

Gene  
Bethany

Rick  
Joe

Steve  
Jennifer

Robin  
James

David  
Randy

John  
Sierra

# HOW DOU DUO?

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COMMUNITY REPORT 2021

 DUO BROADBAND



## We hear you!

**EVERY DAY FROM ACROSS OUR REGION WE GET REQUESTS** for internet, tv, and phone service. Parents who need internet for their kids school work. Retirees moving back to our community and building a new home. Young adults renting their first apartment. Business owners with a need to connect multiple locations across county lines. Entrepreneurs who have built businesses from home that are completely online. Vacationers who need internet at their houseboat or RV campsite. As the range of services offered through our fiber optic broadband network expands, so does the variety of requests we receive.



**Thomas E. Preston**  
Chief Executive Officer

**AND EVERY DAY WE WORK HARD TO FULFILL YOUR REQUESTS.** DUO Broadband sets a same-day service standard policy. What does that mean? When our customers experience technical problems or issues we work hard to address the problem that day and fix it as quickly as possible. New service installations have a two-business-day target, so new customers won't have to spend weeks waiting for service.

**WE HAVE INCREASED SPEEDS AND EXPANDED OUR NETWORK.** Because of enhancements to our fiber optic broadband most of our customers now have access to internet speeds up to 1 Gig. DUO continues to increase service availability in our three core counties of Adair, Russell, and Cumberland. Even though many parts of rural America remain underserved with broadband internet, DUO continues its founding goal to provide reliable service where others would not.

**DUO BROADBAND HAS BEEN SUCCESSFULLY SERVING** the telecom needs of this region for more than 65 years. When you call DUO, you're not talking with someone across the country or around the world. You'll be served by people who live, work and play in this area just like you.

**DUO BROADBAND IS ACCESSIBLE, RESPONSIVE AND LOCAL.** We are ready to meet your residential or business needs — **no matter how you DUO.**

A handwritten signature in black ink that reads "Thomas E. Preston". The signature is fluid and cursive, with a long horizontal line extending from the end.

**Thomas E. Preston**  
Chief Executive Officer

Indian Hills  
Jamestown  
Columbia  
Burkesville  
Elliott  
Alligator  
Salem  
Greetsboro  
Fairplay  
Timber Pointe  
Rock House  
Lily Creek  
Windsor  
Grider Hill  
Date Hollow  
Russell Springs  
Esto  
Rowena

“We’re moving back to our Kentucky home and want to get internet.”

# WE DUO. DOU?



## Home Schools Small Business

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“After hearing the great reviews of DUO Broadband, the biggest factor was the availability of fiber optic service with exponentially more size and speed at a reasonable price. With more people having to work from home, as well as virtual learning for students, it is critical to have high speed internet availability to be productive,” says Todd Messer. Michael Ford, Superintendent of Russell County Schools, acknowledges it helps him rest easier knowing that when it comes to telecommunication services for the growing school district, DUO is a partner they can depend on and understands the needs of the community. Gavin McWhorter with Auto Color says “We decided to seek upgraded internet because our old service was not reliable. The criteria we considered important when choosing DUO Broadband was faster service to help perform the duties of our job and serve our customers.”



“I have a WiFi router but would like to get internet hooked up.”

“We just moved in and need internet for my kids school work.”

“We have a houseboat and need to obtain reliable internet service.”

“I am currently a Windstream customer. It takes DAYS to resolve any issues. I need fast, RELIABLE internet service.”



## Hospital Legal Services Manufacturing

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Rick Neikirk, CEO at Cumberland County Hospital, says “We have not been disappointed. We received a top-line system with reliability and almost immediate resolution to any issues we have had. Broadband far exceeds anything we have ever had.” As with most businesses today, reliable broadband internet service is important. But with some businesses, especially in rural areas of the country, reliable phone service is vital. Cross Law Office chose DUO Broadband to provide both after experiencing less than dependable service from other providers. “Speed and consistency of data transfer are critical in today’s business world. It is not an option. Without this technology, our region would suffer greatly in productivity and the ability to sustain the industry we now have,” says Randy Hart, CEO/President of Superior Battery Manufacturing in Russell Springs.



Kenn  
Gavin  
Chris  
Neal  
Val  
Thom  
Jesse  
Todd  
Olivio  
Mich  
Ange  
Dale  
Ter  
Roge

"I had your service until last month and dropped it. **Mistake.** I want it back!"

"We are moving in this weekend and need to get internet set up for remote working, streaming and gaming capabilities."

"New house construction. Would love fiber!!!"

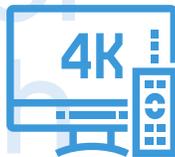
"We would love to get internet at our cabin so we can work from there."



## Healthcare Government Banking

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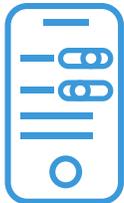
"The broadband and phone services delivered through DUO Broadband are an integral part of our daily operating and functioning. Without these services we could not complete our patient care duties," explains Terani Robertson at Primary Care Associates in Russell Springs. John Phelps, Cumberland County Judge Executive, also reports the responsibilities of county government absolutely demand fast, reliable internet and a phone system that can handle increasing day-to-day demands. Beyond the operations of the bank, Roger Meadows, VP/Chief Operations Officer, United Citizens Bank of Southern Kentucky feels DUO is delivering a vital resource to our rural region. "We need high-speed fiber in our area to allow us to compete with other areas. It affects employee productivity and allows businesses to operate efficiently. As more and more companies allow employees to work from home it is a critical infrastructure component for them to work effectively."





## Managed, Whole Home WiFi

DUO Broadband's BLAST Managed WiFi blankets your home inside and out with seamless connectivity and speed.



## Control in the Palm of Your Hand

Easily enable WiFi for your guests, set parental controls, with protection from malware and viruses — all from the CommandIQ™ App.



## Manage All Your Smart Devices

Keep track of home energy consumption, turn the lights on while you're away, keep watch with security cameras, and so much more.

Download the CommandIQ™ App at:



Learn More at [BLASTWiFi.com](http://BLASTWiFi.com)

# Learn more about DUO's Managed WiFi



Russell: 270-343-3131

Adair: 270-378-4141

Cumberland: 270-433-2121

[DUOBROADBAND.COM](http://DUOBROADBAND.COM)

