I could find on the list, and arrived at “C” where I found the listing for Cetis, Inc.,” she explains.

According to John Grubb, Senior VP Marketing, Cetis Inc., “I could sense Anna’s frustration when I picked up the phone. She was polite and informative, but let me know that she had just about exhausted options for help. A lightning strike had disabled the Mitel SX200 switch at the Microtel hotel, and none of her back office or guest room phones were working, so she was doing her best to manage the property with cell phones. I let her know that Cetis manufactures telephones and did not sell or maintain [Mitel](#) phone systems, but assured her that I would call [DNDC Telephone Company](#), a local Mitel Silver Exclusive Partner, and speak with John Calderon, our longtime Cetis reseller partner in Champaign, Illinois. After hanging up the phone with Anna I was able to reach John, and share a few details about the challenges Anna was experiencing. John then placed a call to Anna’s mobile phone, which initiated a process that resulted in him dispatching a Mitel-certified technician team to Jasper, Georgia to get the hotel phone system back up and running,” Grubb concludes.

According to John Calderon, CEO, DNDC Telephone Company, “Since we specialize in service and supporting the hospitality industry, we were able to immediately address the challenge facing Anna. After getting exact details pertaining to the property, discussion options, pricing, and planning the next steps, we could not only provide an agreeable quote to Anna, but we were able to assist her with every question that came up concerning the aftermath of the lightning strike, he explains. “We were then able to quickly put together

the desperately needed replacement system, program it to their specifications, and personally deliver and install the equipment. Once everything was in place, the Microtel staff was trained on the new Mitel system, and we continued to follow up with Anna during the next few days to confirm that all operations were back to normal. What began as a catastrophe for Anna and the Microtel Inn was soon resolved once DNDC was made aware of the situation. As a long-time Mitel Partner, DNDC operates under the Mitel motto "We will *Never leave the customer behind*"! Because of this motto as well as our drive to be an advocate for our customers, all the steps taken are DNDC standards for assisting and maintaining our customer communication systems. This is exceptionally true for customers who suddenly find themselves without communications with their clients and patrons. We support businesses of all sizes and appreciate every opportunity to serve the business community, regardless of geographic location" with our Premise and Hosted Mitel platforms," he concludes.

To book reservations at Microtel Inn & Suites Jasper call +1.800.337.0050. To reach DNDC Illinois, write [sales@dndcillinois.com](mailto:sales@dndcillinois.com), or call 1-888-737-0011 for Mitel sales and service solutions, and Cetis telephones.

### **About Microtel & Suites Jasper**

[Microtel Inn & Suites](#) by Wyndham Jasper hotel is located at 171 H. Mullins Court, Jasper, GA, 30143 off Highway 5/515, offering comfortable, affordable accommodations whether you are with us just one night, or are planning to stay and enjoy the area. Amicolala Falls State Park, with its beautiful waterfalls and hiking trails, is just minutes away. Head to Moto Mountain Park for ATV action and thrilling zip lines, or head to Carter Lake for great fishing. Enjoy a tour and tasting at Sharp Mountain Vineyards, the premier vineyard of Georgia. All the shops, restaurants, and sightseeing destinations of Atlanta are an easy day trip away.

### **About Mitel**

Powering more than 2 billion connections every day, [Mitel](#) helps businesses connect, collaborate and take care of their customers. With over 2,500 channel partners and regional headquarters around the globe, Mitel has a global reach, but also a local touch.

### **About DNDC**

[DNDC Telephone Company](#) designs, installs and services total communication packages, including Advanced Telephony Solutions with our on Premise and off Premise Hosted platforms residing in the Mitel Cloud. DNDC also offers Local and Long Distance Services, Cabling and Internet Access. With offices in Peoria, Champaign, IL with satellite offices in Florida and Texas and our sister company in Chicago, Illinois, we are a senior partner and top Mitel Dealer in Central Illinois.

### **About Cetis**

[Cetis, Inc.](#) designs, engineers, manufactures, and supports Teledex®, TeleMatrix® and Scitec® branded telephones, and USB charging solutions. Designed specifically for



hospitality applications, Cetis products are preferred or approved by all major hotels and leading organizations globally.

Contact:

John Grubb

Senior Vice President of Marketing

+1.217.898-7610

[jgrubb@cetis.com](mailto:jgrubb@cetis.com)