

Improving customer experience with TP-Link's Wi-Fi system

How Norwegian ISP NextGenTel cut support volume and climbed to the top of the national broadband satisfaction rankings — by giving customers a Wi-Fi experience that simply works.

60%+

Reduction in support cases per customer
across PON, P2P, and FWA

AT A GLANCE

- **CUSTOMER**
NextGenTel
- **SEGMENT**
ISP / Broadband
- **MARKET**
Norway
- **SOLUTION**
Deco X55 Wi-Fi 6 Mesh
+ NE225 5G modem

BACKGROUND

TP-Link and **NextGenTel** began their partnership in 2023, when the ISP was looking for an easy-to-use Wi-Fi solution for its broadband customers. For a long time the company had struggled with poor Wi-Fi experiences — driving lengthy support calls, rising operational costs, and customer churn.



SOLUTION —

With the introduction of the TP-Link **Deco X55 Wi-Fi 6 Mesh solution**, NextGenTel entered a new era of home connectivity. The Deco system enables customers to easily install and manage their Wi-Fi network through an intuitive mobile app, while seamlessly supporting multiple mesh nodes to ensure reliable coverage throughout the home.

IMPACT —

The impact was immediate and significant. Following the launch of TP-Link's Wi-Fi solution, NextGenTel experienced a **substantial reduction in customer support contacts**. The number of support cases per customer decreased by **more than 60%** across all access technologies, including **PON, P2P, and FWA**. This positive trend was visible across all support channels, including first-line phone support, chat and app support, as well as second-line technical support.

FEEDBACK —

The feedback from NextGenTel's support organization has been overwhelmingly positive:



"The customers who switched from our previous vendor to TP-Link simply stopped calling us. These were customers who could contact support several times a week, and since the replacement, we have barely heard from them."

Preben Solli, Teknisk fagansvarlig



"One of the best decisions we have made was switching from our previous vendor to TP-Link. Customers are noticeably more satisfied after the change, and it has significantly reduced waiting times for Customer Support."

Vanja Azevedo Luedy Andersen, Kunderådgiver

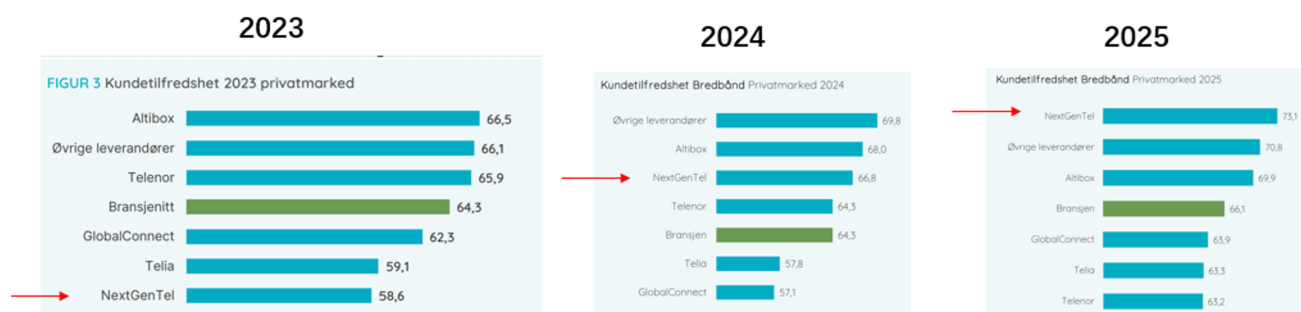


"We noticed an extreme reduction in queues after we replaced the old vendor's routers with TP-Link."

Thomas Stavland, IT-developer

PART OF A BROADER SATISFACTION JOURNEY —

Since 2023, NextGenTel has made a remarkable journey in improving both customer satisfaction and Net Promoter Score (NPS). Through continuous improvements in processes, product portfolio, and strategic partnerships, the company has significantly strengthened its market position.



Source: [EPSI Norway broadband customer satisfaction rankings](#)

This progress is reflected in the annual EPSI customer satisfaction rankings, where NextGenTel moved from 5th place in 2023 to **1st place** in 2025. During the same period, the company increased its score from 58.6 to **73.1**, surpassing major Norwegian broadband providers such as Telenor, Telia, and Altibox.



"Among the top-three decisions I have made while being CEO of NextGenTel is the choice to cooperate with TP-Link! We are a top top satisfied customer."



Trond Bjørøy, CEO, NextGenTel