

# NORTH ENGLISH COOPERATIVE TELEPHONE COMPANY MODERNIZES THEIR NETWORK WITH REDCOM TECHNOLOGY

The state of Iowa has the largest number of independent telecommunications providers in the United States. When looking to purchase new equipment, each service provider often looks to another to provide references on companies they trust. In 2007, the North English Cooperation Telephone Company purchased a Taqua switching system. Ten years later, the system had effectively reach the end of its life. North English knew they had to migrate to packet voice (VoIP), but the cost to do so with their existing switch was prohibitive.

After receiving positive references from other REDCOM® customers in the state of Iowa, North English Cooperation decided to purchase a REDCOM HDX in 2017. REDCOM's HDX is a fully integrated softswitch and media gateway platform that delivers consistently reliable core switching for class 4/5 service providers.

"We changed out an existing CO switch with an HDX," said Reed Ostenberg, Chief Operating Officer of North English Cooperative Telephone Company. "We were going with SIP and it was more economical in the long run to put in the HDX than to try to maintain the old CO switch which required an upgrade."

Also, the annual service cost was increasing with their existing softswitch, while the quality of service was decreasing. After deciding to purchase REDCOM HDX, the annual support cost was drastically lowered, because REDCOM doesn't require mandatory maintenance agreements.

"The savings on maintenance fees are noticeable, especially due to the smaller size of our company. This was one of the main drivers in deciding to go with the REDCOM HDX," said Ostenberg. "We also noticed a significant gain in power savings; the central office electrical usage dropped from 51 amps to 30 amps."

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*Reed Ostenberg - CEO, North English Cooperative Telephone Company*

Many rural telecommunications providers select REDCOM because REDCOM products require very little investment in training and maintenance. REDCOM's dedication to delivering top-notch support ensures that each customer's needs are met with every deployment. "REDCOM customer service was excellent. I could tell you about it all day long, but any way you look at it, I can sum it up in one word – excellent. They were responsive and professional," said Ostenberg.

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### *Talk to the experts at REDCOM*

At REDCOM, we do business differently than most other vendors. Our small, dedicated team goes above and beyond expectations to deliver the right solution for each and every customer. Whether you need help with network modernization or legacy switch replacement, we are always here to help. Contact us today for a consultation.