



PRESS RELEASE

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BAYOU INTERNET PROVIDES EXCELLENT CUSTOMER SERVICE AND SUPPORT FOR NORTHEAST LOUISIANA WORKFORCE

Monroe, La.— Bayou Internet, the largest independent Internet and Communications Service Provider in Northeast Louisiana, proves its commitment to excellent service and support with business customer, Northeast Louisiana Workforce (NE LA Workforce), a division of the Louisiana Workforce Commission.

Bayou has equipped the organization with four T-1 lines, multiple DSL lines for the smaller regional offices, VPNs, routers and a network that interconnects all of the parishes it serves. After its first year of service with Bayou, NE LA has had a noticeable increase in reliability and service. Since the implementation, NE LA Workforce has had very little, if any, downtime with the T-1 connections, as well as minimal downtime with the DSL connections. This flawless network performance allows systematic communication with other parishes in Northeast Louisiana, and with customers.

“Bayou Internet has exceeded all of our expectations. The quality of service and support is unmatched, and there is a technical support representative on hand 24 hours a day, 7 days a week,” says Danny White, program services coordinator for NE LA Workforce. “Our account manager is even available around the clock to answer any questions I have. We couldn’t have asked for better, friendlier service.”

Jerry Scroggin, co-owner of Bayou Internet believes that both companies share similar standards and position themselves as leaders in their fields by providing excellent customer service and support. “Bayou’s and NE LA Workforce’s experience and longevity have demonstrated to the community that we are well versed in our respected fields and have both set expectations to serve the entire Northeast Louisiana community,” comments Scroggin. “We have helped NE LA Workforce function more efficiently, so that it can focus its attention on serving the area’s workforce.”

Bayou creates commercial solution packages to accommodate companies and organizations of all sizes. Bayou offers the most advanced, T-1 and T-3 lines in packaged deals with a wide range of services for efficient, high-speed connections. To make high-speed Internet an option for small and medium size businesses, Bayou offers cost-effective packages combining a variety of services and Internet options.



About NE LA Workforce

NE LA Workforce, also known as the Workforce Investment Board for Ouachita Parish, is a division of the Louisiana Workforce Commission. The organization has provided job search, placement and training services to all of Northeast Louisiana since 1983. NE LA Workforce is a small organization with approximately 96 employees, whose main objective is to help 118,000 people living or working in Northeast Louisiana find satisfying employment by providing them with the tools necessary to locate, train and retain a skillful and prosperous job.

About Bayou Internet

Since May 1995, Bayou Internet has provided excellent communications services to both commercial and residential customers in Northeast Louisiana. Bayou's business solutions include network design & configuration, Virtual Private Networks (VPN), Wide Area Networks (WAN), Integrated Services Digital Networks (ISDN), High Speed DSL, High Speed Satellite Connections, Wireless, T-1 lines, T-3 lines and dialup connections. Additional offerings include Web site design, Web hosting, data transit, Web site advertising and Internet marketing. Bayou also provides managed services, fiber optic connections, spam filtering and content filtering. Today, Bayou is the largest independently owned Internet and communications service provider in Northern Louisiana, with corporate offices located in Monroe. "Louisiana 318, Our Field of View Begins with You."

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