



NEWS RELEASE

ATC Communications Adds ADTRAN SmartRG Connected Home Services

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End-to-end device management and analytics tools improve subscriber experience and resolution times

HUNTSVILLE, Ala.--(BUSINESS WIRE)-- **ADTRAN®**, Inc., (NASDAQ:ADTN), a leading provider of next-generation open networking and subscriber experience solutions, today announced ATC Communications has implemented the ADTRAN SmartRG end-to-end network management solution on its broadband network. ATC is a family-owned Rural Local Exchange Carrier (RLEC) in Central Nebraska delivering phone, internet and cable TV to homes and businesses of all sizes.

ATC is implementing the SmartRG full suite of software, including SmartRG Device Manager and SmartRG Smart Analytics.

“We’ve been working with ADTRAN for nearly 20 years. ADTRAN SmartRG enables us to provide a robust broadband solution with superior support, including our new managed home Wi-Fi offering,” ATC General Manager John E. Koller said. “Our customer’s home network is really just an extension of our network. We can see greater detail in the network to help us deliver and improve customer service while simplifying end-user management. The customer also has access to tools to diagnose issues on their own without having to make a help desk call, giving them greater control over their home network.”

Implementing ADTRAN SmartRG provides ATC Communications with an in-cloud connected managed home Wi-Fi solution with auto provision, zero turn-up time and simplified management. A SmartRG dashboard allows the customer to monitor Wi-Fi throughout the home and see how reliable it is, enabling the customer to monitor



coverage and to discover which devices are consuming the most bandwidth.

“With SmartRG, ADTRAN now has an outstanding end-to-end connected home solution extending into the customer premise,” ADTRAN Western Sales Director for SmartRG Mei Wu-Fergus said. “The combination of analytics and troubleshooting features enables network operators to reduce the amount of time to resolve issues and start to eliminate truck rolls. Customer self-care enabled by SmartRG is also key, with the current generation of users wanting to resolve problems on their own rather than being dependent upon a help desk.”

SmartRG Device Manager is a robust TR-069 ACS management platform utilizing a secure cloud-based deployment designed to be repeatable and portable regardless of a broadband operator’s geographic location or CPE management requirements. Through SmartRG Home Analytics, operators receive real-time and historical analysis of home network connectivity issues, with data collected in real-time directly from customer premises equipment (CPE) and organized in the cloud. Using patented data collecting and streaming techniques, SmartRG delivers unique visibility and analysis to service providers on common Wi-Fi and bandwidth-related issues, security vulnerabilities, as well as market trends across the subscriber base.

About ADTRAN

At ADTRAN, Inc., we believe amazing things happen when people connect. From the cloud edge to the subscriber edge, we help communications service providers around the world manage and scale services that connect people, places and things to advance human progress. Whether rural or urban, domestic or international, telco or cable, enterprise or residential—ADTRAN solutions optimize existing technology infrastructures and create new, multi-gigabit platforms that leverage cloud economics, data analytics, machine learning and open ecosystems—the future of global networking. Find more at [ADTRAN](#), [LinkedIn](#) and [Twitter](#).

About ATC Communications

Arapahoe Telephone Company is a family-owned business in central Nebraska started in 1904. Focused on reliability and excellent customer service for over 100 years, ATC delivers phone, Internet, and cable TV to homes and businesses of all sizes.

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