



## Cellular Connectivity Solution for Major Queensland Energy Retailer

### Business Profile

As one of Queensland's largest energy retailers this company supplies over 2.3 million homes and more than 700,000 retail customers with power every year. Their vision is to ensure secure, affordable and sustainable energy solutions are provided for the community.

### The Challenge

Call drop outs are occurring regularly, which is having a negative impact and management needs to rectify this. Austek; a certified Powertec installer, was contacted to assess the mobile phone signal issue and design a reliable solution.

### Challenge:

- Increasing productivity by rectifying the call drop out issue and the negative impact this is causing

### Products Used:

- 4 x Cel-Fi GO Stationary repeater
- Blackhawk Wideband XPOL MIMO Antenna
- Pulse Larsen DAS Ceiling Antenna

### Application:

- The external Blackhawk Antenna captures the signal from the nearby Telstra tower, which is then connected to the Cel-Fi Go repeater. The boosted signal is broadcast through the building via the Ceiling Antennas designed by Pulse Larsen.

## The Solution

After a site visit by Jason from Austek, a Cel-Fi Go solution was designed. Four Stationary Cel-Fi Go units were installed inside the building, along with an external Blackhawk Wideband Mimo antenna and several internal ceiling antennas.

The external Mimo antenna was positioned to receive the strongest signal from a strategic Telstra tower, while the internal antennas we placed throughout the building to broadcast the boosted cellular signal.



Austek's design and solution was efficiently deployed. This solution has broader applications across many industries and can be modified to suit yours.



Cel-Fi GO is a cabled device for custom business applications, providing coverage for larger areas (depending on the antenna utilised)

## Commentary

This energy company are very happy with the results. The solution had provided the employees a solid connection to the tower. This has reduced drop outs to zero and significantly improved data speeds.

With such a large customer base, the reliability of the mobile phone signal was imperative. Customers contact has been significantly improved and staff in the field are enjoying a more stable and reliable service.

## Contact Us

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