



# Poka Lambro Avoids Truck Rolls and Customer Complaints with Calix Remote Monitoring Service

## THE CHALLENGE

Poka Lambro Telephone Cooperative is one of the leading telecommunications companies in west Texas, providing quality voice, long distance and high-speed Internet service over digital fiber optic technology. Poka Lambro continues to build out its FTTH access network to provide exceptional broadband services to its subscribers. With a growing subscriber base, the company was looking for help improving efficiency and reducing costs to keep its operations lean, while still providing subscribers with the best possible experience.

## THE SOLUTION

To improve operational efficiency, Poka Lambro turned to the Calix Remote Monitoring Service, a managed service offering which provides 24/7 monitoring of the access network along with deep visibility into incidents impacting subscribers and network performance. The service provides intelligent incident notifications to operations personnel, which include resolution paths and links to troubleshooting resources. The Analytics and Reporting Portal provides extensive insights with actionable, at-a-glance, and deep dive views of alarms and incidents, which enable operations teams to prioritize their efforts. A Calix Customer Success Manager worked with the Poka Lambro operations team and immediately helped them accelerate the time to value for the service.

## THE RESULTS

The Remote Monitoring Service helped Poka Lambro quickly identify an incident impacting several subscribers, which in many cases would have gone undetected. They received an incident notification from the Remote Monitoring Service indicating several ONT Loss of Signal (LOS) alarms were detected on one of their Calix C7 GPON systems. The intelligent correlation capabilities of the platform consolidated the multiple alarms into one incident, listed suggested resolution paths, and automatically sent the notification to the Poka Lambro operations team. The notification allowed Poka Lambro's technician to identify the GPON shelf location and determine that the LOS alarms were caused by a defective field splitter.

The Remote Monitoring Service allowed Poka Lambro to identify and resolve this issue before any of the affected subscribers called to complain about the outage. By being proactive and responding rapidly, the operations team noted that they were able to avoid as much as \$1,000 in expenses as a result of subscriber calls into customer care, multiple truck rolls, and the associated subscriber dissatisfaction.

The Calix Customer Success Manager has also been instrumental in helping the operations team get maximum value from the features and capabilities of the Remote Monitoring Service. This includes providing guidance and expertise in integrating the notifications and alarm analytics of the Remote Monitoring System into their operational workflows, as well as mapping and optimizing incident management processes while establishing and tracking results.

As Mike Jarrett, vice president of plant operations for Poka Lambro, notes "The Remote Monitoring Service and the access to a Customer Success Manager are helping us innovate and manage our operations much better. The Success Manager is helping us map out and optimize workflows, giving us new insights while ensuring we get the most from our investment in the Remote Monitoring Service."

### COMPANY

Poka Lambro

### WEBSITE

[poka.com](http://poka.com)

### LOCATION

Tahoka, Texas

### SERVICES

High-Speed Internet and Local and Long-Distance Voice