



Service Provider Relies on Grandstream ATAs to Deliver Reliable VoIP Platforms

STRATANET

The customer

StrataNet is a communications service provider providing internet, VoIP and video services to businesses and consumers throughout New Zealand

The need

The company's customers are mostly based in rural areas where copper lines are poor quality yet very expensive. StrataNet was using Cisco/Linksys ATAs to offer VoIP services to these rural customers, however they reported nothing but reliability problems with these devices and noted that around 50% of customer's experienced problems with them. The price of these devices continually increased from year-to-year and they required Cisco Call Manager software, which is expensive and difficult to maintain. StrataNet needed to find ATAs that would allow them to deliver reliable voice services that are easily accessible at a reasonable cost



The solution

After testing Grandstream's HT series of ATAs, they switched all of their rural VoIP subscribers to the HT801 and continue to deploy it on an on-going basis.

The result

"We've now started supplying Grandstream as our primary vendor of ATAs (mostly HT801). Since the switch, our customers have been experiencing very reliable VoIP connectivity and our service calls have gone down significantly. With GrandStream, we now have very cost-effective hardware, and can internally manage the customer's SIP lines without the need for a separate management platform like with Cisco. Good job, Grandstream."

- Richard Mahoney, StrataNet

