



## SUCCESS STORY



# D&E Communications

## CUSTOMER PROFILE

### Challenge

Provide enhanced telecommunications services to the Pennsylvanian market while controlling costs.

### Solution

Connectivity with VeriSign's SS7 network, as well as VeriSign's Line Information Database (LIDB) and Toll-Free Database services and VeriSign's services for Local Number Portability (LNP).

### Results

- Reduced costs associated with developing services in-house.
- Focused on one service provider for multiple services.

## + Developing the Pennsylvanian Market with Full-Featured Services

Some telecommunications providers try to cover as wide an area as possible, while others provide as many services as possible to a select area. Such was the strategy of D&E Communications, a company that was founded in 1911 specifically to address the Pennsylvanian telephony market. In this case, the strategy has paid off; D&E Communications is both an incumbent carrier, serving more than 175,000 access lines, and a competitive carrier, providing long-distance service throughout the state, as well as Internet access and telecom equipment sales. To support this rapid growth, D&E Communications needed to partner with a telecommunications provider with unmatched Signaling System 7 (SS7) capabilities, and one that could provide top-tier services. For these reasons, D&E Communications chose to partner with VeriSign, Inc. In addition to providing industry-proven infrastructure and security services for the Internet, VeriSign runs the largest private SS7 network in the world, and provides telecommunications carriers with a full spectrum of solutions in order to enable full-featured, secure, reliable communications. VeriSign operates Intelligent Communications, Commerce, and Content services that enable carriers to rapidly provision new revenue-generating services while mitigating today's cost, complexity, and security challenges.

## + An Extensive, Full-Featured Network

VeriSign's SS7 network has direct access to all of the local access and transport areas of the Regional Bell Operating Companies (RBOCs) and major Incumbent Local Exchange Carriers (ILECs). In addition, VeriSign continuously monitors the network and can quickly switch routes as needed to keep carriers up and running. Greg Strunk, VP of network



Where it all comes together.™



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- Reduced downtime and support resources due to highly reliable network services.
- Received proactive, responsive customer service.

*"In this complex world of telecommunications, VeriSign is in an excellent position to help us look far ahead and plan accordingly. We have a highly synergistic working relationship with VeriSign."*

Bill Ruhl  
CEO  
D&E Communications

operations, says that VeriSign's network is highly reliable. "Our business is based on reliability and excellent service, and that's exactly what we get from VeriSign. Our networks need to be operational 100 percent of the time, and VeriSign has provided that level of reliability." He also appreciates the level of support D&E Communications receives from VeriSign. "We've never had any issues that were not quickly resolved. I'm confident that if we encounter a serious problem I can call up the VeriSign food chain to get anything resolved immediately."

### + The Full Spectrum of Services

Strunk appreciates the comprehensive portfolio of services that VeriSign offers. "We've found each of VeriSign's services to be both reliable and cost effective." When D&E Communications faced the challenge of complying with the new regulations concerning wireless number portability, the company used VeriSign's Number Portability (NP) services, which provide carriers with a single, secure Web interface with which to connect to all applicable Number Portability Administration Centers (NPACs). This greatly simplifies order-entry and provisioning tasks, since carriers can avoid the time-consuming process of maintaining individual connections with each NPAC.

D&E Communications turned to VeriSign for database services as well. VeriSign's Toll-Free Database service gives subscribers access to every 800 number in the United States and Canada—unlike some services that provide only regional offerings. D&E Communications also took advantage of VeriSign's Line Information Database (LIDB) services, which allow carriers to provide services to subscribers for blocking select calls or validating account information. VeriSign's databases are highly secure, since they are backed up on multiple, fully redundant servers stored in military-grade facilities for continuous failsafe operations.

### + A Growing Partnership

Bill Ruhl, CEO of D&E Communications, considers VeriSign to be a trusted partner. "It's been a very good relationship, going back 10 years; VeriSign has been just a great company to work with. VeriSign is a very professional organization, and it's always on the cutting edge of emerging technologies and changes in regulations." Strunk agrees, adding that he especially values the expertise that VeriSign brings to the table. "I'm sure that when the next decree comes down from the FCC, VeriSign will be there to support us in any direction we choose to take." He also stated that as new solutions and technologies become available, D&E Communications will feel confident and comfortable in working with VeriSign to bring enhanced services to D&E subscribers. "We're working with VeriSign to build the network of the future."

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