

CUSTOMER SUCCESS STORY

nTelos Launches LTE



nTelos used the opportunity to overhaul their Subscriber Services delivery

When nTelos Wireless launched LTE service in 2013, they needed a PCEF that supported LTE standards. A Sandvine customer since 2011, the answer was already in their network: the Sandvine Policy Traffic Switch (PTS).

Sensing a great opportunity, nTelos used the LTE launch to overhaul their entire Subscriber Services delivery; fortunately, the Sandvine platform gave them exactly what they needed to consolidate operations and implement new revenue assurance measures.

A Harmonized Solution

The LTE launch created a need for a billing management upgrade, but with that upgrade came the opportunity to simplify billing operations in general by harmonizing on a single solution.

For both prepaid and postpaid subscriber plans, nTelos selected Sandvine's 3GPP-compliant online charging solution, Usage Management.

Revenue Protection

To provide a back-up billing source and to enable billing reconciliation, nTelos turned to Sandvine's configurable-format data record generation capabilities across both their 3G and 4G networks.

With these technologies in place, nTelos knows that they will be paid for the data they deliver, and subscribers will always be billed fairly for the services they use.

Word of Mouth

"The Sandvine intelligence layer gives us critical insight into our broadband network. The Sandvine technology enables nTelos to maintain a quality customer experience for our 3G and 4G wireless customers."

*- Dan Meenan
Vice President, Engineering*

About nTelos Wireless

nTelos Wireless is a leading provider of wireless communications services in select areas of a number of states (Virginia, West Virginia, Maryland, Ohio, Kentucky, Pennsylvania, and North Carolina).



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