U.S.A. Celerity Telecom

Bai Cells

Customer-Oriented Focus Helps Celerity Telecom Be the Most Reliable Internet Service Provider

Fast response, quality customer service	Transparency and trustworthy professional service	NLOS capability; covers customers previously believed to be unreachable

Celerity Telecom provides a 99.9% uptime SLA for all of its business internet services. Their wireless delivery network is among the most reliable delivery technologies available. Using its next generation fi¬xed wireless technology, Celerity Telecom can deliver dedicated Internet service and Virtual Private LAN Services with speeds up to 1Gbps.

Celerity Telecom designed its network and Internet Services around Business needs. That is why their internet service speeds are symmetrical, meaning upload speed is as fast as download speed. Why is this important? Well, as businesses send larger ¬files and use cloud services such as cloud storage and backup services, being able to send those ¬les and data more quickly becomes critical. Faster upload speeds also means that Businesses can host their servers in house while still allowing their customers to get the information they want quickly and reliably.

Pain points:

Not Transparent Professional Service from other vendors

"Dealing with other vendors that were not transparent about glitches and bugs with feature sets in the systems. We were not getting answers which left customers with outages we were unable to fi¬x", said CTO of Celerity Telecom. "We tried at least four competitors before. Many of the companies fell short of software and fi¬rmware issues leaving the company with outages and no answers."

Hard to cover dense trees area in rural Canada

Celerity Telecom in Ontario needed a wireless solution that could penetrate the dense tree coverage of rural Canada. They began deploying Baicells LTE, solved the problem, and found that the equipment's ease of deployment and competitive price point made it easy to expand their network to cover customers they previously believed to be unreachable.

Solution and Products

End-to-end fixed-LTE solution, including:
- Nova eNode B
- Indoor/Outdoor CPE
- Cloud EPC

Highlights

Strong NLOS capability, High Traffic Rate

"The first system set up was a very dense tree area 3 miles from homes to the tower, we thought there was no way possible it could work since nothing else did. Once we went online with the deployment we were seeing 25 megabits per second." Said Celerity Telecom CTO.

Fast Response, Quality Customer Service

"Baicells was everything it promised and more. Meeting all of our expectations in areas that we thought could ever be served. If we ran into any issues the customer service team was awesome. They always were very up front with expectations and following through with their promises", according to Celerity Telecom.

"Simply put, there is no other company that can offer the customer service, transparency, and cost of hardware."
----Celerity Telecom