



SUCCESS STORY



NTELOS, Inc.

CUSTOMER PROFILE

Challenge

Extend quickly and easily into competitive new markets

Solution

VeriSign NP SOA service, CNAM database service, and specialized consulting on a variety of projects

Results

- NTELOS found VeriSign's services to be highly reliable and cost-effective.
- VeriSign support staff were highly knowledgeable, and provided NTELOS with top-tier customer support.
- VeriSign demonstrated a sophisticated level of expertise.

+ Expanding the Services of an Established Communications Provider

Since 1897, NTELOS has been providing telephone service to rural Virginia. But since the company's inception, NTELOS has grown considerably, and today is the largest independent telephone company in Virginia. NTELOS runs a fiber optic network and Personal Communication System (PCS) license area covering more than 11 million people throughout Virginia and West Virginia, as well as parts of Kentucky and North Carolina. In addition to wireline and wireless phone service, NTELOS provides broadband Internet service to customers and a variety of telecommunications services to other carriers.

In three central and western Virginia communities, NTELOS is the Incumbent Local Exchange Carrier (ILEC). Following the Telecommunications Act of 1996, which opened up local exchange markets to competition, NTELOS expanded into additional markets as a Competitive Local Exchange Carrier (CLEC), offering wireless PCS and other services. To better compete in these markets, and to more easily attract new subscribers, NTELOS needed to develop full Number Portability (NP) functionality, which enables subscribers to retain their phone numbers when they move to a different provider. Also, NTELOS needed to become fully compliant with the new NP regulations. Since the development of NP functionality requires a heavy investment in hardware, software, and training, NTELOS turned to a third-party provider for NP services, and NTELOS chose VeriSign. In addition to providing industry-proven infrastructure and security services for the Internet, VeriSign runs the largest private Signaling System 7 (SS7) network in the world and provides telecommunications carriers with a full spectrum of solutions in order to enable full-featured, secure, and reliable communications. VeriSign operates Intelligent



Where it all comes together.™



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"Our history with VeriSign has always been extremely positive."

Frank Berry
Vice President
Engineering and Operations
NTELOS

Communications, Commerce, and Content services that enable carriers to rapidly provision new revenue-generating services while mitigating today's cost, complexity, and security challenges.

+ A Smooth Number Portability Transition

NTELOS used VeriSign® Number Portability (NP) Service Order Administration (SOA) services, which provide carriers with a single, secure Web interface with which to connect with 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. Frank Berry, NTELOS' vice president of Engineering and Operations, says that the NP SOA service greatly enhanced the company's competitive edge. "Without having to worry about administration," says Berry, "we were able to quickly edge out and expand into markets that were contiguous with our service area."

Berry was impressed by both the cost and the reliability of VeriSign's service. "The service is solid," says Berry, "And we know we can always count on it. We have a long history with VeriSign, and it's all good history." Berry also appreciates the level of support NTELOS received from VeriSign. "If we have an issue," says Berry, "I know that our network team can call VeriSign's network team and work as partners to solve it." NTELOS also leverages VeriSign Calling Name (CNAM) database services, which allow carriers to provide their subscribers with Caller ID and similar features. VeriSign CNAM database, which stores over 21 million names, is the largest in the country. Also, VeriSign's databases are continuously monitored for failsafe operation and are backed up on multiple, redundant servers.

+ A Delicate Operation

In addition to products and services, VeriSign is qualified to perform any level of network installation, upgrade, or repair, from simple projects to those requiring specialized expertise. NTELOS asked VeriSign to oversee the replacement of an entire Signal Transfer Point (STP) pair. "In the telecommunications world, that's the equivalent of performing brain surgery," says Berry. "When you make profound changes to your SS7 network, you're putting your entire network at risk. With VeriSign's assistance, the transition was completed and the cut-overs of both STPs went flawlessly."

+ A Knowledgeable Partner

Berry says that expertise is one of VeriSign's most valuable assets. He recalls when VeriSign helped address an SS7 messaging issue that involved three parties. "The VeriSign team never hesitated to jump in and offer ideas, and that helped us to come up with a solution that met everyone's needs," says Berry. "It's great to have VeriSign's expertise behind us. Many vendors disappear as soon as they sell you a product." Berry says that VeriSign has been a partner for a long time, and that he's looking forward to a partnership that runs long into the future.

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