

case study



Rhodes College Gives XO Communications an 'A' for Ten Years of Excellent Service



Rhodes College

Founded in 1848 in Memphis, Tennessee, Rhodes College is a small liberal arts school with big aspirations: graduate students with a lifelong passion for learning, a compassion for others, and the ability to translate academic study and personal concern into action in their communities and the world. As a result, the approximately 1,200 students who live on campus generate big demand for voice and data services.

The Challenge

Improve network infrastructure and offer better service and support than an incumbent service provider

In 1996, when Rhodes College installed a new private branch exchange (PBX), the Bursar and Telecom Director, Richard Huddleston, also considered upgrading the school's old copper lines to fiber. "But then we found out it would cost \$80,000-\$90,000 through our previous carrier," Huddleston said.

While XO offered to install fiber on the entire campus without charge, Huddleston and his team needed to feel confident about XO providing their voice connection to the world. At the time, XO was still a relatively new company.

Then a new challenge surfaced. An incumbent carrier suddenly cut off an important service it provided to Rhodes College: an E911 Private Switch/Automatic PBX, known as PS/ALI, which identifies the exact, critical location of any 911 caller on campus.

The Solution

A portfolio of robust voice and data services from XO Communications, including a campus-wide XO fiber network and PS/ALI solution

The disconnect prompted Rhodes College to make the switch to XO Communications in 1996 and they have been a satisfied customer ever since. XO began by installing fiber and providing voice service for the entire campus. Then in 2000, Rhodes College added Internet service from XO as well, providing a broadband connection for about 2,500 computers.

"We had a good relationship with XO as our phone provider, and they were competitive price-wise," said Charlie Lemond, Director of Information Technology Services.

highlights

Customer Challenge

- Upgrade old copper lines
- Find a responsive and supportive service provider
- Implement a robust E911 solution to locate callers in an emergency

XO® Solution

- XO fiber network throughout the entire campus
- 3 T1 circuits with 2,000 available voice lines
- DS3 dedicated Internet access, providing 45 Mbps throughput
- PS/ALI, a solution to identify exact location of 911 callers within a campus PBX



Finally, XO provided the PS/ALI solution for Rhodes College when the previous service provider turned off the service. "We went to XO and told them what we needed and they got it for us," said Huddleston. "We were one of their first customers for a PS/ALI solution."

Features of the XO solution at Rhodes College include:

- Three T1s and 72 lines providing local voice service for the entire campus, with about 1,400 of 2,000 available phone numbers now in use
- DS3 dedicated Internet access, providing 45 Mbps throughput
- PS/ALI solution, providing critical location information for 911 callers situated within the campus PBX

The Results

Fiber Network at No Cost

XO Communications installed fiber at no charge throughout the Rhodes College campus, significantly upgrading the infrastructure from the old copper wire service. According to Huddleston, the previous service provider would have charged \$80,000-\$90,000 for the fiber installation.

Responsive Technical Support

With Rhodes College completely on the XO network, Huddleston now has a single point of contact at XO, leading to faster resolution of service issues. "The response from XO has been great," said Huddleston. "Whenever I have a question, it's been answered quickly." Lemond added, "What helped seal the data deal for me was getting the phone number of an upper level technical person at XO."

Ongoing Cost Savings

Huddleston said that every few years when their contract comes up, XO improves its prices while maintaining excellent service. "We have no need to look at proposals from competitors. We save hundreds of dollars a month over our previous carrier."

Safety on Campus

The PS/ALI solution provides an accurate location of every phone within the PBX system, ensuring that critical information is instantly available in an emergency.

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RICHARD HUDDLESTON
Bursar and Telecom Director
Rhodes College
www.rhodes.edu

About XO Communications

XO Communications is a leading provider of telecommunications services exclusively to businesses. XO services include local and long distance voice, dedicated Internet access, private networking, data transport, and Web hosting services as well as bundled voice and Internet solutions. XO is a proven leader in IP services, including the award-winning Voice over Internet Protocol (VoIP) services bundle, XOptions® Flex. For carriers and service providers, XO offers a full suite of wholesale services. XO provides these services over an advanced, national facilities-based IP network and serves more than 70 metropolitan markets across the United States.

For more information, visit www.xo.com or call 1.866.963.9696.

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