



## Roggen Telephone Cooperative Company

CUSTOMER SUCCESS STORY

### PROFILE SNAPSHOT

Organization:

[Roggen Telephone Cooperative Company](#)

Industry:

[Internet Service Provider](#)

Licensed Users:

600

Abaca Solution:

[EPG 1000 with ReceiverNet™ Premium Service](#)

Abaca Protected Customer Since:

2007

## Abaca® Email Protection Gateway™ takes the load off of regional Internet Service Provider

Roggen Telephone Cooperative Company is an independent telephone company located in rural Colorado, 50 miles northeast of Denver. Originally founded in 1928 to bring basic telephone service to rural customers, part of the company's mission now is to provide a bridge to their customers' communications future.

Roggen Telephone started Roggen Telephone Enterprises Inc. (RTEI) in 1997 to provide satellite television for their customers. Roggen Telephone Enterprise Inc. then grew into Roggen Telephone Enterprise Broadband (RTEBB), a leading broadband Internet service provider in the company's service area. Today, with more than 400 subscribers and counting, Roggen Telephone Enterprise Broadband offers a full range of business and residential broadband services, including owner-managed web hosting, virtual private network support and, of course, email.

### Email server slowed by spam

For many broadband service providers, email is the most basic service they offer. But for Roggen Telephone Enterprise Broadband, it was becoming the most problematic.

"We were getting 30,000 to 40,000 spam messages an hour," recalls Roggen Telephone Enterprise Broadband Combination Technician Will Young. "The load on our email server was 95 percent. It got so bad that many customers couldn't send or receive email at all."

Roggen Telephone Enterprise Broadband already had an anti-spam solution in place, but the software couldn't keep up the spammers. It also didn't block spam effectively enough. Young and his coworker Tyler Sirios, Roggen Telephone Enterprise Broadband's only other combination technician, began looking for a better solution.

"Since there are just the two of us handling all our broadband installations, we can't devote much time to spam problems every day," says Young. "But with 75 percent of our customers complaining, we needed to do something."

Young started researching anti-spam solutions on the web. An advertisement for Abaca's Email Protection Gateway got his attention right away.

"The Abaca solution is different," says Young. "It isn't another anti-spam software package, it's an actual gateway that sits in front of the server and keeps it from being overloaded."

Young also liked that Abaca's Email Protection Gateway fit easily into Roggen Telephone Enterprise Broadband's budget. "We're a relatively small cooperative company," he says. "Abaca's price point for the appliance makes it very competitive."



## Taking a load off: from 95% to 0.5% in a day

When Abaca's Email Protection Gateway arrived at Roggen Telephone Enterprise Broadband, Young and Sirios had almost no trouble installing it. "We called a couple of times with questions and got the answers we needed," says Young. "It was pretty straightforward."

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**- Will Young**  
RTEBB Combination Technician

Abaca even took calls from a few of Roggen Telephone Enterprise Broadband's subscribers. "Some customers using Microsoft Outlook were experiencing glitches with the gateway," says Young. "They called Abaca, and Abaca called us to let us know what we needed to do to help them."

With the Abaca Email Protection Gateway installed in front of the email server, Roggen Telephone Enterprise Broadband's influx of spam took a sudden nosedive. "The load on our email server dropped from 95 percent to 0.5 percent the first day," Young recalls. "The Abaca gateway solved our bandwidth problem immediately."

Customer complaints took a sudden nosedive as well. Abaca's solution not only blocks spam, it also allows customers to retrieve messages erroneously categorized as spam without having to call Roggen Telephone Enterprise Broadband. That's been a real selling point for the company's 400 plus email subscribers—every one of whom has opted to enable the Abaca gateway on their account.

"We did have one person who opted out initially," laughs Young. "But within a month they opted back in!"

## Saving time for the future

Now that they have Roggen Telephone Enterprise Broadband's spam problem under control, Young and Sirios can finally concentrate on installing the company's rapidly growing base of broadband subscribers. They are also working on a fiber upgrade of the company's network.

"Before we installed Abaca's Email Protection Gateway, we lost a lot of time tracking down messages, running messages through filters, and manually blocking messages," says Young. "Now customers can manage their own mailboxes and retrieve any messages they want without calling us. It's helped us be a lot more productive."

The automated features and scalability of the Email Protection Gateway are also helping Roggen Telephone Enterprise Broadband build a bridge to the future. "There are a lot of things we used to do manually that Abaca now does for us," says Young. "It's taken the pressure off so we can focus on growing our company as fast as we can."



### Abaca Technology Corporation

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Case Study  
ROG101107

## About Abaca®

Abaca Technology Corporation is an innovator in email protection and messaging security. Abaca's patent-pending technology, ReceiverNet™, offers an advanced approach in the fight against spam — providing unprecedented levels of accuracy and guaranteeing 99 percent spam filtration. Abaca has created a portfolio of innovative products and services based upon this core technology, thereby assuring users unparalleled messaging protection from spam, as well as viruses and phishing attacks. Abaca is a privately held company headquartered in San Jose, California. For more information about Abaca, please visit [www.abaca.com](http://www.abaca.com).

To learn more or request a free evaluation, call us at 877.462.2222 or email [info@abaca.com](mailto:info@abaca.com).