



Texas Hill Country Case Study

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Introduction

Unless you've hiked around in the rain and cold of a Texas Hill Country winter trying to find a cellular signal to make a call, you don't know what Tracy Cluck has been through.

Cluck's house lies about 12 miles from the nearest cell tower, and "hill country" is an apt description of the local terrain that further hinders cellular signal strength.

Challenge

"We had at best one to two bars of fluctuating signal at the highest point on my property," he said. "There was no signal at all around the house or inside. And it was not just me or my house. It doesn't matter which carrier you get your cell service from, we all have the same problem in the Texas Hill Country!"

Although Cluck has a 4G service plan, his phone would only occasionally lock onto the 4G signal when he walked around his property. "We could not use our phones at all inside the house," he said. "They didn't even ring, just went straight to voice-mail."

Solution

Cluck researched possible solutions to his weak T-Mobile signal and found Wilson Electronics, which manufactures the top selling line of cellular signal boosters in the U.S. and Canada.

He phoned Wilson's U.S.-based customer service group and spoke with rep Glen Foster about his need for a strong, reliable signal in his house. After asking a few questions, Foster recommended Wilson's AWS 70 signal booster system and even suggested several Wilson dealers that Cluck could buy from.

"It took my son and me about two hours total to install the system," Cluck said. "No special tools needed and everything went together well. The instructions were clear, simple and easy to follow, and the set up was easy. Everything we needed was in the box, which is important when you live 27 miles from the nearest hardware store."

Cluck attached the booster system's outside antenna just above the HDTV antenna on an existing mast located at the peak of his roof gable. While on the roof he could see the distant cell tower, so he aimed the booster's directional antenna by sight. The results were immediate.

Results

"The equipment exceeds my expectations for quality and performance," he said. "Now I have four solid bars of 4G signal consistently throughout my house! I am very, very pleased!"

The strong 4G signal allows Cluck to access the high-speed broadband service that's part of his phone plan. Since he's now actually able to use the service he's being billed for, he estimates the Wilson booster system will pay for itself in just a few months.

Noticing the spectacular results, Cluck's son and brother-in-law plan to install Wilson systems in their homes. And he's sure his Hill Country neighbors will soon follow his example and get Wilson boosters of their own.

"Now I'm going to have to get used to carrying my phone around," Cluck said. "I used to just leave it in the back room and only carry it when I traveled. But now it works all the time!"