

# The ADTRAN MX2800

## Never Missed a Beat



**A**s Tennessee's largest Internet provider, equipment downtime is not an option for Aeneas Internet and Telephone. In the wake of a class four tornado, which destroyed the Aeneas facility, the top priority was service restoration. Typically this would have taken weeks, but Aeneas was able to restore full service in only a matter of days because key backbone equipment, including ADTRAN's MX2800™, survived the storm and continued to work flawlessly.

Aeneas is the only Tennessee-owned facilities-based ISP/CLEC. The company began in 1995 as an Internet Service Provider and in 1999 became a Competitive Local Exchange Carrier (CLEC), giving the company the ability to offer residential and business phone services as well.

As Aeneas president and CEO Jonathan Harlan arrived at the location where his business had stood just hours prior, his first thought was of total loss. "Our building was leveled," he said. As he started sorting through the rubble to see if anything was running, he heard server and switch cooling fans running. Harlan, along with others, began to dig through the rubble to see if equipment had, in fact, survived the tornado.

What Harlan found was beyond belief. "We were amazed to find that our Network Operations Center was basically in tact," he stated. "We found some NEBS-compliant racks with ADTRAN MX2800s and our switch and they were still running." He noted that the building's cinderblock wall had crumbled around the equipment and covered it with rubble. It took several hours of digging to locate the equipment. "Even though the power was out, the battery units on the ADTRAN MX2800s and the switch were still going."

ADTRAN's MX2800s are essential to Aeneas operations. They comprise a key element of the corporate network backbone, allowing the company to convert DS3s to DS1s, which enables the company to provide phone service to its customers. "The ADTRAN MX2800s are vital to our opera-

tions. If they go down, we can't function," he added. "Everything was covered in gypsum dust, sand, water, and oil. We were initially afraid that if we powered anything down it wouldn't come back up, but the ADTRAN equipment never missed a beat."

"It rained all night, but we dried the equipment out and it worked just fine," said Aeneas Operations Manager Josh Hart. Hart noted that in addition to the MX2800s that were still operational, the company also had a supply of ADTRAN Total Access® 600 and Total Access 800 Series Integrated Access Devices (IADs) in-house for installation at new customer premises. According to Hart, the Total Access devices were dug out of the rubble the following day. "Despite the fact they had been rained on all night and were covered in sand, dust, and other materials, once they were cleaned up, they worked just fine," said Hart.

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...and they were still running."**

The following morning Harlan and Aeneas employees worked feverishly to relocate the recovered equipment at one of the company's backup nodes. "We have used ADTRAN™ equipment for years," said Harlan. "The service is great, but above that, ADTRAN equipment does not break. The design of the MX2800s helped keep them up and running."

Aeneas was able to set up temporary operations and turned services back on 24 hours after the storm hit. The company was back at full power in less than four days. "The ADTRAN MX2800 was extremely critical in getting service restored. If our ADTRAN equipment had gone down, a quick recovery would not have been possible," said Hart.

Within a matter of weeks Aeneas replaced all of its equipment. "The MX2800s ran well until we received our replacements," said Harlan. "We could not have been happier with them."

