Brochure

VIAVI

XPERTrak PON Port Mapper

Non-Disruptive PON Splitter Port Mapping Tool

Stop Disconnecting Your Customers!

VIAVI Solutions

Stop Rolling Trucks To Fix Unintended Customer Disconnects

Far too often a technician arrives at a splitter cabinet to connect a new customer only to find all splitter ports full despite documentation showing available ports. Ideally the tech leaves and escalates the ticket, but in most cases they simply disconnect an existing drop and hope it was not an active customer. Unfortunately they often guess wrong and must return the next day to reconnect the angry customer they just disconnected. By enabling rapid identification of splitter ports available for use, techs can confidently add new customers without impacting existing subscribers even when port reclamation is required.

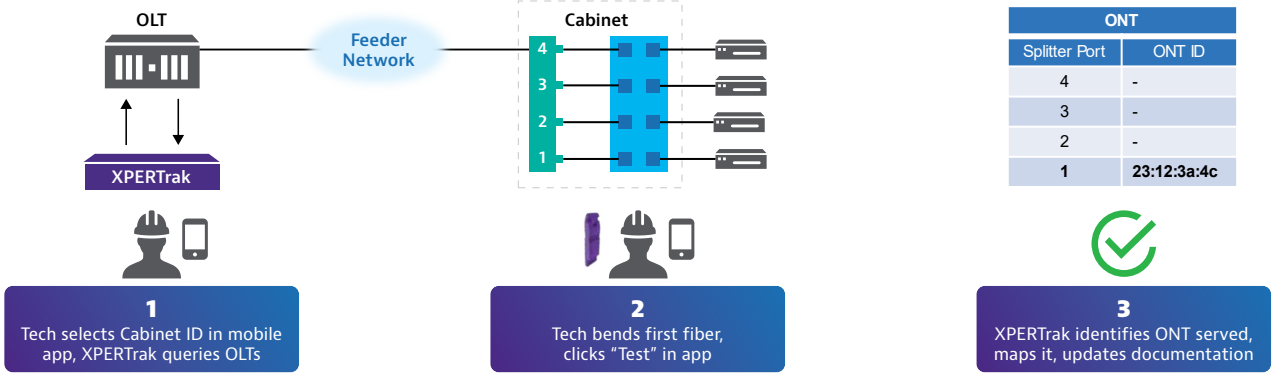
Benefits

- Drastically reduce truck rolls required to reconnect wrongfully disconnected customers
- Improve NPS by not taking customers offline
- Improve new customer turn-up success rate
- Turn up new customers faster
- Minimize opportunities for fiber end face contamination or damage

Features

- Simple — requires only basic tools and minimal training
- Silent — process does not impact subscriber services
- Flexible — Works with most major PON NEMs systems
- Error-proofed — Automated process including documentation update and storage
- Sustainable — effective for one-time clean-up and ongoing service use

Quickly and Quietly Clean Up Your Splitter Port Documentation With PON Port Mapper



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PON Port Mapper Benefits

Drastically reduce truck rolls required to reconnect accidentally disconnected customers

- Address the #1 driver of truck rolls in many PON systems
- Reduces OPEX while making more technician time available for new service installs

Improve NPS by not taking customers offline

- Eliminate accidental disconnects during new service installs
- Verify correct drop if disconnection is necessary in troubleshooting a customer issue

Improve new customer turn-up success rate

- Enable techs to identify available splitter ports without taking subscribers offline
- Eliminate escalations required when Tech can't determine which occupied port is available

Turn up new customers faster

- Use your scarce Technician resources to turn up new customers, not fix yesterday's mistakes
- Include splitter port to use with dispatch to eliminate installer time spent investigating cabinet

Minimize opportunities for fiber end face contamination or damage

- Clean up splitter port documentation without fiber disconnection apart from rare exception cases
- Enable verification of specific customer drops before service without disconnection
- Create workplace culture where disconnecting a drop is viewed as a rare and exceptional practice

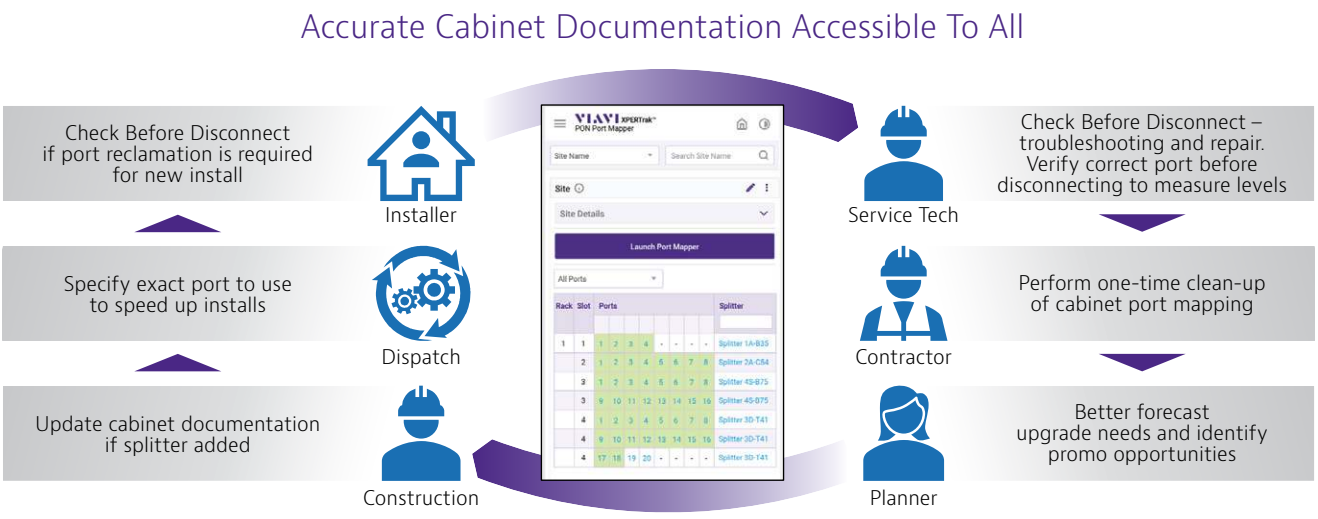
Improve Business Processes Through Automation

- Share real-time, accurate cabinet mapping info with other systems via API
- Speed up installs, improve network planning, precisely target promos

PON Port Mapper Use Cases

Examples of how PON Port Mapper is utilized:

- Check Before Disconnect — New Service Installs and Repairs: Verify an occupied splitter port is not serving an active subscriber before swapping drops for a new service install. For repairs, verify port is feeding customer in question if disconnection is required for troubleshooting.
- One-Time Splitter Port Documentation Clean-Up — Send a team of junior Tech's or contractors into the field to systematically clean up port documentation for your existing deployed network.



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Advantages of XPERTrak PON Port Mapper vs Alternative Methods

Never Take a Customer Offline, Not Even For Just a Few Seconds

The innovative, patent-pending PON Port Mapper process never requires disconnecting an active customer. This directly impacts overall customer satisfaction and builds good habits for Technicians by giving them alternatives to service-impacting maintenance practices.

Process Economically Deployable Even In Tight Labor Markets

It's challenging to find skilled workers to operate PON networks today, and operators must use these scarce resources to turn up and repair subscriber services. PON Port Mapper can be used to identify available splitter ports using even the least experienced technicians or contractors with minimal training or equipment required. Process execution including port map updates and storage are made fast, simple, and highly reliable through automation.

Works With Most PON NEM's Systems

PON Port Mapper supports OLT/ONT's from most major vendors, the process and results are identical regardless of which vendor(s) are in use. This is important as service providers increasingly multi-source NEMS gear to reduce cost and mixed networks become more common through consolidation and acquisitions.

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