



# HTC Leverages Calix Network Consulting Services to Prepare Network for Exponential Data Growth

## THE CHALLENGE

Highland Telephone Cooperative (HTC) is a member-owned telephone cooperative providing high-speed Internet, voice, and digital TV services to residential and business customers in Morgan and Scott counties in Tennessee and McCreary County in Kentucky. HTC began building its fiber-to-the-home (FTTH) network in 2010, deploying the Calix E7-2 Intelligent Modular System in the access network. Today, the company has over 3,000 miles of fiber serving more than 17,000 subscribers.

With its gigabit service package growing in popularity, and data usage increasing exponentially, HTC knew it would have to continue to increase network capacity to satisfy its subscribers' limitless appetite for data—now and in the future. The company was already experiencing some bottlenecks in its network and had made some reactive adjustments to address them. Recognizing that these were short-term fixes, HTC was looking for expert guidance on the best way to grow their network for the future.

## SOLUTION

HTC saw the need to take a more holistic view and plan network growth strategically, especially given the speed with which traffic was growing. The company determined that Calix Network Consulting Services was in the best position to deliver the expertise and insight they needed to move forward with their growth plans, while also meeting their subscribers' current requirements.

A Calix Network Consulting expert was assigned to work in close collaboration with HTC's Network Engineering team. Throughout the engagement, the Calix consultant conducted in-depth analyses on various aspects of the network and offered ongoing insight and guidance on HTC's network strategy and implementation plans. As well, the consultant continuously looked for ways to improve the performance, reliability, and robustness of the services HTC was offering its subscribers.

## THE RESULTS

Working with Calix Network Consulting Services has enabled HTC to move forward with a robust plan for network growth, confident that it is making the right decisions to meet evolving subscriber demands cost-effectively over the long term—all while continuing to grow the business and provide the best possible subscriber experience.

HTC realized many benefits from working with Calix Professional Services. The Calix consultant added immediate value by quickly zeroing in on issues in the network that were creating bottlenecks and helping HTC's network engineers correct them to limit subscriber impact.

Armed with an in-depth understanding of HTC's network along with expertise about Calix systems, the consultant was able to help HTC determine the best evolution path for the access network. The company also found that the consultant's expertise extended beyond the access network, providing a valuable sanity check on projects involving other areas of its IP network and offering fresh perspectives gained from numerous engagements with other Calix service provider customers.

From an operational perspective, working with Calix Network Consulting Services helped HTC reduce subscriber trouble reports, which in turn reduced costly truck rolls. These operational efficiencies resulted in substantial cost savings for HTC in the short term, which will continue as HTC's growth plans are implemented.

Knowledge transfer was another key advantage of the engagement with Calix Networking Consulting Services. Not only were HTC's specific network planning and engineering challenges being addressed, the team was also being equipped with the know-how to evaluate and address similar issues in the future.

Overall, HTC was extremely happy with their experience working with Calix Network Consulting Services and viewed the Calix consultant as an extension of their team. As Jared Carson, Chief Operations Officer for HTC, notes, "You know, there's a term: trusted partner. And that's the way we really feel about Calix."

### COMPANY

Highland Telephone Cooperative

### WEBSITE

highlandtel.net

### LOCATION

Sunbright, TN

### SERVICES

High-Speed Internet, Voice, Digital TV

### SUBSCRIBERS

17,000