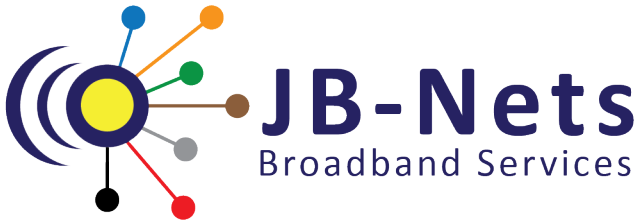




CASE STUDY



Industry

Telecommunications

Company

JB-Nets is a locally owned broadband provider based in Gallia County, Ohio. The company serves rural communities of southeastern Ohio, providing essential connectivity across Gallia and Lawrence counties.

Founded in 1997 as Kline's Custom Computers, the company evolved from a home computer repair business into an internet service provider dedicated to bridging the digital divide. Renamed JB-Nets in 2002, it features a network of 54 towers and is working to expand both wireless connections and fiber to the home, with the goal of ultimately providing service throughout Gallia and Lawrence counties.

Beyond serving residential customers, the company also strives to improve the community. From installing Wi-Fi in the Park, bringing connectivity to the Gallia County Jr. Fairgrounds, and partnering with Gallia County Job and Family Services to help residents access reliable, efficient work-from-home opportunities, they prioritize creating seamless local connectivity.

Business Challenge

JB-Nets transitioned into a broadband provider after neighbors inquired about connecting to an Integrated Services Digital Network (ISDN) line. To meet this local demand, JB-Nets built makeshift wireless access points, which eventually scaled into erecting full wireless towers and building out modern fiber-to-the-home infrastructure.

Operating in Gallia and Lawrence counties, Ohio, presents the unique geographic challenges of the Appalachian foothills. The region is characterized by rough terrain and significant elevation changes, which create severe line-of-sight obstacles for wireless tower sites. In many rural areas, transmitting bandwidth between points was historically difficult.

By 2011, JB-Nets faced a pivotal infrastructure bottleneck driven by the "Netflix effect." The growing popularity of multimedia-rich services like YouTube and streaming video created bandwidth demands that the company's existing T1-based backbone could not support. Capped at roughly 3 Mbps of throughput, JB-Nets was unable to offer the speeds customers required to navigate the modern web.

JB-Nets needed a backbone partner who could provide scalable bandwidth and physical fiber reach into hard-to-reach locations, allowing them to move beyond 1 Mbps packages and compete with national providers.

Glo Fiber Business Solutions



Dedicated Internet Access
Point-to-Point E-Line
Dark Fiber

The Glo Fiber Business Solution

To solve these throughput and terrain challenges, Glo Fiber Business partnered with JB-Nets to serve as their primary upstream provider. This partnership began with a fundamental shift in capacity: replacing limited T1 lines with a dedicated 50 Mbps circuit. This 2011 upgrade was a game-changer, allowing JB-Nets to immediately transition their customers from 1 Mbps packages to 12 Mbps offerings.

As the partnership evolved over the next 15 years, the solution expanded into a comprehensive infrastructure support system. Glo Fiber Business deployed a network of **point-to-point E-lines** and **dark fiber** runs across challenging locations. This critical **backhaul** enabled JB-Nets to establish a main headend in the Village of Aid, which now supports a 50-mile fiber-to-the-home footprint.

To stay ahead of modern demand, JB-Nets recently doubled its **Dedicated Internet Access (DIA)** with Glo Fiber Business, from 10 Gbps to 20 Gbps. This provides the necessary overhead for JB-Nets to offer full-duplex gigabit connections and multi-gigabit services, ensuring their network remains future-proof against rising data consumption.

Results

The collaboration between JB-Nets and Glo Fiber Business has resulted in a “set it and forget it” operational environment. By doubling their capacity to 20 Gbps — twice the 10 Gbps cap of many regional competitors — JB-Nets has achieved substantial network efficiency. The team no longer needs to manually manage load balancing for peak events like Thursday Night Football, available only through streaming via a major platform, as the extra capacity handles high-traffic surges automatically.

The partnership has also revolutionized JB-Nets’ community responsiveness. With ample bandwidth readily available, the company can fulfill customer upgrade requests within hours and deploy mobile hotspots for local fairs and sheriff units without extensive engineering.

Beyond the technical specs, the stability of the relationship has been a primary driver of success. Unlike larger providers with high turnover, Glo Fiber Business has provided a consistent, dedicated account representative familiar with JB-Nets’ history and operations. This institutional knowledge ensures that technical inquiries and expansions are handled with speed and precision.

Looking forward, JB-Nets is leveraging Glo Fiber Business’ existing fiber maps and backhaul capabilities to plan expansions into new areas. The partnership has transformed the biggest hurdle of getting bandwidth into rural areas into a solved problem.

Key Benefits:

- **Massive Scalability:** Successfully scaled from 3 Mbps T1 lines to a 20 Gbps Dedicated Internet Access (DIA) circuit over 15 years.
- **Terrain Mastery:** Utilized Point-to-Point E-lines and dark fiber to overcome Appalachian line-of-sight challenges and establish headends in rural “dead zones.”
- **Operational Efficiency:** Transitioned to a “set it and forget it” model where 20G overhead eliminates the need for manual load balancing during peak traffic.
- **Competitive Edge:** Enables JB-Nets to offer gigabit full-duplex fiber-to-the-home, along with up to 500 Mbps symmetrical wireless packages.
- **Relationship Stability:** Dedicated account management and proactive communication provide a consistent partnership.
- **Strategic Growth:** Access to Glo Fiber Business network maps allows for streamlined planning and expansion into new territories and counties.



“The working relationship is a breath of fresh air. We don’t have to rebuild professional relationships every few months like you do with larger companies. They are familiar with our account, they respond quickly, and they have been instrumental in our ability to scale to meet growing bandwidth demands.”

— Jake Kline, JB-Nets Founder and CEO

To learn more about additional Glo Fiber Business solutions, visit glofiberbusiness.com



GloFiberBusiness.com | 1-833-WANT-GLO

