



Challenges

A community owned and operated municipal utility, Wyandotte Municipal Services has been serving the city of Wyandotte, Michigan for more than 125 years. In 1981, local residents voted to create a telecommunications division that would become Wyandotte Cable. Subsequently, Wyandotte Cable developed additional avenues for revenue growth by adding internet and digital voice service to their offerings. They knew the only way to provide these technology services with the same reliable quality that the residents had come to expect from their municipality was to find a reliable technology partner.

Solution

Wyandotte Cable began searching for an internet and a voice provider that could be a reliable backbone and provide a trustworthy infrastructure for their service. For over a century, Wyandotte Municipal Services earned the community's trust by delivering quality and reliable service. Therefore, the leadership team was committed to finding the best partner to deliver the best possible solution. In the end, Wyandotte Cable decided on a hosted voice provider that would be consolidated into Momentum and an internet provider that would become Integrated Broadband Solutions (IBBS).

Results

After launching the two services, Wyandotte Cable has experienced success in both their internet and voice ventures. Then, in 2014, Momentum merged with IBBS. Wyandotte Cable embraced this move because it produced a single provider that was the industry leader for both internet and hosted voice services. The move drastically reduced Wyandotte's chair swivel. As the Superintendent of Telecommunications Operations Steve Timcoe said, "It was a wonderful thing when Momentum and IBBS came together because it was a seamless merge of operations for our company." As a unified company, Momentum has been able to meet Wyandotte Cable's requirements and provide a backbone for the company to proudly and confidently deliver to its hometown customer base.

Wyandotte Cable

Connecting
the Dotte

Founded in 1889, Wyandotte Municipal Services began as a utility company that provided water and electric services to the people of Wyandotte, Michigan. In 1981, local residents created Wyandotte Cable and added telecommunications to the company's service offerings. Today, the operator provides telecommunications services for over 70% of the homes and businesses in Wyandotte.

At a Glance:

Location	Wyandotte, Michigan	
Classification	Municipal Operator	
Partners Since	2008	
Solutions	» RPX » BBX » NOC	» Support Services » BBX Expansions » Engineering
Growth	22% Seat growth year-over-year vs. the nation's top two providers	

