



## GLBTQ Legal Advocates & Defenders

RCN Business provided a non-profit legal rights organization with fiber-based services, ensuring reliable, cost-effective Internet and phone.

### About GLBTQ Legal Advocates & Defenders

Based in Boston, MA, GLBTQ Legal Advocates & Defenders (GLAD) is a non-profit legal rights organization in the United States. The organization works to end discrimination based on sexual orientation, HIV status, and gender identity and expression, benefiting individuals, couples and families across New England and throughout the United States.

### The Challenge

- GLAD was dependent on two providers for their data and voice services, consisting of two bonded T1 lines for their voice services and a coax solution (with 20 Mbps upload speeds) for their data needs.
- GLAD's previous provider's Internet service was unreliable, resulting in multiple outages. In addition, the service was not synchronous. The upload speeds were too slow to accommodate their business needs.
- GLAD continually experienced no responses or a lack of resolution when problems were raised to their previous carrier.
- The previous provider's voice service was costly and offered few features to effectively manage voice traffic.
- There were no other communications providers that offered services in GLAD's building. The organization needed another option.

### The Solution

- One carrier for GLAD's primary data and voice services
- 100 Mbps synchronous Dedicated Internet Access (DIA)
- Digital PRI service for voice calls
- Since changing to RCN Business, GLAD has experienced no service issues or outages



### RCN Business topped PC Mag's Business Choice Awards for 2016

Ranked highest for overall satisfaction. Best overall Internet service. Highest ranking on value. And most likely to recommend.

### Why RCN?

GLAD chose RCN Business for the following reasons:

- Only carrier willing to provide a fiber network to their building
- Committed to working with multiple parties, including building owner and electric company, to install services in their building
- Cost-effective Internet and phone services
- Dedicated and local team providing 24x7 technical support and customer assistance

### Results

- RCN Business worked with GLAD to bring fiber into their building. Upon accessing the building via conduit from the electric company, RCN Business deployed fiber services into the building within 30 days, providing GLAD with another choice for their communications needs.
- The RCN Business team first deployed the data solution, ensuring GLAD's Internet circuit was fully functional, prior to porting over the voice lines. This process was implemented to minimize downtime. The technical team was onsite for both cut overs, ensuring a smooth transition.
- With upload speeds increasing by a multiple of five, the reliable Internet solution has allowed GLAD to effectively communicate with its clients and handle legal cases more efficiently.
- The RCN Business data and voice solution is more cost effective than their previous two providers.

*"I had worked with RCN Business at a previous company and had zero issues. After having so many issues with our former provider at GLAD, I knew I would contact RCN Business again to see how they could help us. The RCN Business team was very responsive, helpful and expedient in delivering a high-quality communications solution."*

– **ROBERT TUMPOSKY,**  
IT MANAGER FOR GLBTQ LEGAL

