



POWER WOMEN ALLIANCE

Success Spotlight:

Midcontinent Communications (a Comcast Company)

Background

This Customer was introduced to Televergence by a trusted partner, Nancy Ridge of Ridge Innovative in January, 2007. The benefit of this partnership goes beyond the original introduction. Ridge Innovative offered strategic guidance from a non-biased perspective, as well as on-going collaboration and support to deliver the best customer experience.

Challenge

A Competitive Local Exchange Carrier operating from, and providing service in, multiple rural markets faced the following challenges:

- Budget cuts
- Declining revenue from traditionally stable CABS billing and reciprocal compensation
- Team reductions
- The need to upgrade switch infrastructure
- Recent local and federal rural call completion requirements

As a result of multiple mergers and acquisitions, the company's network contained various switches, such as Metaswitches, DMS-250s and 5ESS hardware, with limited least cost routing functionality. There were both TDM and SIP interconnections to multiple carriers with varying degrees of efficiency and quality.

Solution

Televergence's CTO and technical team have extensive experience working with divergent switches, including regional and national networks. Televergence acted as a neutral third party during the due diligence process and subsequently designed a project plan to consolidate the network into a homogeneous environment.

Results

The company now maintains a redundant voice switch facility, utilizing state-of-the-art systems that enable their dedicated staff to route and monitor traffic from a central network operating center (NOC) facility.

The Company has successfully consolidated vendors, and negotiated significantly lower rates, without the need for volume and/or term commitments. Excellent call quality has been maintained and they continue to be in compliance with the FCC Rural Call Completion Order.

Televergence and Ridge Innovative have had the pleasure of serving Midco for over 14 years.

