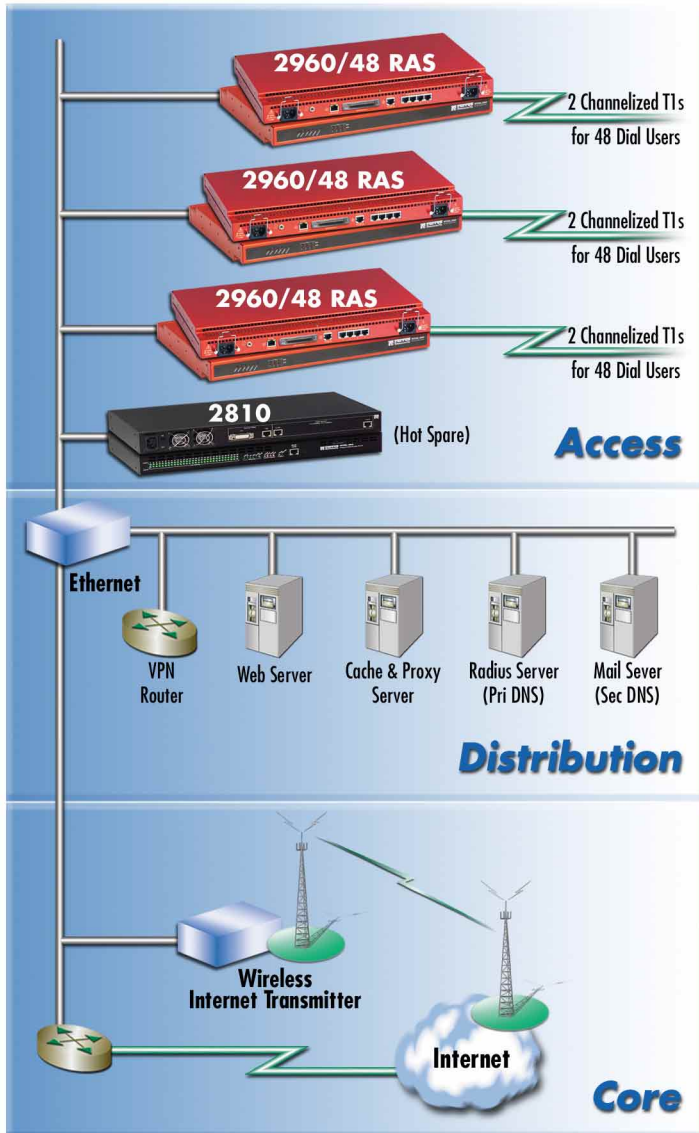


# REALITY CHECK

application solutions for your world

## AdaNet Network Operation Center



### ISP Business Owner Swears by Patton Remote Access Servers

Internet Service Providers (ISPs) don't have time to put out fires. They need reliable equipment that sets up quickly, is easy to operate, and stays up-and-running. The technology they deploy must support a growing business and requires a vendor who is in it for the long haul. ISPs need a current stable product, one they can afford today and that will still be supported and upgradeable for years to come. When that equipment is a Remote Access Server (RAS), ISPs place some tall orders. Here is the story of one such business, and how Patton RAS products meet their demanding requirements.

#### The AdaNet Story

Bruce Huddleston of Ada, Oklahoma is a business owner twice-over, so he understands how the right (or wrong) telecom equipment can make or break even the best laid business plan. Mr. Huddleston runs Ada Business Computers, a systems integrator for medical and point-of-sale systems, with installations in Oklahoma, Texas, Florida, California, and New York – and AdaNet, an Internet Service Provider. Running dual businesses, including a 24x7 Internet access service leaves little time for troubleshooting. So Bruce needs RAS equipment that takes care of itself.

"Since 1985 we've bought Patton products [line drivers, short-range modems, multiplexors] for our systems integrator business...so that's how we knew about Patton," Bruce says. He still maintains Patton 4-port multiplexers in stock.

***"I don't need a bunch of tech support calls. That's one reason the Patton is good. We've been using Patton's RAS for almost three years. Wouldn't use anything else"***

*Bruce Huddleston, Owner  
AdaNet, Ada, Oklahoma*

#### Starting Out

When launching AdaNet, Bruce considered buying a used RAS from an online marketplace such as eBay. Then he realized he didn't want an "old Ascend." "We wanted to grow into something that would remain current," he adds. So when AdaNet opened for business in April 2000, their Internet access service was based on Patton's Model 2810 RAS. When Patton released the next-gen-

### Key Benefits for ISPs

- ✓ **Quick & Easy to Install & Configure**  
Skip the Headaches and Move On to Revenues
- ✓ **Simple Trouble-Free Operation**  
Focus on Your Business Instead of Fighting Fires
- ✓ **Sustained Reliable Up-Times**  
Reduced Down Time Means Fewer Tech Support Calls
- ✓ **"World's Best" Tech Support --- FREE!**  
Competent, Courteous Phone & E-mail Support
- ✓ **Free Web-Based Software Upgrades**  
Maintain State-of-the-Art Services for Your Subscribers
- ✓ **Cost-Effective Solution**  
Right-Priced for ISP Budgets

eration Model 2960 RAS, AdaNet upgraded to the new model, retaining a Model 2810 as a hot spare.

## Today

AdaNet currently runs three 48-port 2960s supporting about 900 subscribers, and providing email and dial-up services to residential customers, plus web-hosting and commercial email to a few businesses. Speaking of his three Patton Model 2960s Bruce says, "It's all good. Extremely dependable, outstanding technology. We've been using Patton's for almost three years. Wouldn't use anything else."

## UpTime

Reliability is a key factor in Huddleston's satisfaction with Patton. "I don't need a bunch of tech support calls," he says. "That's one reason the Patton [Model 2960] is good. The one that gets hit the most has 324 days up-time and it's still going — 494,015 calls as of today."

**"For being trouble free and no problems with end-users you can't beat it! I don't have time to fight fires."**

*Bruce Huddleston, Owner  
AdaNet, Ada, Oklahoma*

## "Take Good Care of Andria . . ."

That was Bruce's reply when asked about Patton technical support. (Andria is one of Patton's support engineers.) Even though the only troubleshooting issue Mr. Huddleston cites was a problem with Conexant "win modems" on the subscribers' premises, Patton was still there to help. "Tech support----" he

continues, "they always wanted to solve the problem instead of just reading something off of a fact sheet." Then he re-iterates, "They always wanted to solve the problem."

## Bang for the Buck.

Mr. Huddleston considers his Patton RAS equipment "Very cost effective. It's not as cheap as what you can get on the used market, but for being trouble free and no problems with end-users — and being able to connect pretty good — you can't beat it! I don't have time to fight fires."

## Why Not Switch?

When asked if he's considered other vendors, Bruce says, "We've never thought about it and we won't. The dial users are very sensitive to changes and it would have to whole lot better than what you've got to make us think about it. Your guys stuff works too good! Why rock the boat?"

## More Info for ISPs

For more information about ISP architecture and equipment, read Patton's White Paper: "Build Yourself an ISP"

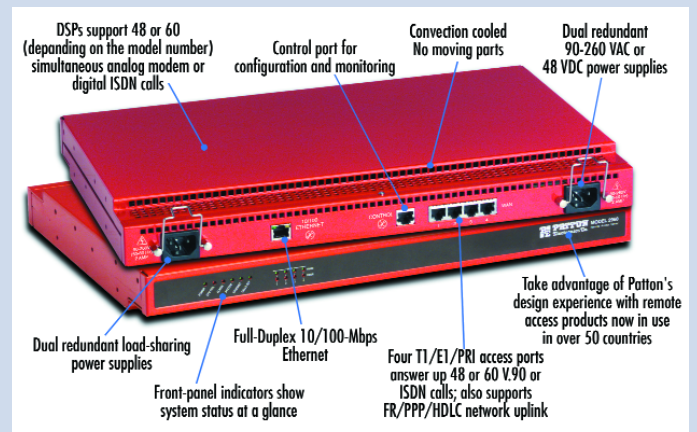
[http://www.patton.com/technotes/build\\_yourself\\_an\\_ISP.pdf](http://www.patton.com/technotes/build_yourself_an_ISP.pdf)

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<http://www.patton.com/cgi-patton/catalog-bin/allpress.cgi?all=1>

## Patton Model 2960 Remote Access Server

The Model 2960 is a central site Remote Access Server solution with integrated modems to terminate analog and digital dial-up users. Combining RAS software, a 10/100 Ethernet port, IP Routing, Frame Relay/PPP forwarding, and four T1/E1 WAN ports, the Model 2960 provides up to 48 or 60 analog and digital modems. The 2960 RAS terminates one or two digital T1/PRI or E1/PRI circuits from the PSTN/ISDN network. It then connects 48 or 60 dial-up ISDN, V.92, V.90, K56Flex, V.34+, and other modem users to the Internet, IP LANs, or Corporate Intranet. The 2960 RAS software performs all the functions needed to deliver IP data traffic to a Frame Relay/PPP network through dual WAN uplinks, or to an external Router through its 10/100 Ethernet port. Loadsharing, dual redundant power supplies, and an integrated Web-based SNMP/HTTP management system make our 2960 RAS the highest density, most reliable, and easiest to use RAS in the industry.



<http://www.patton.com/products/ras/>

## About Patton

Patton Electronics Company is a US manufacturer and marketer of data communications products, including Remote Access Products (V.92, V.90, K56Flex, V.34+, and ISDN dial-in), Last Mile/Local Loop Access Products (T1, E1, and xDSL modems, DACS, NTUs and CSU/DSUs), Multi-Service Access Products (Voice, Intranet, Extranet, and Frame Relay access), and Connectivity Products (interface converters, short range modems, multiplexers, and data line surge protectors). Patton Electronics is an ISO 9001 certified and BABT approved manufacturer. Patton products are CE marked.

**PATTON**  
Electronics Co.

Extending, Converting & Converging

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