

# Case Study

## Xplornet Eliminates Troubleshooting and Equipment Replacement Costs with L-com's Custom Surge Protection Solutions



### Customer Profile

Customer: Xplornet  
Location: Woodstock, NB Canada  
Industry: Internet Services (ISP)

### Challenge

- Develop a surge protector that could handle high voltages encountered with VoIP ring tones

### Solution

- Custom lightning/surge protector designed to withstand higher voltages

### Results

- Improved system performance and uptime reducing tech support calls and equipment replacements

### Challenge

Xplornet Communications Inc. is Canada's leading rural broadband provider that makes internet services available everywhere in Canada, including hard to reach remote locations. Xplornet's hybrid technology network makes it unique amongst Canadian internet service providers. The company is focused on providing high-speed wireless and satellite Internet for customers who live in areas that are not served by cable Internet, DSL, or HSPA stick or hub.

Xplornet required a surge protector for its wireless CPE units that could handle voltage spikes created by voice over IP (VoIP) ring tones. The commercially available, off the shelf surge protector Xplornet had been using was failing in VoIP applications. Xplornet needed a solution fast to remedy the situation.

### Solution

After initial consultation with Xplornet, L-com's engineering team was able to develop a custom lightning and surge protector that could handle the higher voltages encountered when using VoIP ring tones. The requirement called for a surge protector with a very high clamp down voltage not offered by standard products. L-com's initial prototype was sent for testing and passed with flying colors.

### Results

Xplornet is now able to offer surge protection along with full VoIP services to its growing customer base. Xplornet is now saving time and money due to a decrease in service calls, technical support call time, and equipment replacement.

