



Eastern Oregon Net  
delivers high-quality calls  
and saves money with  
thinQ Voice



“Are you thinking too much about your voice termination issues? Let thinQ do the thinking for you. Their technology follows your routing policies just the way you want so you can sleep well at night.”

**JEFF CREWS**

*Chief Technology Officer, Eastern Oregon Net Inc.*



Eastern Oregon Net, Inc. (EONI) provides voice service and phone systems to residential and commercial customers in Union, Baker and Wallowa counties.

The founders of EONI created PriorityONE Telecommunications, Inc. which is a Competitive Local Exchange Carrier (CLEC), in 1999. PriorityONE is wholly owned by EONI and is the entity providing voice and other services regulated by the Oregon Public Utility Commission.

## HIGHLIGHTS

### OPPORTUNITIES

- Significant call quality problems with existing voice provider
- Inability to set custom routes to get high-quality calls at the best possible price
- Lack of tools to research, solve common issues
- Unresponsive customer support

## GOAL

Provide High-Quality Voice Service & Save

“

“I had to reduce my costs for long distance termination... thinQ Voice was the solution. Now I can focus on other parts of my business and don't have to think about our calls getting completed at the best price. It just works.”

Jeff Crews is co-founder and Chief Technology Officer at Eastern Oregon Net, Inc. (EONI). His company provides voice service to homes and businesses, as well as operating its own toll-free support line.

“

After getting frequent poor-quality outbound calls through his original carrier – and overpaying for every dial – Jeff began the hunt for a new provider. “We started getting some really bad audio problems and calls weren't getting completed,” Jeff said. “We couldn't get it figured out, support wasn't any help, and we couldn't wait any longer for their pains to get resolved.”

Jeff knew he had to find a solution that allowed him to take control of call routing across multiple providers, mitigate outages, and eliminate persistent call quality problems. “I was new to the iCR concept,” Jeff said. “The idea of being able to pick carriers and set my prices of what I'm willing to pay across discrete carrier sets was key.”

## SOLUTION

Use thinQ to Route Calls, Mitigate Outages & Save

With those needs in mind, Jeff began researching a new solution provider. “That's when I found thinQ and your intelligent call routing,” Jeff said. “I needed to be able to adjust my call routing as needed, anytime, 24/7.”

“

“Now I can go in and have total control over where the calls are going, so no more downtime. I knew thinQ was the answer to reducing costs and address all of our carrier issues simultaneously.”

## SOLUTION

- Install thinQ Voice to get 40 voice carriers, provision and port numbers fast
- Route calls to drive down costs, deliver high-quality calls, unlock flexibility
- Get self-guided tools to research calls, set custom routes, mitigate outages
- Access a responsive support team with deep expertise

## OUTCOMES

- Save on monthly voice costs
- Happy customers who get high-quality calls every time
- Custom call routes avoid outages and deliver industry-leading up-time
- Use real-time tools to research, solve call quality issues
- Fast support response time

The most important capability thinQ delivers to EONI is its iCR. "I'm able to see which providers are handling our calls, and when an issue or outage arises, I'm able to drop them out immediately," Jeff said. "We're able to get things fixed fast and your support team is always there to help us get around carriers that have problems. Fast."

“ I had to reduce my costs for long distance termination... thinQ Voice was the solution. Now I can focus on other parts of my business and don't have to think about our calls getting completed. It just works. ”







Ready to eliminate voice carrier pain points?

Want to decrease monthly  
voice costs by 40-70%?

There is a better way.

[GET A DEMO](#)