



When Others Failed, BEC Provides Customer Service and Support You Can Count On

**PRODUCT:**

xDSL and LTE products

**APPLICATION:**

Broadband and Wi-Fi

**MARKET:**

Telecom

[Executive Summary](#)

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 times needing to be replaced due to 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.

## The Customer

Custer Telephone Cooperative Inc. is a nonprofit organization based in Idaho, serving the greater Challis community for the last 24 years. Custer Telephone offers a variety of internet services within the state of Idaho, including DSL, fiber-to-the-home and fixed wireless

## Challenges

Custer Telephone was using a product that had a very limited life span and needed to be rebooted often. 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 durable device with improved uptime and product support.

## How Product Helped

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, 7800TNR2, 8800N, 8920NER2) and LTE (6200WZL, 6800RUL) deployments.

## Results

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 solid and we experience very few issues.” They replace far less modems than before this transition.

The customized firmware saves them a great amount of time on installation at their subscribers’ homes. They no longer have to program a modem for every install and BEC devices are “good to go off the shelf.” Their technicians’ favorite part about BEC is the devices are easy to

setup because they get pre-configured prior to shipment.

Customer service has played a very pivotal role with the success of Custer Telephone using BEC devices. As Ben stated, “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.”

**“BEC products just work. One less thing I have to worry about as an IT Manager.”**

## Conclusion

For Custer Telephone and many other similar environments, BEC Technologies’ equipment has proven its ability to easily 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.

BEC’s CPE offerings have helped Custer Telephone save on truck rolls and time spent on the phone with their customers. Service with great up time is what makes Custer Telephones’ customers happy. When Ben was asked why he would recommend BEC, he responded with, “BEC products just work. One less thing I have to worry about as an IT Manager.”

## Free Specialist Advice Available

For more information and advice you can call 972- 422- 0877 or email our sales team at [sales@bectechnologies.net](mailto:sales@bectechnologies.net)

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