

BEYOND CONNECTIVITY.

COMPANY CASE STUDY

**99.99% UPTIME.
ZERO OUTAGES.
FIXED WIRELESS.**

How Metro Wireless deployed fixed wireless microwave to deliver uninterrupted school internet with 99.99% uptime and rapid support, when Detroit schools couldn't afford another outage.



www.MetroWireless.com

(888) 203-5826

23840 DEQUINDRE RD.
WARREN, MI 48091

FIXED WIRELESS MICROWAVE CONNECTIVITY

REPLACED UNRELIABLE FIBER WITH FASTER, MORE RELIABLE DEDICATED INTERNET ACCESS.

CLIENT DETAILS:

Name: Detroit schools
Industry: Education & non-profit

About: American Internet Group, on behalf of Detroit schools, consults clients on a range of commercial and residential technology solutions. They specialize in high-speed internet access, cable TV, and phone services.

Key challenges included:

- Frequent outages from incumbent providers, especially during storms.
- Inadequate failover solutions with shared infrastructure.
- Limited provider options and high fixed and ongoing costs.
- Infrastructure issues, like copper theft and fiber cuts, causing downtime.
- Other providers missed FCC program deadlines.
- Bandwidth misrepresentation, with actual speeds falling short.

OVERVIEW

Detroit schools demand highly reliable, high-speed internet connectivity with guaranteed uptime to support critical school operations.

American Internet Group brought Metro Wireless in to deploy their fixed wireless microwave dedicated internet offering to replace unreliable and costly fiber solutions.

The key result has been the complete elimination of school dismissals previously caused by internet outages. The new service offers significantly improved reliability and uptime, ensuring that educational activities can continue smoothly without disruption, even during adverse weather or when there are problems with conventional ground-level infrastructure. Furthermore, the organization is planning for future expansion by upgrading to even faster 5Gbps connections.



THE CHALLENGE

Prior to Metro Wireless, American Internet Group struggled to provide high quality internet access for schools in Pontiac and Detroit due to heavy reliance on unreliable incumbent providers like Comcast and AT&T. **Frequent, prolonged outages, especially during storms or caused by infrastructure issues like copper theft and fiber cuts, severely disrupted school operations.**

Since internet access is essential for attendance, state testing, bells, and learning, outages exceeding one hour forced student dismissals, derailing education. **Traditional failover solutions failed as backups, as they often shared the same vulnerable infrastructure.**

Limited provider options meant choosing between AT&T's high cost or Comcast's unreliability, both offering insufficient uptime guarantees. Providers also missed critical deadlines for FCC-funded circuits and misrepresented delivered bandwidth speeds, compounding the challenges.

THE SOLUTION

Metro Wireless addressed AIG's critical school internet needs by deploying a robust **fixed wireless microwave solution**. This involved installing **dedicated point-to-point wireless antennas** on strategic locations (like a downtown building and a school), creating direct line-of-sight connections immune to ground-level issues such as copper theft or construction cuts.

Engineered explicitly for maximum reliability, the system consistently performed through Michigan's seasonal extremes. Metro Wireless backed the technology with a 99.99% uptime guarantee and rapid on-site support.

Crucially, they reliably met the strict July 1st deadlines required for FCC-funded school circuits. **The solution offers scalable bandwidth, including plans for 5Gbps upgrades, and is supported by dedicated account management for ongoing needs and planning.**

Fast facts:

Solution deployed: Fixed wireless internet access

Technology type: 11Ghz microwave point-to-point

Key feature: Dedicated, 99.99% uptime internet

Primary outcome: Elimination of internet-related school dismissals

Performance improvements: Significantly improved reliability and uptime

Resilience: Works regardless of weather or ground-level infrastructure issues

Future plan: Scaling to 5Gbps connections is underway



THE RESULT

Metro Wireless's deployment delivered **transformative results** for AIG and its schools: it **eliminated internet-related closures**, ensuring educational continuity and testing. **Metro Wireless's guaranteed 99.99% uptime** met critical operational needs for attendance and daily functions.

The reliable connection enabled **effective bandwidth management and network prioritization**. The service proved resilient year-round, **unaffected by weather**. High client satisfaction was expressed, and the K-12 success created a foundation for growth. **AIG strongly recommends Metro Wireless for its top-tier reliability and service.**



CONCLUSION

American Internet Group LLC's partnership with Metro Wireless successfully resolved chronic internet reliability issues that severely disrupted educational operations for its school clients.

By replacing unreliable traditional providers with Metro's robust point-to-point fixed wireless solution, AIG achieved the critical uptime required for modern schools, eliminating disruptive closures and ensuring seamless learning and testing.

The solution's proven reliability, rapid support, and ability to meet strict deadlines fostered deep trust and satisfaction. This success has not only solidified the partnership for existing clients but also created significant opportunities for expansion, including major bandwidth upgrades and extending services to community colleges.

John Edwards' strong endorsement underscores Metro Wireless as the preferred solution for businesses, especially educational institutions, demanding guaranteed, high-performance connectivity.

Key features:

Fixed wireless technology:

dedicated point-to-point line-of-sight antennas bypassing ground-level vulnerabilities

Engineered reliability:

proven consistent uptime performance through harsh Michigan winters and summers

Deadline compliance:

reliably met critical FCC turn-up deadlines for school operations

Scalable bandwidth:

flexible capacity to meet growing demands; future plans for 5Gbps upgrades

Dedicated account management:

assigned contacts for personalized support and future planning



"We've been very happy with Metro Wireless— top-notch reliability, excellent service, and no more school closures. Their fixed wireless solution just works, rain or shine."

John Edwards

**CEO, American
Internet Group**

CAN YOUR NETWORK SURVIVE STORMS, FIBER CUTS, AND TIGHT DEADLINES WITHOUT MISSING A BEAT?

Metro Wireless doesn't just endure – we deliver unstoppable connectivity, no matter the challenge.



READY TO SEE HOW FIXED WIRELESS CAN TRANSFORM YOUR CONNECTIVITY?
LET'S MAKE IT UNSTOPPABLE.
SALES@METROWIRELESS.COM | (888) 203-5826

BEYOND CONNECTIVITY.
BUILT FOR URGENCY.
READY WHEN IT MATTERS.

