



## Switching to Zyxel improves network performance and customer satisfaction for growing service provider

Headquartered in Estacada, Oregon, Reliance Connects provides a comprehensive portfolio of connectivity services and solutions including broadband Internet, video and television, and voice communications services to residents and businesses in Oregon and Nevada. However, the addition of new capabilities and the plan to provide higher-tier services to their subscribers was challenged by the existing CPE deployed in the subscribers' homes and offices.

Reliance Connects is migrating away from their traditional cable television platform to a completely Internet-based television platform since a bundled internet service package together with TV product offerings would be a more sustainable business model. During the migration period, however, Reliance Connects found the sub-par performance and reliability of the existing network gateways caused dissatisfaction among both customers and the technicians.

As Reliance Connects began searching for replacement CPE, the decision to transition to the Zyxel CPE products happened pretty quickly due to the deployment flexibility and interoperability. Reliance Connects decided to deploy the Zyxel WAP6804 Multy Pro AC2100 Dual-Band WiFi Access

**" The performance of the Zyxel products is head and shoulders above the competing products. Customers are happy and they're satisfied "**



**Michele Jones**  
Sales and Marketing,  
Reliance Connects

Point/Extender System, EMG6726 Dual-Band Wireless AC/N Gigabit Ethernet Gateway, and VMG3927 Dual-Band Wireless AC/N VDSL2 Gateway.

The EMG6726 and VMG3927 are AC2400 dual-band WiFi gateways with 1.7 Gbps 802.11ac 4x4 Wave 2 technology to provide the high-speed Internet access required to deliver triple-play services. The WAP6804, a member of the Zyxel Multy Pro Whole-Home WiFi System, is a WiFi extender system that delivers extreme WiFi speeds up to 2100 Mbps to deliver smooth Ultra HD and IPTV streaming and provide seamless roaming throughout the home. All three products support TR-069 and TR-181 standards for remote management and extensive diagnostics for quick issue resolution.

Since Reliance Connects was already using NISC for their billing and ACS solution, Zyxel's relationship with NISC was also key in their vendor selection. Jones explained, "Compared to what we were using before, the performance of the Zyxel products is head and shoulders above the competing products and it didn't require us to be confined to a single ecosystem."

After deploying Zyxel solutions, there have been anecdotal comments passed around from the field technicians that they don't hear from the customer anymore. Customers are happy and they're satisfied with the solid internet connection. "So we just really felt like moving to Zyxel was a win for us." said Jones.

**Reliance Connects' challenges**  
Unreliable, low-performing CPE caused customer and technician dissatisfaction

- Zyxel solutions**
- Zyxel EMG6726 and VMG3927 AC2400 dual-band WiFi gateways with 1.7 Gbps 802.11ac 4x4 Wave 2 technology to deliver triple-play services.
  - Zyxel WAP6804 as a WiFi extender system that delivers extreme WiFi speeds up to 2100 Mbps
  - Remote management through TR-069 and TR-181
  - Multy Pro whole-home WiFi solutions for seamless connections

- Core benefits**
- Fast and easy deployment
  - Flexible ecosystem
  - Superior performance
  - Reliable wireless connectivity
  - Partnership/collaboration

## Featured products



**EMG6726**  
Dual-Band Wireless AC2400  
Gigabit Ethernet Gateway

- 2.4 GHz 3x3 ac + 5 GHz 4x4 ac
- TR-069/TR-181 i2
- NAT, firewall with SPI/Dos
- Multiple SSIDs
- QoS



**VMG3927**  
Dual-Band Wireless AC2400  
VDSL2 Gateway

- 2.4 GHz 3x3 ac + 5 GHz 4x4 ac
- TR-069/TR-181 i2
- VDSL2 Annex A 35b
- NAT, firewall with SPI/Dos
- Multiple SSIDs
- QoS



**WAP6804**  
Dual-Band AC2100 Gigabit  
Wireless Extender

- 2.4 GHz 2x2 n + 5 GHz 4x4 ac
- Zyxel Multy Pro
- TR-069/TR-098/TR-181
- Dual images
- Multiple SSIDs
- QoS

For more product information, visit us on the web at [www.zyxel.com](http://www.zyxel.com)

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Customer story [Reliance Connects](#)

