



Success Story

No More Faulty ULL Pairs!

In Brief

Incumbent carriers all over Europe have noticed that many of the ULL pairs offered by the competitive carriers are reported to be faulty by the customer within a short time after installing the service.

Many of them are now using Trend MC2+ to solve these problems and reduce faulty pair reports up to 75 %.

About Trend MC2+

Trend MC2+ is a productive ADSL, ADSL2, ADSL2+ and RE-ADSL2 tester that enables easy verification of copper pairs carrying DSL, POTS or ISDN.

About Trend

Trend Communications is a major player in the supply of hand-held test equipment and remote monitoring systems to the communications market.

Trend supplies the international test market with innovative products covering most technologies in the communications spectrum.

For more information, visit us at: www.trendcomms.com

Glossary

- ADSL = Asymmetric Digital Subscriber Line
- CLEC = Competitive Local Carrier
- DSL = Digital Subscriber Line
- ILEC = Incumbent Local Exchange Carrier
- ULL = Unbundled Local Loop

Background

The unbundling of the local loop in Europe has enabled the Competitive Local Exchange Carriers (CLEC) to use the Incumbent Local Exchange Carriers' (ILEC) access facilities. This is guaranteed by both European and local legislation in each of the member states of the European Union.

Challenge

ILECs all over Europe have now noticed that many of the ULL pairs offered to the CLECs are reported to be faulty by the customer within a short time after completing the order.

The reason why this happens usually has to do with installing new tie cables in local exchanges. Most commonly, the problem derives from incorrect identification of the subscriber's bar-pair, incorrect wiring at the DSLAM multiway connector block, broken tie cable, bad joints, or short circuits.

The number of faulty pairs may reach up to 8% of the pairs offered, and this means that a serious amount of time and money (approx. 40 € per faulty pair) is wasted to resolve problems that could be avoided during installation.

Solution

Correct cabling can be guaranteed by running some simple tests during installation.

Trend MC2+ is a productive ADSL, ADSL2, ADSL2+ and RE-ADSL2 tester that has been designed to deal with this situation by dramatically lowering the number of faulty pairs offered to the CLEC and this way saving operational costs.

When MC2+ is used during provisioning, faulty pair reports have been found to drop to 1 or 2%, and this will not only cut down costs, but also increase customer satisfaction and loyalty.



TrendCommunications



"We want to offer the best possible service with minimum costs, to be able to compete with other carriers and increase customer loyalty.

MC2+ is helping us to be more productive and save money."

– Customer feedback at Trend Customer Service



Why MC2+?

The Trend MC2+ is a tester that makes it very easy to check copper pairs carrying DSL, POTS or ISDN. To check the pair, all the technician will have to do is to connect the tester and run a simple Pass/Fail test. The MC2+ takes care of the rest, detecting POTS/ISDN voltage, DSLAM training and showtime, and showing this quickly with clearly labelled LEDs.

"These simple Pass/Fail tests ensure that the connection of the subscriber with the exchange is correct, and faulty pairs are detected *before* they start affecting the service," says Alan Keene, the MC2+ Product Manager.

What's best about the MC2+ is that it will pay itself back probably quicker than any other tester – in less than a month in situations where faulty pair reports are reduced by 50 %.

Future

Service providers all over the world have discovered the power of MC2+, and they are now increasingly using this tester to detect faulty ULL pairs.

This means good news for both carriers and their customers; carriers can offer a more productive service, and customers can be more satisfied with this service.

With Trend's MC2+, faulty ULL pairs simply won't be a problem any more.

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