

Better Internet with a Managed, Dual-Band Gateway

COMTREND

CASE STUDY



AT-A-GLANCE



Customer

Sierra Tel



Location

California, USA



Industry

Service Provider

Challenge

- Sierra Tel wanted their customers to upgrade to a new gateway to receive faster speeds.
- The new gateway needed to be able to manage multiple streaming devices simultaneously.

Solution

- Comtrend's A/VDSL Bonded Gateway is used as the primary Access Point

Gateway

NL-3120: A/VDSL Bonded

BACKGROUND

Sierra Tel in California is Eastern Madera and Mariposa's preferred provider of integrated telecommunication solutions, delivering exceptional products, service and customer support since 1895.

CHALLENGE | Upgrading customers to faster speeds

Sierra Tel wanted to upgrade their customers' outdated gateways in order to enhance their Internet experience. When coupled with the appropriate bandwidth plan, customers would then be able to better engage in streaming, gaming, and video chatting. Utilizing their previous gateways resulted in customers receiving slower speeds, especially when they were streaming multiple video applications simultaneously.

SOLUTION | Comtrend's Managed Dual-Band Wireless Gateway

Sierra Tel introduced their \$5.95/month offering to upgrade their customers to Comtrend's NL-3120 Dual-Band Wireless Gateway with improved speeds and Wireless coverage. Comtrend's NL-3120 utilizes more advanced xDSL and Wireless technologies than the previous Gateway, and supports TR-069 for remote management and troubleshooting.

"We have an ongoing campaign to educate our customers on choosing the correct bandwidth plans for their needs and on the limitations of Gateways. As part of this campaign, we are encouraging our customers to upgrade their outdated Zyxel modems to Comtrend's Gateway, the NL-3120, so they can benefit from enhanced whole-home coverage."

Dan Rule | Sierra Tel



“

“Comtrend’s Dual-Band Gateway proved to have the best WiFi when testing against competing technologies. We have been very pleased with the performance, and continue to encourage our customers to upgrade to the Comtrend Gateway to take advantage of the most demanding streaming applications.”

Dan Rule
Business Development Manager
Sierra Tel

”

BENEFITS

Advantage over Previous Gateway	Benefit
<ul style="list-style-type: none">Bonded A/VDSL Technology	The NL-3120 has twice the downstream/ upstream bandwidth over comparable single-line models.
<ul style="list-style-type: none">802.11ac Dual Band Wireless Technology	The NL-3120 can handle multiple high-bandwidth applications running simultaneously.
<ul style="list-style-type: none">802.11ac Wave 2 Technology	The NL-3120 avoids long buffer times with the latest Quantenna 802.11ac MU-MIMO technology.

UNIT DEPLOYED



NexusLink 3120 (NL-3120)
Bonded A/VDSL Gateway

Quantity:
1 per Residence
Utilized in over 1,000 Homes

- Dual Band WiFi AC2050
- 400mW High Power WiFi Performance
- TR-069 Supported for Remote Management
- 5 Gigabit Ports for Super-Fast Wired Connections



CONCLUSION

Sierra Tel now uses Comtrend’s NL-3120 Gateway in over 1,000 homes for enhanced Internet performance.

- Increased customer satisfaction:** customer’s can now stream multiple high-bandwidth applications simultaneously without long buffer times.
- Reduced Wireless support calls:** the overall WiFi performance has improved due to dual band, 802.11ac Wave 2 technology.
- Easier troubleshooting:** the NL-3120 supports TR-069 protocol, which allows for remote management and troubleshooting.