

# Received Via Email

(Short history...)

I originally got ISDN for my jps.net account back in, well, I ordered it in August, and it finally got installed in October. I'm sure you know Pac Bell ISDN stories, too. :-).

By March, JPS was way oversold on ISDN, and not making good on POP upgrade promises. I started looking locally. I had actually started talking to In-con a year ago, before I went with jps, but they weren't quite ready for ISDN yet.

Anyway, Innovative Concepts has been one of the easiest ISPs to work with I have found, and I have had or been responsible for 11 or 12 different accounts with 6 or 7 ISPs, dating all the way back to when Cal Poly was the only game in town.

When I called up to set up the account, Lonny, the owner, and I worked on our respective ends while we were on the phone, and my router was connected to them within 10 minutes.

In-con isn't big, but they care more than most. There's no 24 hour tech support, but you can get the owner's and manager's pager #s for after hours problems. As I recall, their dialin is a T1, so all calls, modem or ISDN, go to the same phone number. I have only had busy signals once or twice, and it was T1 trouble. (The invoice says, if you ever get a busy, they want to know about it. I did, paged Sean, and he went and fixed it right then.)

-Chris Arndt  
-1997