



📍 LOCATION:	Carmel, IN
🏠 SIZE:	19,000 sq. ft.
🏡 CATEGORY:	Large Home
📶 BOOSTER:	Fusion5X 2.0

SureCall Improves Verizon Cell Signal Inside Large Private Home

ABOUT THE CUSTOMER

After years of planning and building their dream home in Carmel, IN, a private family moved in only to realize the cell service for Verizon was completely unusable. The signal booster the homeowners originally purchased was not living up to the manufacturer's promises and the support they received was of minimal help.

Struggling with this issue for nearly four years, the homeowners had resigned to moving their patio furniture to a very specific spot on the front porch as this was the only location where they could get somewhat reliable cell service for Verizon.

THE CHALLENGE

The Premier Group is renowned for providing connected home customers with the best tech solutions and a white-glove level of service. After being contacted by their customer again, Ken Irvine, VP of vendor relations at The Premier Group, was briefed on the family's cellular issue.

“Our client had gone to great lengths to make and receive phone calls at their home. To make their lives easier, we connected our client with SureCall.”

Ken Irvine

VP of Vendor Relations, The Premier Group

After arriving to the home, The Premier Group, St. Peters Sales Agency (local SureCall retailer), and a representative from Surecall took signal readings at many different locations inside and outside of the home.

The average signal reading inside the building was worse than -105 dB, even with the original booster running. Keep in mind that any signal lower than -100 dB indicates very spotty to unusable cell service. The outside signal was strongest on their front patio, right above where the family had placed their patio furniture, and that signal was measured at -79 dB, which provided enough signal to benefit from a well-engineered cell phone signal booster.

The customer had specific criteria for what they needed. First and foremost, they needed a solution that would improve cell service for Verizon on throughout their home. Additionally, they needed a booster that would blend into the building's aesthetic and a product that was backed by reliable support.

THE SOLUTION

Having examined the full magnitude of the home's cell signal issues and identifying the customers exact needs, The Premier Group turned to SureCall for their expertise developing cell phone signal boosters they can feel confident installing in their customer's homes.

They quickly got in touch with Eric Mercil by way of their local SureCall sales representative, and an onsite visit was scheduled within four days. Arriving to the home with the SureCall booster in tow, Eric and The Premier Group team

NEEDS:

- Cell coverage inside their 18,000 sq. ft. rural home
- Coverage for Verizon throughout the building
- Coverage for other cell carriers was a big plus
- Blend with the home's aesthetic
- Reliable product and technical support

SOLUTION:

- 1 SureCall Fusion5X 2.0 cell phone signal booster
- 5 inside wall mount panel antennas
- 1 outside omni directional antenna

RESULTS:

- Average -85 dB cell signal (4 bars) throughout the majority of the 18,000 sq. ft. home
- Reliable voice, text & 4G LTE data for Verizon, AT&T and T-Mobile

plugged the SureCall booster and components into the existing cable runs, which they verified were still functioning properly, and the homeowners immediately had cell service in their home.

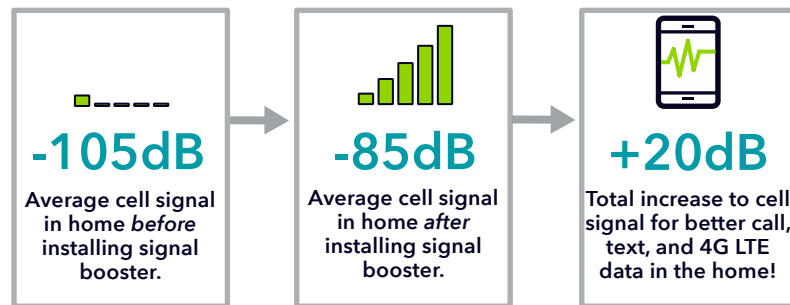
“*SureCall's team was very responsive, quick to identify the problem and the end result is flawless. They provide great support too, but our client hasn't had to use it.*”

Ken Irvine


VP of Vendor Relations, The Premier Group

THE RESULTS

After installing the SureCall Fusion5X 2.0 signal booster, 5 inside panel antennas, and 1 outside omni directional antenna, the team connected the system to the existing wiring in the home. After installing, a final signal reading was taken and showed the home had an average cell signal reading of -85 dB, which meant their client had reliable Verizon cell service for calling, texting, and 4G LTE data in the majority of their home.



The installation was quick, effective and the family has been very pleased with the result. The family now has access to reliable cell service with Verizon and their friends and visitors, who also struggled with weak cell signals in the home, can now reliably connect to AT&T, T-Mobile and all other US cell carriers.



SureCall's Fusion5X 2.0 is the industry's most powerful cellular signal booster for large homes and medium size offices. Covering up to 2X more area than the closest competitor, it improves all North American cell carrier's voice, text and 4G LTE data signals inside buildings across the North America.

[DETAILS & PRICING >](#)

About SureCall:

SureCall is the multi-patented industry leader in cell phone signal boosters, combining high quality technology with innovative designs to create award-winning boosters that dramatically improve cell phone reception, including voice or 4G data, for homes, cars and businesses.

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About The Premier Group:

The Premier Group's mission is to provide exceptional audio, video, lighting, electrical, security, networking, automation and related technology solutions through careful system design, outstanding product innovation, and impeccable system implementation. Premier's staff consists of trusted professionals with vast knowledge and experience who provide the highest level of quality and expertise, consistently delivering best-in-class solutions with award-winning customer service.

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