

# Exceeding Expectations: Winning with World-Class Customer Service in Your ISP





# BEFORE WE BEGIN

- Attendees are in listen-only mode
- Use the Control Panel to access additional tools
- Please submit questions using the Questions panel
- The On-Demand Replay of today's webinar will be available within 24 hrs on the FBA website under Events / Webinars



# Exceeding Expectations

Winning with World-Class  
Customer Service in Your ISP



## Presenters



Georgette Lopez-Aguado  
VP of Client Relations

**Sonar Software**



Drew Beverage  
CEO

**360 Broadband**



Sara McCombs  
Customer Service Supervisor

**Clearnetworkx**



Thank you!





# JOIN US IN PHILADELPHIA, PA

[REGISTER NOW](#)

**TUESDAY, MARCH 25, 2025**  
*The Westin Philadelphia*



REGIONAL  
**FiberConnect**

**Fiber  
Broadband**  
ASSOCIATION



# FIBER CONNECT 2025

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**June 1-4, 2025**

Gaylord Opryland Resort &  
Convention Center

Nashville, TN

**Save the Date!**



# 2025 Regional Fiber Connect Locations

**Philadelphia, Pennsylvania - March 25** | *Digital Equity*

**Anchorage, Alaska - July 17** | *Fiber and Fixed Wireless*

**Toronto, Canada - August 19** | *Fibre Economics*

**Spokane, Washington - September 16** | *Urban & Suburban Digital Divide*

**Scottsdale, Arizona - October 16** | *Tribal Broadband*

**Kansas City, Missouri - November 11** | *Demand Drivers*


Contact Lucy Green ([lgreen@fiberbroadband.org](mailto:lgreen@fiberbroadband.org)) for Exhibit and Sponsorship Opportunities





# Volunteer Now!

We need skilled fiber optic technicians to design, deploy and troubleshoot fiber optic networks. The FBA OpTIC Path Program is our answer to this critical need — but requires volunteers like you to instruct future fiber technicians.



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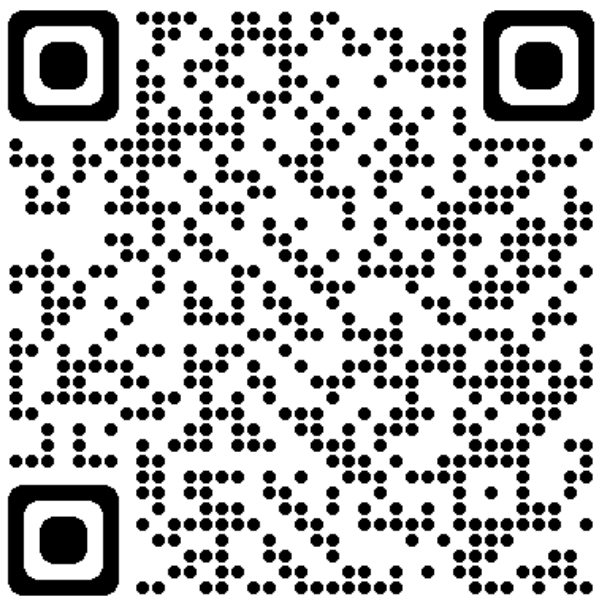
**WE WANT YOU TO HELP**  
**TEACH FUTURE FIBER TECHNICIANS**

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Volunteer to teach!



# Upcoming FBA Webinars



Visit the FBA Website to discover & register for upcoming webinars & events <https://fiberbroadband.org/events/>



Featuring **Gary Bolton** - FBA President & CEO

*Wednesdays at 10 AM Eastern*

