How VIAVI Automates Unbundled Last-Mile Testing for Wholesale Access Providers

Wholesale access providers waste thousands of site visits on incorrect fault reports from their customer's customers

Hundreds of phone companies around the world are compelled by regulatory agencies to unbundle last-mile connections to other telecom companies (its wholesale business). Although such measures promote competition, they burden the wholesale access provider with duties it would otherwise not have, especially managing trouble tickets from a customer's customer – the end-user.

Root Cause Unknown

Without proper network visibility, the root cause of that type of ticket is unknown. Does it lie in the wholesale access providers' network? The customer's? The end-user's home? To maintain SLAs, most wholesale access providers will simply send a technician out to investigate, which is costly and is a drag on mean-time-to-repair (MTTR) metrics.
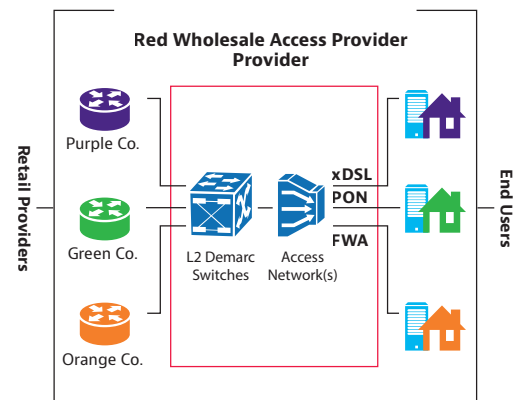
Incumbent Network Not at Fault

Up to 80% of trouble tickets opened with the incumbent are not the wholesale access provider's fault. That results in thousands and thousands of wasted tech hours and truck rolls, and at $300-$500 a truck roll, a lot of expense. Many wholesale access providers charge their customers for "no fault" site visits but it's an accounting exercise that both sides would rather avoid. In addition, end-users want results in minutes, not days.

Red Wholesale Access Provider Provider

1022.900.1121-1

Reduce the Burden and Speed the Process with Fusion

Fusion provides the wholesale access providers with the ability to test the L2 circuit between the demarcation points of its network and those of its wholesale customers. Smart SFPs (JMEPs) deployed at those demarcation point provide the test end points used in combination with an active test to and from end-user CPE. In this manner, Fusion gives service providers essential and cost-effective network visibility. That clarity allows incumbents to

- **Automate the trouble ticket triage function**
  With actionable information provided by standards-based test protocols (Y.1564, RFC 2544, Y.1731), the wholesale access provider can reject the high percentage of tickets for which they are not at fault. If the root cause lies within the wholesale access provider network, a technician can be dispatched per usual.

- **Improve The Customer Experience**
  Both the wholesale customer and the end-user will enjoy a better experience with faster problem identification and a shorter MTTR.

- **Experience a Fast Breakeven**
  By cutting expensive site visits in half, wholesale access providers can experience as little as a 6-month breakeven time on a new Fusion deployment.

CONTACT THE NETWORK TEST EXPERTS AT VIAVI FOR A FUSION CONSULTATION
to explore how our automated test system can streamline last-mile wholesale operations.

VIAVI Solutions