



# Tutors and students love a network that's high in Fiber

- **Business needs** – Reliable, stable internet connection to support online teaching sessions.
- **Networking solution** – AT&T Fiber® delivers a fast internet experience, providing Call Tyrone Tutorial Services with the reliable connectivity the business needs to conduct virtual teaching sessions with students in South Carolina and Georgia.
- **Business value** – Fast, reliable connectivity at an affordable price.
- **Industry focus** – Education
- **Size** – Start-up

## About Call Tyrone Tutorial Services

Call Tyrone Tutorial Services LLC is an independently owned tutoring business. Currently, the company employs five tutors and offers its services to students between the ages of 10 and 18 in South Carolina and Georgia.

## The situation

Internet is the backbone of Call Tyrone Tutorial Services. The company conducts virtual private tutoring sessions from multiple devices. Tutors and students were frustrated, however, by slow internet service. Call Tyrone Tutorial Services needed to increase its bandwidth and reliability at a more affordable price.

## The solution

When AT&T Fiber became available in its area, Call Tyrone Tutorial Services wasted no time in making the switch. AT&T Fiber offered a less expensive, more reliable plan that supports the company's virtual lessons and the students who receive them.

## Helping students reach their potential

Call Tyrone Tutorial Services is a small, family-owned tutoring business founded by husband-and-wife team Monique and Tyrone Benson. Neither has a degree in education (her master's degree is in business and his is in public administration), but the couple shares a lifelong love of reading and a thirst for knowledge.

Tyrone Benson said his interests range from physics to biology to astronomy. He was that guy in college who used to take courses just for the fun of it.

The company specializes in helping students improve their academic skills through tutoring across a wide variety of subjects. It also assists high school students who are preparing for ACT and SAT college placement exams, as well as those taking AP classes that allow them to earn college credits while working toward graduation.

As Tyrone Benson contemplated retiring from his job at the Department of Veterans Affairs, he wanted to do something different with his life. "When you're retired, you kind of run out of things to do," he said. "I wanted to stay focused, and I wanted to give back to the kids."

Early in his life Benson's mother instilled in him a deep love of learning and a commitment to community service. A voracious reader, she generously shared her passion for reading with her son and many of his friends. His mother's example inspired him to look for ways to serve the community. Call Tyrone Tutorial Services allows him to continue the tradition of sharing knowledge.



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**Tyrone Benson**  
Chief Financial Officer, Call Tyrone Tutorial Services

## Catering to the individual

Initially, the company offered in-person lessons. Of course, COVID-19 shut down schools everywhere, so Benson reacted quickly. He migrated the business's operations to virtual and the business took off from there.

Private tutors can be a great resource for students who struggle to keep up with their studies, as well as those looking for a competitive edge boosting ACT or SAT scores. High school students taking AP courses benefit from the opportunity to get a head start on basic college requirements and one-on-one tutoring can help them develop strategies for overcoming hurdles to academic achievement.



Benson said there are many success stories in his business, but one in particular stands out. A high school student came to him struggling with reading comprehension. “She was an AP student,” he said. “She made straight As. But reading comprehension was one of her issues.”

Benson quickly identified the problem. The student focused more on speed than understanding as she read. Benson created a personalized lesson that specifically addressed the way she learned. He developed visualization techniques that helped her improve her reading comprehension skills.

“Most students are only passionate about what they love,” said Benson. “So we took our time and picked passages out of random stories. I read them and visualized them. Then I had her read them and visualize the story. Then we developed questions.” This approach helped the student dramatically improve her reading comprehension.

“She aced her AP exam and made me proud,” Benson said. Ultimately, the student received acceptance letters from more than one college, including the prestigious Boston College.

## Mentoring the mentors

Call Tyrone Tutorial Services seeks out and hires tutors who have strengths in different areas and matches them to students in their discipline. After assigning them the subjects they will be tutoring, Benson challenges the tutors to study two subjects in which they are weak.

“We help them become better at what they’re weakest,” he said. The practice brings them up to speed on history, calculus, biology, or chemistry. “We want to make sure that they’re improving, too.”

## AT&T Fiber supports multiple devices

The Bensons hope to one day operate a brick-and-mortar facility that offers kids a welcoming place for learning. Those plans, however, are on hold due to the continuing uncertainty surrounding COVID. The company remains 100% virtual for now, which is why the company absolutely needs strong, reliable connectivity and ample bandwidth. They conduct virtual lessons from multiple devices simultaneously. However, the internet service they had wasn’t performing up to the level they needed.

“We had so many devices that everything was running slow,” Benson said. “And I mean super-slow.”

At the recommendation of a friend, he reached out to AT&T Business. And that’s how he found out about AT&T Fiber.

AT&T Fiber delivers ultra-fast, reliable internet service at a great price for Call Tyrone Tutorial. “The package that was presented to us, we just couldn’t refuse,” Benson said. “We’ve been very pleased with every aspect of AT&T Fiber and AT&T Business mobile services. No issues. No problems.”

In addition to stellar internet service, Benson appreciates the superior level of communication he receives from his account team from AT&T Business. He especially enjoys the rapid response to billing inquiries and email communications. It’s the level of customer service and network performance that leads him to enthusiastically recommend AT&T Business to others. “A friend of mine is getting ready to open a business and I told him, ‘Do it through AT&T.’”

## A partnership into the future

Benson’s plans for expansion include his desire to form working partnerships with state and local governments and the Department of Veterans Affairs. Continuing his commitment to sharing knowledge and giving back, Benson wants to help underserved populations in his community, including the elderly and children with special needs.

“We want to expand to those segments of society that need help,” he said. “We don’t do this so much for the money. We do it to give back.”

Benson intends to work with AT&T Business as Call Tyrone Tutorial Services grows. In addition, he and his wife are also getting ready to launch a second business. And they’re not thinking twice about who to contact about their internet for the new venture. “We love the partnership with AT&T Business,” Benson said. “We want to continue it. I’m excited about the future and thankful for AT&T.”



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**Tyrone Benson**  
Chief Financial Officer, Call Tyrone Tutorial Services