



Joining TELE-POST Greenland in keeping entire country connected

TELE-POST Greenland is the largest telecommunications company in Greenland, notoriously the world's largest island. Headquartered in Nuuk and owned by Greenland's government, TELE-POST Greenland provides broadband and cellular service to the 56,000 citizens spread across the world's least densely populated region.

TELE-POST Greenland's staff of approximately 360 people works across the island to provide telecommunications, IT and postal services for the entire country.

All settlements have broadband internet and GSM phone service, and even the smallest village is connected to the outside world through radio, TV and telephone link.

Through its partnership with Zyxel Communications, TELE-POST Greenland is able to provide connectivity to people in cities where DSL and cable are available; to smaller villages using LTE-A 4G modems; and to the East Coast of the country, which uses satellite connections.

TELE-POST Greenland provides connectivity to most citizens of the vast island. In more densely populated areas where DSL is available, it uses VDSL for solid high-speed internet. In smaller villages where DSL is not available, TELE-POST Greenland relies on their robust LTE-A cellular network to provide Fixed Wireless Access (FWA) to customer's homes using a variety of Zyxel indoor and outdoor LTE routers. Most remote locations require satellite connections.



TELE-POST Greenland is the country's sole telecommunications provider. It delivers broadband and cellular service to citizens widely dispersed across the nation, despite the region's harsh Arctic weather.

"When looking to change vendors, Zyxel was the only company flexible enough to deliver exactly what we needed. I had a gut feeling we would work well together, and that has proven true."

Taatsiannguaq Fleischer
Product Manager, TELE-POST Greenland

These options cover the country's 2,166,086 square kilometers – where cables run above ground because of the harsh, icy conditions and terrain made mostly of rock.

Zyxel did not demand TELE-POST Greenland purchase a minimum number of modems like some of Zyxel's competitors. Zyxel's flexibility was an important differentiator for TELE-POST Greenland's selection. In sum, Zyxel supplied exactly what TELE-POST Greenland needed, with multiple options for different connectivity situations.

Another key differentiator was the Zyxel employees, who were knowledgeable and easy to work with. Some of the other companies TELE-POST Greenland considered were overly aggressive, using the "hard-sell" method.

The cooperative nature of Zyxel employees – and the company's ability to supply top-notch, flexible equipment – solidified the agreement. TELE-POST Greenland chose Zyxel's VMG8825, a dual-band wireless solution that provides elevated user enjoyment and high-speed VDSL internet access to meet the worldwide market requirements for triple-play services.

And planning to integrate Lifemote into modems, TELE-POST Greenland will receive real-time WiFi behavior, enabling the company to remotely troubleshoot and diagnose technology. Automatically diagnosing problems improves customer experience and makes deploying technicians unnecessary. Lifemote is a SaaS platform for ISPs that uses AI to proactively find and fix network issues.

"It's critical that TELE-POST Greenland can deliver connectivity speeds to keep up with expanding in-home technology, regardless of the customer location or size," said Karsten Gewecke, Sr. VP, Head of Zyxel EMEA Regional BU

"We've had nothing but great cooperation from Zyxel, from sending us test modems before buying to connecting directly with technicians – not account managers – when we needed assistance. When looking to change vendors, Zyxel was the only company flexible enough to deliver exactly what we needed. I had a gut feeling we would work well together, and that has proven true," said Taatsiannnguaq Fleischer, Product Manager of TELE-POST Greenland.

Main challenges

TELE-POST Greenland needed a cooperative vendor with flexible solutions to meet customers' various connectivity needs. Delivering broadband connectivity using existing copper landlines for VDSL and over the air with their robust LTE network was the main priority.

Zyxel solutions

- Zyxel's VMG8825 - a dual-band wireless AC VDSL2 combo WAN Gigabit IAD, providing high-speed VDSL internet access. It delivers speeds of up to 1.7 Gbps over 5 GHz and 600 Mbps over 2.4 GHz. It also offers Multi-User MIMO (MU-MIMO) and beamforming for simultaneous, lag free streaming and gaming experiences.

Core benefits

- Provides elevated user enjoyment and high-speed VDSL internet access.
- Integrates Lifemote into modems to enable remote troubleshooting and diagnosis, improving subscriber experience and making deploying technicians unnecessary.
- The cooperative nature of Zyxel employees and the company's ability to supply top-notch, flexible equipment.
- Supply exactly what TELE-POST Greenland needs with multiple portfolio options for different connectivity situations.

Featured products



VMG8825

Dual-Band Wireless AC2400 VDSL2
Gigabit IAD

- Zyxel MPro Mesh® Solutions (compliant with EasyMesh standards)
- Remote management via TR-069 and TR-181 i2
- NAT, firewall with SPI and DoS for better security
- VoIP SIP protocol with 3-way conference calls
- VDSL2 supports super vectoring up to profile 35b
- Zyxel-developed OPAL for superior flexibility and faster time-to-market

For more product information, visit us on the web at <https://service-provider.zyxel.com>

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Customer story [TELE-POST Greenland](#)

