

September 10, 2016

Although referred by my builder, I directly hired Texas Info Media (Steve Fairbanks) to design and install several media systems for a new-build lake house on Lake Bob Sandlin in East Texas. I began with an initial meeting with Steve at his office to scope out my needs and wants, and initiate the design, planning, and procurement process in a number of areas including whole house audio, whole house managed internet, multiple TVs and audio systems, security cameras and phones.

Additionally, he coordinated on my behalf other installations including satellite TV, Internet service, and security systems and monitoring. From my perspective, this was a relatively complicated design and installation made more difficult by the remoteness of the location, the lack of nearby high-quality service providers, and my primary residence being in another city about 100 miles from the lake house.

Throughout the process, Steve's performance was exceptional. His systems design was thoughtful, fit for use and built to last. His planning skills demonstrated his ability to multi-task while handling competing priorities and activities. His selection of components and materials was outstanding, and hit the mark in the house and with the applications. His installation and completion were first-rate with an emphasis on fit and finish. His communications were virtual and outstanding throughout the project. Finally, his customer support and service since installation have been timely and helpful, and he has continued to fine-tune systems to ensure they are optimally performing to their specifications and his design. In the end, it all came together on time and within budget, without disappointments or surprises.

On a personal level, I've thoroughly enjoyed working with and getting to know Steve. His professional competence and skill set, interpersonal skills and demeanor, work ethic, integrity and honesty, and communications and responsiveness are exemplary and truly unique.

I happily recommend Texas Info Media, and Steve to anyone looking for a high-end residential media design and installation.

Douglas E Yarbrough