

Radiant Telecommunications

Miami, FL



Radiant Telecom is a full-service telecommunications company that owns and operates its own switching platform. We specialize in calling card services and have developed our own Point of Service software. We strive for high availability and Spectracom's Telecom timing products help us realize our goal. We use the Lucent EXS series of telecommunications switches and were running into network timing problems.

We would derive switch timing from our incoming carriers, but instability of the network proved this solution unusable. Depending on the severity of the slips, it could cause clicks and pops, or in our case, cause circuits to go in and out of service. It affected our business since we had an increase of customer service complaints, which translates to unhappy customers.

We called Spectracom to discuss possible solutions to our problem and came up with the combination of the Model 8195A clock source and the Model 8144 clock distribution amplifier to provide 24 T1 level stratum 1 clocking outputs.

Since the implementation of the solution our problem of unstable spans has been reduced drastically where it isn't an issue for us. Having the reference clock made it a lot easier to troubleshoot circuits and reduced the amount of support required for our platform.

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