

## Case Study: Custer Telephone

### Executive Profile



Custer Telephone was looking for a reliable service to expand their Broadband and Wi-Fi services in the greater Challis community in Idaho. Past devices provided a very limited life span, needing to be rebooted often and often needing to be replaced due to the product not working after power outages. BEC successfully deployed xDSL and LTE products in addition to providing customer service and support Custer Telephone could count on.

### Challenges

Custer Telephone was using a product that had a very limited lifespan and needed to be often rebooted. In addition to this, the greater Challis community suffered from many power outages, which caused a large number of their modems to stop working. Considering they were already using a pretty faulty product with a company who had very unreliable customer service, Custer Telephone Cooperative decided to make a change and find a more reliable device with improved uptime and product support.

### Our Solutions

Using BEC Devices has enabled Custer Telephone to expand their Broadband and Wi-Fi services, by delivering a myriad of solutions for their xDSL (5200W - BiPAC 5500W, 7800TNR2 - BiPAC 7800NEL, 8920NER2 - BiPAC 8820NX ) and LTE (6200WZL, 6800RUL - BiPAC 4700ZUL) deployments.

## Benefits

In their experiences with BEC modems, Custer Telephone reported they do not have any of the issues that they did with other vendors. According to their IT Manager, Ben Glenn, “the modems are very reliable, and we experience very few issues.” They replace far fewer modems than before this transition.

The customized firmware saves them a considerable amount of time on installation at their subscribers’ homes. They no longer have to program a modem for every install and BEC devices are “safe to go off the shelf.” Their technicians’ favorite part about BEC is the tools are easy to setup because they get pre-configured before shipment.

For Custer Telephone and many other similar environments, BEC Technologies’ equipment has proven its ability to handle the rigors of providing reliable internet services to the unserved and underserved communities. BEC customers expect increased stability and better overall performance, resulting in less maintenance than other products in the industry.

*“Customer service is a huge difference. I work with the same guys every time. They know my environment and needs.” A perfect example of this is how Custer Telephone recently began using BEC’s fixed indoor and outdoor LTE routers. Initially, the quality of service did not work to their liking, but BEC’s engineers spent weeks working with them to configure the routers to their exact needs and requirements. “The important part is BEC wanted to get things right and dedicated those hours to make a small customer like myself happy, which they did.”*