



Yavanne Jaramillo

Customer Success Story

More Than Just a Connection: How Kit Carson Fiber Empowers One Local Business Owner and Caregiver

For many, high-speed internet is a luxury. But for one Kit Carson customer, switching to fiber three years ago was about something much more important: stability for her daughter and her community.

As a local business owner, rental caretaker, and dedicated Special Olympics coordinator, Yavanne Jaramillo's life is a whirlwind of activity. For her, the decision to switch to Kit Carson fiber wasn't driven just by her own professional needs, but by a deep desire to provide a stable, frustration-free home for her daughter.

Reliability Where it Matters Most

Leanna, who is autistic and disabled, relies on the internet for her music and movies. For her, a consistent routine isn't just a preference; it's a necessity. Before the switch, the frequent outages and slow speeds of their previous provider caused constant interruptions that were hard on the household.

"I ended up switching over to Kit Carson because it was a better service and higher speed... I did it more for my daughter," she explains. "She likes structure. When I had CenturyLink, the internet would just shut off. Now, with Kit Carson Internet, we've never had a problem in three years. It's been perfect."

Since moving to Kit Carson fiber, those frustrations have vanished. The service provides the stable environment Leanna needs to enjoy her favorite Metallica albums and Chinese food videos without a

hitch.

Powering Business, Charity, and a Busy Household

Beyond her home life, Yavanne's fiber connection acts as the engine for her professional and charitable endeavors. As the coordinator for the Special Olympics for 16 years and the owner of a local cleaning business, her internet needs to be as hardworking as she is.

In the past, high-bandwidth tasks like Zoom meetings were a constant struggle. Her previous service simply stalled under the pressure of a modern household. Today, Yavanne's home is a hub of simultaneous activity that her old connection couldn't support.

"I have Zoom meetings all the time for the Special Olympics, and that used to be slow," Yavanne says. "Now, I can be on both of my desktop computers in my office and Leanna is on her laptop and her phone... and things are much faster. I've noticed a big difference. The little dots are constantly moving, man!"

This multi-device reliability is a game-changer. In the past, the connection couldn't handle multiple users; now when Yavanne is filing business invoices and Leanna is streaming Metallica or movies, the bandwidth never falters. It's the difference between a connection that failed to keep up and one that finally empowers them to be online at the same time.

A Community Partnership

What sets Kit Carson apart for this customer isn't just the fiber optic cables—it's the people. She speaks of staff members like Samuel, Laura, and Nadine like they are neighbors, not just service providers.

"I love the workers at Kit Carson. They did a wonderful job. They were here and gone, hooked up everything, and asked if I had any questions. They treat you like a family over there."

This sense of trust has turned her into a local ambassador. She has successfully encouraged the owners of the vacation rentals she manages to switch to Kit Carson after guests complained about the slow speeds of the "other guys." Now, those visitors can work from or stream movies effortlessly from the vacation rentals, making her job as a caretaker much easier.

Looking Ahead

From organizing car show fundraisers to prepping athletes for the State Special Olympic Games in Albuquerque, this Kit Carson member is always on the go. By switching to fiber, she found an affordable, reliable partner that works as hard as she does.

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