

"It's critical that TELE-POST Greenland can deliver connectivity speeds to keep up with expanding in-home technology, regardless of the customer location or size."

*Karsten Gewecke, Sr. VP,
Head of EMEA Regional BU
at Zyxel Communications*



Customer Story: Joining TELE-POST Greenland in keeping entire country connected

TELE-POST Greenland is the largest telecommunications company in Greenland, notoriously the world's largest island. Headquartered in Nuuk and owned by Greenland's government, TELE-POST Greenland provides broadband and cellular service to the 56,000 citizens spread across the world's least densely populated region.

TELE-POST Greenland's staff of approximately 360 people works across the island to provide telecommunications, IT and postal services for the entire country.

All settlements have broadband internet and GSM phone service, and even the smallest village is connected to the outside world through radio, TV and telephone link.

Through its partnership with Zyxel Communications, TELE-POST Greenland is able to provide connectivity to people in cities where DSL and cable are available; to smaller villages using LTE-A 4G modems; and to the East Coast of the country, which uses satellite connections.

About TELE-POST Greenland:

TELE-POST Greenland is the country's sole telecommunications provider. It delivers broadband and cellular service to citizens widely dispersed across the nation, despite the region's harsh Arctic weather.

Main challenge:

TELE-POST Greenland needed a cooperative vendor with flexible solutions to meet customers' various connectivity needs. Delivering broadband connectivity using existing copper landlines for VDSL and over the air with their robust LTE network was the main priority.

The Product:

Zyxel's VMG8825 - a dual-band wireless AC/N VDSL2 combo WAN Gigabit IAD, providing high-speed VDSL internet access. It delivers speeds of up to 1.7 Gbps over 5 GHz and 600 Mbps over 2.4 GHz. It also offers Multi-User MIMO (MU-MIMO) and Beamforming for simultaneous, lag free streaming and gaming experiences.

TELE-POST Greenland provides connectivity to most citizens of the vast island. In more densely populated areas where DSL is available, it uses VDSL for solid high-speed internet. In smaller villages where DSL is not available, TELE-POST Greenland relies on their robust LTE-A cellular network to provide Fixed Wireless Access (FWA) to customer's homes using a variety of Zyxel indoor and outdoor LTE routers. Most remote locations require satellite connections.

These options cover the country's 2,166,086 square kilometres – where cables run above ground because of the harsh, icy conditions and terrain made mostly of rock.

Zyxel did not demand TELE-POST Greenland purchase a minimum number of modems like some of Zyxel's competitors. Zyxel's flexibility was an important differentiator for TELE-POST Greenland's selection. In sum, Zyxel supplied exactly what TELE-POST Greenland needed, with multiple options for different connectivity situations.

Another key differentiator was the Zyxel employees, who were knowledgeable and easy to work with. Some of the other companies TELE-POST Greenland considered were overly aggressive, using the "hard-sell" method.

The cooperative nature of Zyxel employees – and the company's ability to supply top-notch, flexible equipment – solidified the agreement. TELE-POST Greenland chose Zyxel's VMG8825, a dual-band wireless solution that provides elevated user enjoyment and high-speed VDSL internet access to meet the worldwide market requirements for triple-play services.

And planning to integrate Lifemote into modems, TELE-POST Greenland will receive real-time WiFi behavior, enabling the company to remotely troubleshoot and diagnose technology. Automatically diagnosing problems improves customer experience and makes deploying technicians unnecessary. Lifemote is a SaaS platform for ISPs that uses AI to proactively find and fix network issues.

"We've had nothing but great cooperation from Zyxel, from sending us test modems before buying to connecting directly with technicians – not account managers – when we needed assistance. When looking to change vendors, Zyxel was the only company flexible enough to deliver exactly what we needed. I had a gut feeling we would work well together, and that has proven true."

– Taatsianguaq Fleischer, Product Manager, TELE-POST Greenland



Zyxel VMG8825 Dual-Band
 Wireless AC/N VDSL2 Combo
 WAN Gigabit IAD

Zyxel Communications

With the latest in mobile and fixed technology – including 5G, GPON, FTTx, Mesh and WiFi 6 – and a track record of continuous innovation and strong user cases, Zyxel Communications delivers next generation whole-home connectivity that keep service providers ahead of the competition.

Contact your local Zyxel Communications sales contact or reach out to us at isp@zyxel.eu for more information.

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