



QUIVER BENEFITS

We have had the privilege of using the Quiver made by Arcom recently in the O [redacted] system. This handheld piece of test equipment uses our digital downstream signal to identify upstream impairments. In this case common path distortions (CPD). It monitors our forward digital signal and our return spectrum for the same data. When it sees that same data, it calculates the timing difference like a TDR and gives a footage of how far the problem is away.

We have struggled over the years troubleshooting CPD in our network. We have spent countless hours tracking it with our spectrum analyzers to come away with the CPD disappearing. We usually note the location where it was last seen and try to return to the same location when it appears again. The Quiver gives footage and then we can eliminate a lot troubleshooting and go to the part of the plant that corresponds to the footage given by the Quiver. In some cases where the CPD has disappeared in the spectrum while we are traveling to the node, the Quiver will still see the impairment and give us a footage to go troubleshoot.

In my opinion, this is a very useful tool and should pay for itself by eliminating lost troubleshooting time. It will improve our PPI, TC rate, COI & Repeat rates too.

Below are the testimonies by two techs that used the Quiver in O [REDACTED].

Regards,

Rick B...

I think the Quiver is a good tool for finding intermittent CPD. It can locate the CPD when you cannot see it with your meter or in Path tracks. The quiver helped me find intermittent CPD in RC20 that I had been chasing for several months. The node always had a couple of dB higher noise floor than normal and every once in a while the CPD would pop in. It would always clear when I opened amp c21. The noise floor looked great at that amp and forward and return levels looked good. But if I looked in Path tracks it still showed about a 3db elevated noise floor. I hooked up the quiver at amp c21 and it showed me 3 different faults. All of the faults ended up being caused by bad line

terminators. After these repairs the noise floor in Path tracks dropped 3db and I have not seen the CPD in this node since. Another good aspect of this tool is that it is non-intrusive for the customer.

Daryl T. NT5

As we all know, due to its nature, CPD can be one of the toughest problems to troubleshoot when it occurs intermittently. Especially if it happens mostly after hours then it might take several days sometimes weeks to pinpoint the source of the problem. With our advanced services, growing number of business customers and the introduction of X1 platform; the time it takes to resolve intermittent CPD issues will get closer to unacceptable range from our customers' perspective because when it is not visible at the return spectrum, CPD is virtually impossible to troubleshoot and we just have to wait till it happens again (which means customers are having problems again). When we think about some of our real world examples it makes it obvious that Quiver will be a precious tool for us. We can chase the source of the CPD even if it is not visible to our other tools (pathtrack, DSAM etc.) Daryl T. and I were able to troubleshoot intermittent issues in several nodes when we had the Quiver for a week for testing. RC20, CE02, OB71 were some of the nodes we practiced on and Quiver proved itself to be a very valuable tool. It will save us countless hours of troubleshooting time for sure and most importantly we will be able to completely resolve any CPD issues within reasonable time at the first time we tackle it.

There is no need to reiterate the importance of the return spectrum for our services to perform as expected and Quiver will help us maintain the return spectrum in a much more efficient way that no other tool we currently have can do.

Engin A. NT5

WWW.ARCOMDIGITAL.COM

FOR MORE INFORMATION CALL / 800.448.1655

OUTSIDE THE U.S. DIAL / +1.315.422.1230