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Verizon Partner Solutions: Delivering on Customer Requirements

Rick Medeiros, Vice President,
Verizon Partner Solutions

Jim Fagan; EXA's New
CEO on Future Growth

Hesham Fahmy, Chief
Information Officer

Chip Pickering: Incompas CEO
on AI and Grid Resiliency

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Service Providers Continue Positive Growth

In this issue we highlight two very large service providers who continue to grow their business. This includes EXA Infrastructure and Verizon. Both Companies continue to innovate and grow their products to make sure they are meeting the needs of their current and future clients. They add new enhancements to current products, expand their products to meet client needs and expand their networks to meet customer needs.

It's not enough to just have a good product—companies are setting themselves apart by delivering exceptional customer service. 73 percent of customers say it takes a differentiated experience to keep them loyal, not just an acceptable one. So, if you're not paying attention to customer needs, your reputation will suffer because of your company's perceived lack of empathy.

This level of service stands out in today's business environment where we all are victims of mediocrity where we receive poor services, high prices and customer service that defies logic if you think you can remain in business.

One prime example is a business who makes it hard for you to talk with someone to resolve questions/problems. They hide behind their website. They say "send a text" -which of course never gets answered. We all know the types. These are usually the ones that have service issues already.

When you really needed to talk to someone because your problem was complicated, but when you called the customer service number, you had to go through all these prompts that got you nowhere. American Express is one of the worst about avoiding letting customers talk to a live body.

I encourage all of you to look into the two examples I cited above. These are companies that recognize the need to properly work with their customers and their success shows that it works!



Jeff Seal
Editor in Chief
and Managing Partner
for Telecom Review Americas



Rick Medeiros, Group Vice President of North America Sales, and Global Solutions Engineering, Verizon Partner Solutions

Verizon Partner Solutions: Delivering on Customer Requirements

Rick Medeiros is Group Vice President of North America Sales, and Global Solutions Engineering for Verizon Partner Solutions.

Telecom Review recently spoke with Rick to get some key insights into Verizon's approach to the marketplace. The following are some of our questions and Rick's response.

What are your plans for expanding Partner Sales at Verizon Partner Solutions (VPS)?

Right now, the Partner Sales team and I are challenging ourselves to be laser-focused on delivering to customer requirements and executing on opportunities in a rapidly evolving market. Our real advantage lies in both the continuous investments that Verizon makes in our network, alongside the team's knowledge base and skill in delivering solutions for partners across every segment and vertical in the wholesale industry.

As a strategy, keeping the customer front and center is a winning approach. And working closely with our customers is more important than ever to make sure we fully understand their requirements and the outcomes they are working towards. As part of this, we are working on better equipping our customers for success by establishing clear communication channels, and by providing technical assistance, sales enablement tools, and marketing materials.

This approach enables VPS to stay agile and responsive to emerging trends and consumer demands. We are creating a thriving partner ecosystem that drives significant revenue growth and expands our market reach.

Do you expect data center connectivity to be a large focus for VPS?

Absolutely. Data center connectivity is crucial for the industry to thrive in today's digital landscape for several



reasons. There are a number of factors driving data center demand, including cloud computing, edge computing and green initiatives. The rise of Artificial Intelligence (AI) is also another very exciting driver for data center demand that we believe VPS is well positioned to serve for our partners. Businesses need flexible and scalable connectivity solutions that can adapt to their evolving needs, and data center connections provide the foundation for this agility. High-speed, low-latency connections to data centers are essential for optimal performance of business-critical applications, especially real-time applications and services. Leveraging the Verizon network, we believe we

are well positioned to provide the solutions our customers need to navigate this opportunity.

Please tell us your plans to differentiate VPS.

Verizon Partner Solutions offers a broad range of solutions across connectivity, security and collaboration, catering to diverse business needs. I believe the strength of our network is one of the differentiators that helps position Verizon to meet our customers in the market. We have been undergoing a significant multi-year network transformation that has put us in a great place to capitalize on the opportunities as bandwidth demand continues to scale. All of this



Data center connectivity is crucial for the industry to thrive in today's digital landscape for several reasons



investment into our network provides partnership opportunities across the wholesale market while also allowing Verizon to develop products and solutions within both fiber connectivity as well as our wireless solutions - FWA, IOT and Private 5G networks.

Will customer engagement and feedback options be expanded to help grow their business?

Yes, customer engagement and feedback vehicles are constantly being expanded to help our customers grow. For example, VPS invests in capturing the voice of the customer through multiple strategies. We make a point to leverage multiple channels like

surveys, our bi-annual Customer Advisory Board, the annual VPS Partner Summit as well as our daily customer interactions. The collection of this feedback provides a valuable opportunity for VPS to make specific improvements for our customers providing a better overall experience as they engage their account teams all the way through quoting, ordering, service delivery and assurance.

A key area of focus this year based on customer feedback has been VPS' continued investment in learning and development, both for our employees and for our customers. In the first half of this year, all VPS management completed product training curriculum,



What new partnering projects do you have planned?

Verizon partners with players across the global ecosystem; including industry organizations such as the Global Leaders Forum, MEF and TM Forum. Providing standardization and interoperability across the industry is fundamental to supporting customers in optimizing their digital transformation investments and using the full extent of the APIs as new enhancements are made.

Check out the newly relaunched Verizon Partner Solutions' website for future partnering project updates. Also save the date for our annual flagship event the Verizon Partner Solutions Summit, happening the week of March 17, 2025 in Orlando, Florida. **TR**



Customer engagement and feedback vehicles are constantly being expanded to help our customers grow



investing over 2,000 employee hours. In addition to employee training, Verizon also offered a number of customer learning programs focused on leveraging our platforms as well as multiple customer webinars specific to product and solutions overviews. We believe providing this real-time knowledge transfer is what our partners require while they look to meet their customers' needs in the marketplace.

Do you have some new product verticals that will increase awareness for VPS?

Some important areas of focus include 5G market leadership, fixed wireless access (FWA), Internet of

Things (IoT) and private wireless networks. We continue to expand and enhance our nationwide 5G network. The deployment of 5G is not just about faster mobile internet; it also supports advanced applications in areas like private wireless networks, FWA and IoT. Additionally, Verizon is leveraging artificial intelligence (AI) to enhance network performance, customer service, and overall client experience. This will enable Verizon to, for example, proactively address potential issues, predict why a customer is calling and therefore resolve customer inquiries more efficiently, and develop innovative products and services to meet the evolving needs of our customers.

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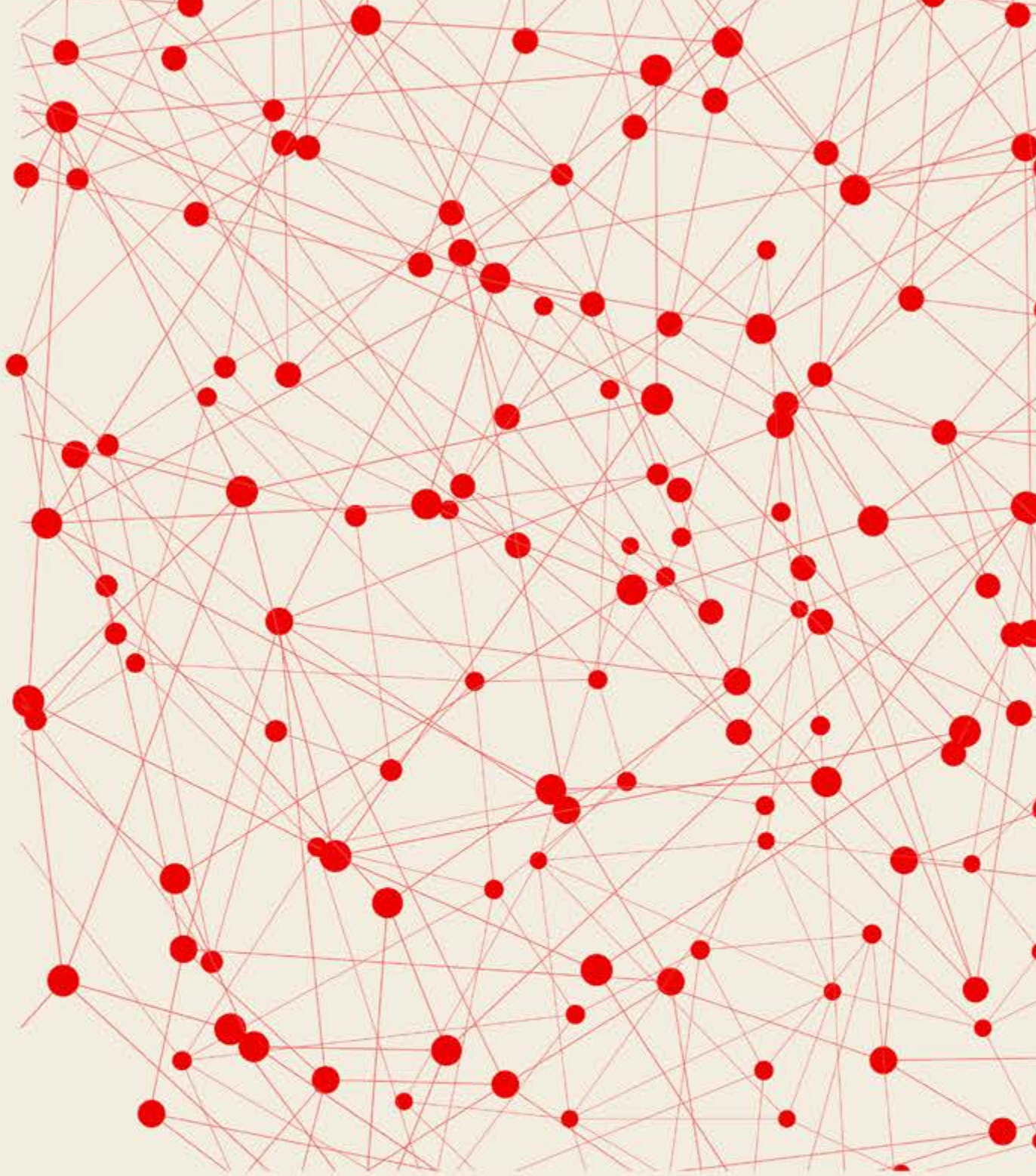
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Jim Fagan, CEO, EXA Infrastructure



EXA Infrastructure Introduces New CEO

Exa Infrastructure has appointed Jim Fagan as its new CEO, effective August 1. Fagan brings a wealth of experience to Exa, having previously served as CEO at Aqua Comms since May 2023.

His extensive career spans both domestic and international roles with renowned companies such as Telstra, Pacnet, and Rackspace, showcasing his versatile expertise in the telecommunications industry.

Telecom Review recently visited with Jim and have included some of his responses to our questions below:

Congratulations on your appointment as CEO. What are you most excited about?

Firstly, I am incredibly excited to take on this new role and lead EXA Infrastructure into the next phase of its growth journey. Before joining the business, I was impressed by the level of ambition and the way EXA innovated and competed in the market. It was clearly out-pacing other players in the industry in terms of investment, and in the digital infrastructure business this is a must-have.

Settling into the CEO role, my first few weeks have been spent listening to our customers, our people, and our industry partners. We are a highly focused business, and as I think about my priorities it is very much building on the foundations that are already in place.

Front of mind for me will be continuing and accelerating everything that differentiates us – our network investment strategy to be where our customers need robust and scalable infrastructure, our focus on delivering complex and large-scale digital infrastructure projects led by customers' needs, and forging industry partnerships that contribute to the broader ecosystem.

Central to what makes EXA special is our engineering capabilities and doing the hard-stuff. It is important for me that we are at the forefront of the industry by investing in the best available technology and providing the expected level of expertise in planning and delivering future proof digital infrastructure. Central to realising this is a focus on our people, and we have a remarkable team at EXA. Making EXA a great place to work that attracts the very best talent in the industry is what will set us apart.

The third priority will be related to our geographic focus and presence. Today, EXA operates across Europe and North America, however the US business is relatively nascent for us. Growing our presence in North America to serve more customers across our focus segments will allow us to leverage our formidable trans-Atlantic capabilities. I am excited about the opportunity for EXA to be the digital bridge between North America and Europe.

As to what excites me? Lots of things excite me about this industry and the opportunity ahead for EXA, but one thing in particular would be the challenge I see in front of us in terms of providing the best infrastructure platform to sustain the impact of the AI wave. We see our customers increasing dealing with greater amounts of data, greater need for

diversity and flexibility. They need a partner that can unlock access to a wide digital ecosystem, in different geographies, able to understand their needs and respond at the pace they need.

How does EXA Infrastructure ensure seamless and reliable wavelength delivery across diverse network paths, especially during peak traffic periods or in the event of disruptions?

EXA Infrastructure is Europe's largest digital infrastructure owner, backed by over €300m in new network investments since launch, in September 2021.

One of our key market differentiators is the sheer size of our established and growing network – we work hard to ensure that growth is always combined with the resilience the industry needs. We build with diversification in mind, because this is fundamental for seamless and reliable connectivity.

For example, EXA Infrastructure is the only operator now able to offer four diverse routes from Sicily, providing greater choice and resiliency to businesses or, six fully diversified Transatlantic Routes, resulting in the strongest US and EU terrestrial combination, lowest latency and multiple routes choice. This means EXA Infrastructure is uniquely positioned to capture emerging connectivity demand waves due to its network presence in both the mature, growing and early-stage markets.

We also proactively survey our customers to understand where they need to be in three - five or more years' time – with the intent of being amongst the first movers in these locations. Operating in such a strategic way not only enables EXA to grow with its customers but it means EXA is also driving industry developments.

From a technology perspective, in the past 12 months, EXA Infrastructure has upgraded over 90% of its network to Flexgrid technology, enabling dynamic bandwidth allocation and

400G services, ensuring efficient and reliable wavelength delivery - even during peak traffic periods - and faster service activation.

Can you describe how EXA Infrastructure's submarine cable systems are designed to scale efficiently and support the growing bandwidth demands of data-intensive applications?

EXA exists to serve high growth customers with high bandwidth requirements. With that as our core focus, our investment approach and network expansion are tightly interwoven. We aim at being the reliable operator able to guarantee alternative routing, being conscious that subsea and terrestrial routes are highly interconnected.

Redundancy, business resiliency and continuity planning, together with risk mitigation strategies are some of the items we bring to the table when we start any discussion around subsea services.


From a more technical perspective, let me point out the following aspects:

- **High-Capacity Upgrades:** Our extensive submarine cable systems, including the recent additions of high-capacity Trans-Atlantic cables like Havfrue, Dunant, and Amitié, are designed to handle growing bandwidth demands, with capacities exceeding 144 Tbps to support data-intensive applications across continents.
- **Scalable Flexgrid Technology:** Our upgrade to Flexgrid technology allows for scalable wavelength provisioning, enabling efficient bandwidth expansion and rapid service activation to meet the evolving needs of high-bandwidth applications and hyperscale data centres.
- **Strategic Submarine Landing Stations:** We have built and maintain 20 CLSs across Europe, Canada and North America. Our new open cable landing stations

in Genoa and Mazara (both in Italy) enhance network diversity and scalability, improve service quality, with lower costs and better network resilience

EXA Infrastructure recently announced new fiber connectivity between Ashburn and Atlanta, a very strategic route. Can you please tell us more about your plans for North America?

As the home of some of the world's leading public cloud hyperscalers, content production powerhouses and AI-influenced innovators, North America generates huge volumes of data traffic. The Transatlantic submarine cables that connect North America to Europe are therefore critical to the global ecosystem and will remain so for the foreseeable future. By ensuring we have the newest fiber in place, route diversification and by continuing to out-invest the market for new infrastructure, we are prepared to cater to the demand for AI-related bandwidth across the Atlantic and beyond. The need for cross-continent bandwidth shows no signs of abating, but unless there are subsea cables fully integrated into robust networks, able to provide onward connectivity to hundreds of on-net data centers and cable landing stations their significance would be diminished. This is why we are also investing in new routes in North America

Our new route between Ashburn and Atlanta is a critical expansion strategically designed to support the rapidly growing data centre market in Atlanta, which has seen a 211% increase in data centre projects between H1 2023 and H2 2023. Atlanta remains the fastest growing data centre hub in the US. This new route, which follows the base of the Appalachians, offers highly resilient and diverse connectivity, setting it apart from existing options. The deployment of the DWDM Flex Ciena system will ensure optimal latency and bandwidth capabilities up to 400G, making it ideal for data-intensive applications, including those in AI-focused industries. 

**Delivering
the most
transatlantic
combinations
with the
lowest latency.**





Hesham Fahmy, Chief Information Officer, TELUS

Generative AI: Transforming TELUS' Productivity, Creativity and Strategy

TELUS has been at the forefront of AI innovation since 2008, and today, over 40,000 team members are using safe and secure internal AI tools to analyze complex reports, generate stunning images, and find new ways to improve the business.

In an exclusive interview with Telecom Review Americas, Hesham Fahmy, Chief Information Officer at TELUS, went into details about Canada's first GenAI-powered customer support tool, how AI and data-driven decision making are critical to advancing

TELUS' sustainability goals, and his perspective on the co-existence of AI and humans.

Congratulations on the newly unveiled GenAI-powered customer support tool. How will this take TELUS' customer experience to a whole new level?

Thanks! We're very excited with how

the new GenAI tool is revolutionizing the way our customers interact with us and receive support, making it faster and easier for them than ever before. This is one of the first GenAI-powered customer support tools from a Canadian organization, as well as the first in the world to achieve a Privacy by Design Certification (ISO 31700-1), ensuring top-notch privacy and security standards.

The tool helps our customers get quicker, more intuitive responses to their questions - without the hassle of long wait times, navigating through complex menus or sifting through thousands of pages of information. Whether they need help setting up a new device or want to learn about the latest promotions available, the tool provides intelligent, round-the-clock answers, making the support experience faster, smoother and more convenient than ever before.

Customers can simply type in their queries and get intuitive, intelligent and quick responses that are much more friendly, conversational and interactive. The AI tool uses its advanced natural language processing capabilities and reviews more than 1,000 customer support articles to provide quick and accurate answers to customer questions; it also links back to the source materials for additional details. And since the AI has contextual awareness, you can keep asking follow-up questions and it'll respond with your prior questions in mind.

Since rollout, it has already answered over 143,000 queries and helped customers find information faster than traditional site search. Customers with more complex, personalized service requests or those who need account-specific information can always call in to our contact centers where our TELUS agents are available to support.

What are the other key projects within TELUS that utilize AI? How will this shape a digital-powered future and transform human productivity?

That's a great question. We have so many exciting projects on the go, I don't know where to start. TELUS has been at the forefront of AI innovation since 2008, believing AI will benefit



our business, enhance global competitiveness, and create unlimited opportunities for our team members, customers, and communities. All our work in this space is underscored by our Customers First commitment and our social purpose, with responsible and ethical principles at the foundation.

We're embedding AI into our organizational DNA by empowering team members with a sandbox of safe and secure internal AI tools to safely explore and experiment with AI. Today, over 35,000 team members are using these tools to analyze complex reports, generate stunning images, and find new ways to improve our business. Seeing our team use AI in innovative new ways is a constant source of inspiration and consistently increasing adoption. Our team members are automating repetitive tasks to be more efficient in their work - no matter what their roles - and freeing up time to drive creativity, strategic thinking and solve complex problems in ways we had never thought possible.

We are also exploring AI-powered applications in our health, agriculture and smart-home businesses, and will share some exciting updates in the coming months. We believe this technology is here to stay and will have a profound impact on shaping the future of human productivity. We are also partnering with organizations like the Vector Institute to develop techniques to monitor forest ecosystems, showcasing the potential for AI to support and accelerate nature-based solutions.

As a tech leader, how would AI, and other technologies, impact TELUS' commitment to sustainability and eco-friendly innovation?

AI and data-driven decision making, combined with other technologies, are critical to advancing TELUS' sustainability goals in numerous ways, including optimizing energy usage, reducing waste, carbon emissions and water usage, and enhancing eco-friendly practices.

We use machine learning and AI to optimize the use of cooling systems within our computing spaces and monitor and control the air conditioning and heating in our office buildings, enhancing our energy efficiency to reduce our carbon footprint.

We're also investing in state-of-the-art data centers and continuously looking for ways to improve our energy consumption and reduce our carbon footprint. With partnerships and pilot programs, like the one with the Vector Institute to reduce climate impact from data centers, we are working with leaders in the field to continue to do better for the environment and to make our learnings and tools available to other organizations to pursue their own sustainability goals.

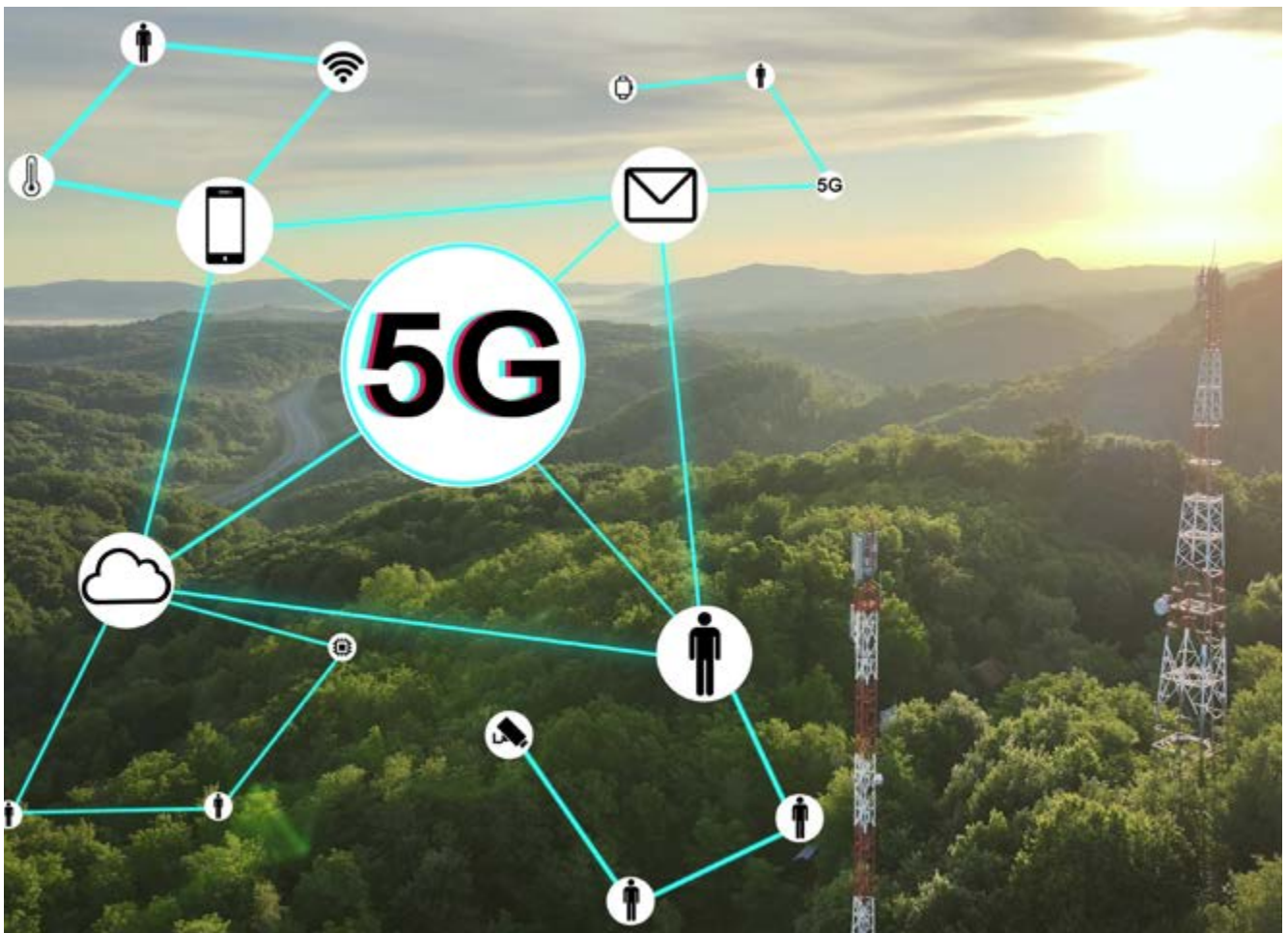
From your perspective, how will the ICT industry, particularly telcos, achieve a balance between humans and machines? What should the boundaries be?

While AI can automate certain tasks, we believe it augments human

capabilities rather than replace humans entirely. There's a common misconception that AI will replace human jobs based on the premise that there is a fixed amount of work or jobs in the economy and that automation or technology will replace human workers. This is simply not true.

Evidence actually suggests that technology tends to create more jobs than it displaces. AI can create new opportunities, enabling us to automate repetitive tasks and be more productive, innovative and efficient in our work so we can focus on higher-value work. The World Economic Forum's 2023 Future of Jobs report suggests that twice as many companies believe AI will create job growth versus losses. According to the OECD, AI is associated with employment growth when upskilling occurs for workers. To that end, we have invested in organization-wide data and AI literacy programs.

While AI will change how we work, it's important to remember and realize that generative AI is here to stay and is radically and rapidly transforming our productivity, creativity and strategy - in ways we understand today and in others we've yet to conceive. At TELUS, our approach to AI is built on responsible foundations: we strive for a humanized AI experience, considering the impact on people and ensuring we are intentional, and always keeping a human in the loop. **TR**



FCC Reignites Rural 5G Funding in US

The Federal Communications Commission has adopted new rules to move forward with targeted investments in the deployment of advanced, 5G mobile wireless broadband services in rural communities. The bipartisan vote on these rules reignites the 5G Fund for Rural America using the FCC's new and improved broadband coverage map, which shows that millions of homes and businesses lack mobile 5G coverage.



With the progress we've made in mapping broadband service availability, there is no reason to wait to put the 5G Fund to work connecting households and businesses in rural communities across

the country," said Chairwoman Rosenworcel. "We are ready to use every tool available to make sure that those who live, work, and travel in rural America have access to advanced, 5G mobile wireless broadband services."

For Phase I of the 5G Fund, the Commission will use a multi-round reverse auction to distribute up to \$9 billion to bring voice and 5G mobile broadband service to rural areas of the country unlikely to otherwise see unsubsidized deployment of 5G-capable networks. Once the Commission is ready, we will announce the expected start of the auction through a Public Notice.

The 5G Fund Phase I auction will rely on the mobile coverage data obtained in the Broadband Data Collection – including through the FCC's Mobile Speed Test app – and reflected on the FCC's National Broadband Map. In 2021, Chairwoman Jessica Rosenworcel established a Task Force dedicated to implementing



With the progress we've made in mapping broadband service availability, there is no reason to wait to put the 5G Fund to work connecting households and businesses in rural communities across the country



long-overdue improvements to the agency's broadband data and mapping tools. The Task Force continues to gather data and update the maps to ensure that programs like the 5G Fund effectively target its resources.

Additionally, to promote the deployment of Open Radio Access Network technology (Open RAN) and its benefits for competition, national security, and supply chain reliability, the 5G Fund now includes up to \$900 million in incentives for incorporating Open RAN in 5G Fund-supported networks.

This Second Report and Order, adopted by a full vote of the Commission, also modifies the definition of areas eligible for 5G Fund Phase I support and ensures that areas in Puerto Rico and the U.S. Virgin Islands that meet the new definition will be included in the auction. The item increases the overall budget for Phase I of the 5G Fund to up to \$9 billion and proportionally increases the Tribal reserve budget—a set-aside portion of the fund to support connecting Tribal communities. The rules also require that recipients of 5G Fund support implement cybersecurity and supply chain risk management plans. **TR**



Chip Pickering, CEO, Incompas

Fueling a Sustainable AI Future with Grid Resiliency

As searing heat waves sweep across the United States, our power grid faces unprecedented strain. These extreme conditions coupled with the advancement of artificial intelligence (AI) technologies, particularly large language models (LLMs), is creating an additional, less visible strain on our energy infrastructure. This convergence of energy challenges and technological progress presents a critical inflection point: the future of AI and the resilience of our power grid are now inextricably linked, demanding a new approach to energy security and cross-industry collaboration.

Chip Pickering, CEO of industry trade organization Incompas, spoke with Telecom Review about this future.

As countries recognize that AI is going to be critical to their economic productivity and national security, the energy demands are growing exponentially. Research suggests that by 2027, AI could consume as much as 85 terawatt-hours annually — equivalent to the power usage of a country like the Netherlands. As the technology becomes more ubiquitous, the increases in demand will be dramatic.

Our grid here at home, already vulnerable to climate-induced stresses, is ill-prepared for this surge. The North American Electric Reliability Corporation (NERC) warns that two-thirds of North America faces elevated risks of energy shortfalls during peak summer conditions. The Texas power crisis of 2021, which left millions without electricity and resulted in at least 246 deaths, remains a stark political and societal reminder of the consequences of grid failure.

The imperative for a sustainable and resilient grid is clear. AI companies require a reliable, clean energy supply to mitigate their environmental impact. Simultaneously, they need grid stability for the consistent development and deployment of AI technologies that increasingly underpin critical infrastructure and services — and our international competitiveness and security in an unstable world.

There can be no doubt that it requires a multifaceted approach and unprecedented collaboration between tech giants, energy providers, and policymakers. That's the conversation we're convening right now at the AI Competition Center.

Here are key areas that we believe will require immediate attention as our homegrown AI sector continues to boom:



1. **Renewable Energy Integration:** While the shift to renewables is crucial and moving in the right direction, it presents its own challenges. The intermittent nature of solar and wind power necessitates advanced energy storage solutions and smart grid technologies. Nonetheless, The National Renewable Energy Laboratory (NREL) estimates that smart grid technologies could enable the integration of up to 55% variable renewable energy on the grid without compromising reliability.
2. **Nuclear Power Reconsideration:** Nuclear energy, despite its controversies, offers a stable, carbon-free baseload power source. Advanced nuclear technologies, such as small modular reactors (SMRs) promise enhanced safety and flexibility. Including nuclear in our energy mix could provide the reliability needed to support AI's growing energy demands. For instance, according to the U.S. Energy Information Administration, nuclear power plants operated at a capacity factor of 92% in 2021, significantly higher than other energy sources.
3. **AI-Driven Energy Efficiency:** Ironically, AI itself may offer extraordinary solutions to the tension it is exacerbating. Google's DeepMind, for example, has demonstrated AI's potential in reducing data center cooling energy by up to 40%. Similar applications across the grid could significantly optimize energy use. Microsoft is

on the scene, too. At their facility in Redmond, AI orchestrates the cooling systems with precision, optimizing efficiency and reducing energy waste.

4. **Smart Grid Development:** The implementation of smart grid technologies, capable of real-time load balancing and predictive maintenance, is crucial. The bipartisan infrastructure law includes \$73 billion for power infrastructure, a significant portion of which is earmarked for smart grid technology. This investment underscores the critical role smart grids will play in ensuring grid resiliency as AI continues to evolve and expand.
5. **Green AI Research:** The AI community must prioritize the development of more energy-efficient algorithms and hardware; the types of products that can take advantage of this transformation and direct towards our most immediate and pressing needs. Recent work, such as the "Green Algorithms" project, aims to help researchers measure and reduce the carbon impact of their computations.

To move these solutions from concept to reality, we must convene a diverse coalition. The AI Competition Center is building a once-in-a-generation cohort that brings together tech companies, energy providers, grid operators, policymakers, and environmental experts. Some of the themes we're

actively exploring and investigating as a coalition are as follows:

- Establishing industry standards for AI energy efficiency
- Promoting R&D on how AI can itself transform our energy system
- Developing a roadmap for grid modernization that accounts for AI's projected energy needs
- Creating incentives for AI companies to invest in renewable energy and grid infrastructure
- Formulating policy recommendations that balance innovation with sustainability
- Showcasing cybersecurity advancements that harness AI to protect our grid from adversaries and emerging threats

The path forward requires more than technological solutions; it demands a paradigm shift in how we approach energy and technology development. The conversations that may have existed in distinct silos up now, require consolidation and openness. For example, tech companies must recognize their responsibility in shaping a sustainable energy future and actively participate in grid enhancement efforts — that requires partnership and deep integration with a legacy sector.

This conversation is existentially critical — we must move urgently to propose economically and technically durable solutions for generations to come. By acting now to foster collaboration between AI innovators, energy providers, renewables builders, and policymakers, we can create a resilient, sustainable grid; one that is capable of powering the AI revolution and securing our international competitiveness, while mitigating its environmental impact. The future of AI — and indeed, our technological progress as a whole — depends on our ability to solve this energy equation. If you are working to answer these questions — from the energy side, tech, infrastructure, AI, or cyber — come join us. [\[1\]](#)



How Can Telecoms Ride the Automation Wave to Future Success?

Over the past decade, telecom companies have been focused on streamlining their operations, cutting down on inefficiencies, and keeping up with the increasing demands of digital-savvy customers. Automation has quickly become the key to making this happen.

From Legacy Systems to Modern Networks
The growth of carrier automation has been transformative for the telecom industry. Living and operating within a fast-paced world, running things the old-fashioned way is not working anymore.

In response, carriers needed to find ways to respond faster, manage their networks more effectively, and provide better customer service.

Leading operators are initiating efforts towards unified IT and network

operations as today's demand requires automation that is seamless, modular, and comprehensive throughout the entire network lifecycle.

Overall, telecom operators are focused on cost optimization, reducing manual intervention, improving service quality, enhancing scalability, and bolstering security. To meet these objectives, it is essential to implement capabilities such as end-to-end network automation, robotic operations, and zero-touch provisioning alongside a modernized network.

Modernization, coupled with precise inventory management systems,

serves as the foundation for enabling end-to-end network automation. This modernization is often driven by technological advancements such as NFV/SDN, disaggregated networks, segment routing, and 5G deployment.

How Automation Is Driving Innovation and Efficiency in the Telecom Sector

Automation has made tasks easier and faster for businesses, including telcos – from network orchestration and provisioning to AI-powered customer service bots that can handle queries and issues in real-time.

Artificial intelligence (AI) and machine learning (ML) are among the most

impactful factors in this space, allowing operators to automate the more repetitive tasks, like setting up network configurations or troubleshooting technical problems.

In this scenario, Argentinean service provider Telecentro is deploying Netcracker's Digital OSS to advance its operations automation, including problem detection, impact analysis, root cause analysis and network optimization. This enables the operator to significantly improve its service quality and customer experience.

Additionally, with AI-driven analytics, telecom companies can predict and fix network problems before they even happen, which means fewer outages and smoother service for customers.

In the telecommunications sector, B2B contracts for network connectivity often come with intricate, layered SLAs and provisioning targets. By leveraging document intelligence, companies can swiftly analyze millions of these contracts, extracting valuable data that can be compared with actual service provisions and usage.

Generative AI revolutionizes intelligent document querying and information retrieval by utilizing the retrieval-augmented generation (RAG) pattern. This allows for semantic-based querying of text indexes, giving Generative AI the capability to produce summaries based on selected document sections that align with predefined templates.

This technology can swiftly retrieve relevant incidents for investigations and generate formatted summaries of past events, significantly reducing the time required for these tasks.

CSPs are also exploring the use of Generative AI in managing contracts like interconnect and roaming agreements, as well as cell tower leases. With Gen AI-enabled tools, users can swiftly locate specific clauses or ask direct questions, eliminating the need for lengthy, complex searches through extensive contract databases.

This technology minimizes the risk of errors, particularly when dealing with

large, intricate document repositories that cover multiple years and regions.

Moreover, with the rise of software-defined networking (SDN) and network functions virtualization (NFV), networks can now be managed more like software, making it easier and faster to deploy new services while keeping costs down and scalability up.

Verizon has introduced the Network Alpha Factory platform to seamlessly migrate millions of customers to advanced networks like 5G, cloud connectivity, and fixed wireless access (FWA) with minimal disruption.

This tool supports legacy Verizon networks and future edge networks, integrating a workflow engine, robotic process automation, and a data engineering framework across over nine legacy systems. It offers data intelligence, device decommissioning capabilities, and network element testing bots, reducing physical site visits.

Verizon has integrated ML for automating tasks like network discovery metadata, aiming for further AI integration. By 2027, Verizon targets 30% operational cost savings and an expansion to 200 million 5G points on its Intelligent Edge Network (iEN).

Governments have also played a role in speeding things up. With policies aimed at expanding broadband access and boosting 5G deployment, there's been a lot of pressure on carriers to step up their automation efforts. These initiatives aren't just about staying competitive; they're about driving economic growth and ensuring that everyone, everywhere, has access to fast, reliable internet.

According to EY Americas Telecommunications Growth Leader, a comprehensive, holistic business transformation leverages intelligent automation technologies to include both customer-facing and back-office applications. The result is a digital enterprise that can stay ahead of customer expectations for an

increasingly digital and automated experience.

Looking ahead, carrier automation in North America is only going to become more important. With the continued rollout of 5G and the growth of IoT, automation will be at the heart of building networks that can quickly adapt and scale. From smart cities to connected factories, the future of telecom is all about automation and efficiency, setting the stage for a new era of digital connectivity.

What's Next for RAN?

The radio access network (RAN) is the most expensive, technically complex and power-intensive part of cellular infrastructure. This is the reason why RAN automation is a key aspect of mobile operators' digital transformation strategies aimed at reducing their Total Cost of Ownership (TCO), improving network quality and achieving revenue generation targets.

When combined with AI and ML, RAN automation can profoundly impact mobile network economics by lowering the OpEx-to-revenue ratio, reducing energy consumption, cutting CO2 emissions, optimizing performance, enhancing user experience, and enabling new services.

Additionally, network slicing, application-aware optimization, and anomaly detection are among the key use cases that have attracted significant interest from operators.

Dell'Oro Group reports that, despite current challenges, the long-term outlook for RAN remains positive and largely stable. Most operators are expected to gradually integrate greater openness, virtualization, intelligence, and automation into their RAN strategies. However, the adoption rate may vary between radios and basebands, and the multi-vendor RAN business case appears to be less persuasive.

North America was the largest region in 2023 and is expected to lead the broader Open RAN movement until 2028. **TR**



Middle Mile and Bridging Digital Gaps with Zayo

Zayo was front and center at a groundbreaking ceremony in Reno, Nevada for middle mile solutions. The event was a celebratory kick-off for the Oregon-California-Nevada middle mile project, which will extend high-capacity connectivity to rural, underserved communities across a 420-mile route, enabling local ISPs to expand their operations.



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The digital divide Over 40 million Americans still lack home access to broadband Internet service, particularly in rural, remote, and sparsely populated areas. Reliable high-speed broadband is essential to life in the U.S. today, enabling virtual healthcare, remote work, online job searches, and digital learning, according to a sweeping 2023 research report by the Pew Charitable Trust.

At the recent Reno event, a key federal representative said bridging this digital divide is crucial to ensuring a more equitable and inclusive future.

"The pandemic put this dichotomy front and center. All of a sudden, we realized if you didn't have access to high-speed Internet, it made life digitally inequitable compared to those who live in more urban areas," said Sarah Bleau, director of the Middle Mile Program at the National Telecommunications and Information Administration (NTIA).

Broadband fuels the economy

This digital divide is hurting economic growth. The World Bank estimates that increasing broadband penetration by just 10 percentage points can boost real per capita GDP by as much as 1.2%. (That's actually a big deal, since America's per capita GDP grew by 2% in all of 2023.)

For rural communities, reliable, affordable broadband:

- means employers can offer remote and hybrid work, attracting more talent to their regions
- entices startups, entrepreneurs and large corporations to smaller communities, creating new jobs
- enables equitable learning opportunities
- allows local businesses to remain agile and competitive, providing the same level of service as their big city competitors

"It's critically important both to solve the digital divide and then to build the engine of economic development going forward," Andrés Irlanda, President and COO of Zayo Group, told the audience at the Reno groundbreaking.

The middle mile is critical but why not close the gap by just building out broadband networks?

"We asked ISPs why they can't go ahead and serve underserved locations in Nevada and elsewhere. And they said the fiber backhaul didn't exist or it was completely unaffordable. So, for us, we knew the middle mile had to be a big part of our solution," said Brian Mitchell, Director of the Governor's Office of Science, Innovation and Technology at the Nevada State Broadband Office.

The middle mile connects the backbone of a broadband network to the 'last mile' between an ISP

and customer. As Irlanda explained in Reno, "if you don't solve for the middle mile, forget talking about the last mile. There is no last mile without the middle mile."

But building, installing and maintaining brand new infrastructure takes an incredible amount of planning, time, and money. In rural areas, lower population and user density make it hard for commercial ISPs to justify the cost of building new infrastructure.

Irlando pointed out that Zayo's "Digital Equity Access Network (DEAN) is our architecture for making this all profitable for ISPs." DEAN gives ISPs a plug-and-play way to connect to Zayo's middle mile networks, plus pre-provisioned, dedicated fiber backhaul at competitive prices. All of that lowers the cost for ISPs to build out desperately needed middle mile networks.

Public-private partnerships

Collaboration between the public and private sectors helps middle mile projects get built faster and more efficiently. State agencies bring their unique knowledge of regional terrain and local regulatory standards to the table, all while ensuring public accountability for things like environmental impact, sustainability and community goals. Private sector partners like Zayo bring unique technical expertise to these projects, saving time, resources and precious tax dollars. Some private sector partners contribute excess capacity so the state doesn't have to build



all middle mile infrastructure from scratch. “Public-private partnerships have been critical to our strategy and our ability to help play a role in solving the digital divide,” Irlando said.

Building the middle mile is just plain impossible without federal funding. In 2023 the U.S. Department of Commerce pledged \$930 million in grants to build over 12,000 miles of middle mile infrastructure across 35 states and Puerto Rico.

“The federal government stepped in to help industry make those business cases,” Bleau said at the groundbreaking ceremony. “It helps justify the cost to build out to these [rural] places so life can be more equitable for all and we can get to the goal of high speed and affordable Internet for all Americans.”

At the state level, Broadband Equity Access Deployment (BEAD) Program funds – providing \$42.45 billion to expand high-speed Internet access by funding planning, infrastructure deployment and adoption programs across U.S. states and territories – provide additional opportunities for ISPs to bridge the digital divide with government funding. Zayo helps ISPs navigate this and other government funding opportunities through our zBIDA program.

How Zayo helps bridge the digital divide

- Zayo works with federal funding agencies and state stakeholders to build the middle mile and increase digital equity across the U.S.
- Zayo won a \$93-million NTIA grant to help connect underserved communities

- zBIDA (Zayo Broadband Infrastructure Deployment Alliance) helps ISPs tap into state and federal funding initiatives like BEAD (Broadband Equity Access Deployment) on projects to bridge the digital divide with middle-mile infrastructure, like the PEAK Internet project in Oregon with NTIA funding, Zayo is building new fiber connectivity across America, including increasing capacity from Dallas to Atlanta on an existing route, developing a brand new route from Dallas to El Paso, connecting 14 rural communities from Oregon-to-California-Nevada, and across the state of Nevada connectivity has been extended to more than 19,000 rural schools thanks to Zayo’s participation in the FCC’s E-Rate funding program **TR**



Camilo Aya, CEO, Telefónica Mexico

Telefónica Mexico: We Have No Impediment to Acquiring Spectrum



Regarding the 5G spectrum auction in which the Federal Telecommunications Institute (IFT) proposes incentives for new entrants, such as Telefónica Mexico, to acquire the resource, Camilo Aya, CEO of the company, commented to Telecom Review Americas that nothing prevents them from acquiring spectrum or using a single technology.

“We have no impediment to go for spectrum, nor do we have any exclusivity in the use of technologies. Therefore, depending on the conditions and in each case, we will make the corresponding decision according to the conditions of the case,” mentioned the CEO of Telefónica Mexico at a press conference.

Aya added that the company believes in the alliance model. “In the case of Mexico, today we provide connectivity through all existing networks in Mexico, not only our own, but we use AT&T, Telcel, Altán and we are even testing some new technologies, Wifi technologies also for remote places.”

The executive said they use a very flexible model that allows them to use the best of all technologies to reach their customers with the best solutions.

Also, the CEO of Telefónica Mexico expressed: “We are long-term market players.”

The company aims to make connectivity as inclusive as possible, offering the greatest number of alternatives and plans for users so that no one is left behind.

“What we are seeing is a very challenging year. It is always a very competitive industry but with ambition to grow, we have been growing in recent years in all our services. We have been innovating to offer customers increasingly digital experiences, trying to let customers serve themselves and make transactions with our digital services. We also have an ambitious plan and continue to see it with great optimism in the coming years,” concluded Aya. ■■



The company aims to make connectivity as inclusive as possible, offering the greatest number of alternatives and plans for users so that no one is left behind





Daniel Kurgan, CEO, Arelion

Arelion Achieves World's First Live 1.6 Tb/s Wave Data Transmission

Arelion and Ciena announced the successful completion of the world's first 1.6 terabits-per-second (Tb/s) wavelengths data transmission in a live network field trial. Powered by Ciena's state-of-the-art WaveLogic 6 Extreme (WL6e), this milestone occurred on Arelion's 470km route between its existing Points-of-Presence (PoPs) in Ashburn, Virginia (Equinix) and Telxius' (Telxius-CLS) Virginia Beach cable landing station, increasing capacity between two critical locations in Arelion's North American network. Following this trial, Arelion will deploy WL6e across its network to increase its ability to serve the surging bandwidth demands of 5G, Artificial Intelligence/Machine Learning (AI/ML) applications, cloud services, content delivery and more for wholesale and enterprise customers.



Telecom Review recently met with Arelion CEO Daniel Kurgan who was appointed as the CEO of Arelion in October 2023.

"Having had the opportunity to be part of Arelion's transformative journey, I know the immense potential of the company and now, as an independent company, we are in the position to realize it."

Ciena's WL6e leverages coherent digital signal processing (DSP) innovations to improve energy efficiency and performance, providing Arelion with a 50% space and power per bit reduction and 15% higher spectral efficiency compared to previous generations. WL6e will enable Arelion to deliver multiple 400 / 800 gigabits-per-second (Gb/s) services optimized using 1.6 Tb/s line capacity, supporting higher traffic volumes and faster connectivity speeds across its existing network footprint.

The trial also leveraged Ciena's open, programmable 6500 Reconfigurable Line System (RLS), a solution designed to simplify and automate network service provisioning and reconfiguration. The milestone reinforces Arelion's early investments in open optical networking and next-generation coherent optic solutions to improve performance, energy efficiency and cost savings.

"This new benchmark reflects our ongoing investment in cutting-edge optical networking technologies that increase capacity and performance while reducing energy consumption to benefit our customers," said Dariusz Solowiej, VP Network Technology & Customer Operations at Arelion. "Our collaboration with Ciena is crucial in supporting global enterprises' capacity needs amid rising power and colocation costs, helping us provide the reliable connectivity companies need to transfer massive data volumes at the fastest speeds available today."

"This significant milestone with Arelion serves as a template for service providers striving to improve the energy efficiency and scalability of their optical networks amid mounting bandwidth demands," said Jamie Jefferies, Vice President & General Manager, International at Ciena. "As the industry's first 1.6 Tb/s coherent optic solution, WaveLogic 6 Extreme brings forth new innovative capabilities for optical transport, with forward-thinking service providers like Arelion leading the charge."

This achievement enhances the performance of Arelion's leading optical transmission services, including high-speed Managed Optical Fiber Services and Wavelengths for service providers, content providers and enterprises.

Ciena's WL6e is the industry's first high-bandwidth coherent transceiver using state-of-the-art 3nm silicon technology to drive significant economic benefits for operators, including a 50% reduction in space and power per bit. **TR**



Hafiz Lockman, Country Director, Telekom Malaysia

Telekom Malaysia: Growing International Connectivity

Telekom Malaysia (USA), Inc., under TM Global is a wholly owned subsidiary of Telekom Malaysia Berhad (TM), Malaysia's largest telecommunication company. TM Global is the global and wholesale arm of Telekom Malaysia Berhad, focusing on domestic and international wholesale business; offering a comprehensive suite of cutting-edge communication services and solutions in connectivity and beyond.



Telecom Review visited with Hafiz Lockman, TM's Country Director, to get a good feel for TM's growth and network connectivity.

The telecommunications industry has undergone a significant transformation over the past decade, evolving from connectivity providers to integral architects of today's digital world. Recognizing this shift, TM, Malaysia's national telecommunications leader via TM Global, its international wholesale business arm, has strategically broadened its scope to become a frontrunner in digital innovation and advanced connectivity solutions.

With its first office in Washington DC, TM United States (TMUS) provides international telecommunications services originating from and terminating in the U.S. Diversifying into the data business, TMUS expanded closer to the Silicon Valley by establishing its San Francisco office in 2014. This critical move presented TMUS with opportunities to work with cutting-edge technology partners and effectively help hyperscalers and Over-The-Top

(OTT) players to rapidly expand their global footprint into the Asia Pacific by leveraging TM Global's data solutions.

The core of TM Global's offerings includes advanced connectivity and digital infrastructure solutions, delivered via a network of 35 submarine cable systems spanning over 342,000 kilometers worldwide. This encompasses more than 100 Content Delivery Network (CDN) nodes, 29 International Internet Gateways and 7 data centers located strategically across Asia. Leveraging this expansive network and wealth of experience, TM Global is uniquely positioned to empower businesses in the U.S. to capitalize on the burgeoning market opportunities within the Southeast Asia region.

TM Global's strategic advantage lies in its diversified portfolio of wholesale communications services, tailored to meet their customers' needs globally. The company's agility in adapting to diverse markets is underscored by its concerted efforts to stay abreast of the latest technologies and foster strategic partnerships for mutual growth.

Hafiz said, "While our commitment to enhancing connectivity infrastructure

remains unwavering, we are driving value for our stakeholders through continuous innovation. We offer essential infrastructure, solutions and support to catalyze digital innovation and drive seamless content distribution throughout Southeast Asia. To broaden our scope to the entertainment and gaming industries, we have expanded our operations to Los Angeles and most recently to Las Vegas, strategically positioning ourselves near these key markets."

"As the strategic gateway into Southeast Asia, TM Global is committed to fostering exceptional customer experiences, maximizing cost efficiency, and driving profitability for our stakeholders, including service providers, content providers, hyperscalers, and OTT players in the U.S. market," Hafiz explained.

Today, TMUS has become a preferred partner for new global infrastructure projects including subsea cables and data centers, evident by our collaborations with major equipment vendors, cable builders, carriers and U.S. OTTs. This elevates digital access into the lucrative Southeast Asia market and provides seamless connectivity between both regions. **TM**



Citadel Launches GUAM EXCHANGE

Guam's Citadel is poised to capitalize on the >1 Pb of new subsea capacity planned to transit Guam. Citadel is being supported in its commercialization activities by long-term partner, APTelecom. The Guam Exchange runs atop trusted network compliant equipment with a Day 1 capability for up to 800Gbps of Ethernet traffic forwarding between IXP customer ports.

Given the strategic location of Guam, the IXP will attract unique ASN paths via the Pacific Island nations as well as the potential

for direct routing to major population centers across the Asia-Pacific region, addressing the demands of new subsea cables traversing the Pacific between Asia and the USA. The Guam IXP, announced in January 2024, in conjunction with Guam's first ever

dedicated Tier III compliant Data Center campus located in Harmon, the central industrial heart of Guam will be ready for service on August 15th.

The Phase I, 'Harmon 1' Data Center currently has two data halls



equipped to handle an initial IT load of 1.3MW. The campus has ample space and power to expand by a factor as network density increases. The campus sits atop a dense buried fiber ring traversing the island, interconnecting all of the existing and planned Cable Landing Stations. The aggregation of subsea cables has been a top priority for Guam IX, ensuring end users can seamlessly interconnect to every subsea cable on the island via cross connect at the Meet-Me-Room. To foster growth, Citadel are embracing an Open Access policy allowing all fiber operators access to the campus without any surcharges or bureaucratic hurdles.

Geographically, Guam is well placed to serve as a regional hub, given the island directly connects

to the nation states of Indonesia, the Philippines, Malaysia, Taiwan, Japan, Singapore, Australia and mainland USA. The end result is that over 900Mn in end user eyeballs can be directly connected to Guam via relatively low latency BGP paths. Over the coming years, Guam is poised to become a critical ICT hub for network operators and enterprises looking for switching and restoration of their global backbones, Internet peering and edge Pop deployments.

Jim Beighley, CEO Pacific Islands at Citadel (CPL) stated "Guam has entered the public discourse in a major way over the past few years. As the geopolitical winds have shifted, a strategic emphasis on policies and investments are providing Guam the tailwinds needed

to emerge as a critical regional hub in the Pacific for international telecommunications and potentially the global Internet routing table. Citadel is excited to be a central part of this evolution of critical infrastructure in the Pacific region and are delighted to be working with APTelecom."

Eric Handa, CEO, APTelecom commented "Guam's Citadel has emerged as a digitally savvy player, with access to diverse internet fiber connectivity, along with a policy of true open access in all of its facilities. This, coupled with significant expansion plans and underpinned with a highly stable regulatory and political environment, sees Citadel poised to become the most important digital infrastructure player in region." **TR**



Miguel Calderón, Director of Strategy and Public Policy at Telefónica Hispam

Telefónica México: The Disruptive Operator of Connectivity Democratization

Telefónica México has been operating in the Mexican market for over 20 years, where it has fostered competition in mobile telephony and evolved to provide services to virtual mobile operators and companies interested in their digital transformation. Currently, Mexico represents 14% of the company's operations in Spanish-speaking America. In an interview with Telecom Review Americas, Miguel Calderón, Director of Strategy and Public Policy at Telefónica Hispam, talks about the company's journey in the country.

Why has Telefónica decided to continue betting on the Mexican market for more than 20 years?

Telefónica Movistar's commitment to increasing digitalization in Latin America has advanced steadily; the operation in Mexico has become a benchmark for the region thanks to our sustainable, innovative, and solid business model, based on a network of alliances and a long-term vision. As a result, our business model has served as an example in the region, and countries like Colombia have already started similar infrastructure sharing projects in 2024.

How has the brand transformed in the country?

Telefónica Movistar has strengthened its position as a challenger to the status quo in the Mexican mobile market, being the agent of change, democratization, and market dynamism to bring competitive benefits that result in better offers and quality conditions for all Mexicans.

At Telefónica Movistar, we innovate and promote strategies that not only benefit our customers but all Mexicans by democratizing next-generation services. Some of the main milestones benefiting the sector and users are:

- In 2001: Bringing a disruptive per-second billing model to Mexico, which no other company had implemented at that time.
- In 2011: Introducing low-cost recharges.
- In 2012: Eliminating national and international roaming, which later became a mandatory action for operators.
- In 2013: Being the first to launch plans with unlimited voice and SMS.
- In 2014: Being the first to open the door to MVNOS.
- In 2017: Being the first to provide wireless Home Internet service.

- In 2018: Being the first in the sector to introduce renewable energy to power our operations.
- In 2019: Being the first to launch an unlimited data plan.
- In 2019: Being the first in Mexico and the region to have a business model based on alliances that ensure the sustainability of the mobile market by making investments profitable.
- In 2020: Being the first operator to provide 24/7 support on WhatsApp.
- In 2021: Being the first to launch a 100% customizable and self-manageable service with Movistar Libre.
- In 2022: Becoming the first operator to launch 5G service to prepaid and postpaid customers regardless of their consumption level.

What do you consider your greatest achievement?

In addition to the milestones mentioned, which have positioned us as pioneers in the sector, in recent years we have consolidated important alliances such as Starlink, sponsorships focused on connecting people, positioning as opinion leaders on safe internet and cybersecurity issues, campaigns against the risks of the digital world, programs like Conecta Empleo, infrastructure sharing agreements, and one of the most important, the launch of 5G for all users, ceasing to be exclusive to high ARPU postpaid users and opening the power of use and choice to the majority of users (more than 80% of users in Mexico are prepaid).

What is the main differentiator of Telefónica México compared to its competitors?

We are characterized by being a company close to our users, understanding their needs, and constantly working to provide self-manageable services tailored to users' needs, with the power of choice and affordability, bringing technology to all users equitably, sustainably, and without leaving anyone behind.

Why do you remain in Mexico in a business dominated by one company?

Mexico is a benchmark for the region. The commitment to connect the country is strong, and we work together with other industry and sector players to shape conditions that reduce market concentration and allow current and future deployments, technologies, and services to be sustainable in competition to continue driving connectivity and digital inclusion in Mexico.

What is your offer for the business market?

Movistar Empresas' value proposition is based on the knowledge and understanding of SMEs' needs. It offers comprehensive services and digital solutions to the business sector, becoming a strategic ally and expert in the digital transformation of SMEs, companies, and corporations.

The solutions we offer to digitize businesses are focused on services: - Mobile: With plans to give companies the connectivity they need with GB for browsing, unlimited apps, 5G service, unlimited calls, and text messages.



Telefónica Movistar has strengthened its position as a challenger to the status quo in the Mexican mobile market, being the agent of change, democratization, and market dynamism to bring competitive benefits that result in better offers and quality conditions for all Mexicans



- Fixed: Fixed services and solutions protect and are an important part of digital businesses with the best user experience. Solutions include:
 1. Connection: Satellite connection in areas where there is no coverage from traditional links.
 2. National and International MPLS: Connectivity in all establishments as if they were on the same local data network.
 3. Business Internet: High-quality, high-speed internet for your company.
 4. Intégrame: Voice and internet services over the same access.
- Cloud 4 Business: Provides the ability to use innovation, digital infrastructure, optimization, and information management, based on the cloud, to adapt to the circumstances a company faces, allowing it to optimize its operations and respond agilely to its business needs.
- Cybersecurity: Offers products and services to prevent, detect, and respond to attacks or threats, thus ensuring the cyber-resilience of businesses.
- Internet of Things: Smart IoT solutions are the support that companies need to optimize and digitize their resources, from employee management to customer experience. They also allow controlling and managing assets in real-time from anywhere in the world.
- Big Data: Allows obtaining valuable insights for business project planning. Through data and in conjunction with cutting-edge Big Data technology, we can help public and private organizations make better business decisions based on real behaviors.
- Advertising: Allows companies to connect with their customers quickly and effectively through omnichannel communication to generate trust and loyalty towards their businesses.

Compared to other Spanish-speaking countries in Latin America, where does Mexico stand in terms of market and operations for Telefónica?

We remain a relevant company, with 23 million customers, representing 14% of Telefónica Hispanoamérica's revenues (8 operations in the region). We were the first to bet on a disruptive and innovative formula to achieve more efficient network deployment through alliances and new operational models.

We have strengthened the sustainability of the Mexican operation. In the first quarter of 2024, we had a 10.2% increase in revenues, and EBITDA grew by 13.9% compared to the first quarter of 2023. These results were driven by the performance of the postpaid segment, whose ARPU (average revenue per user) grew by 4.5%.

What is needed for Mexican users and companies to have better telecommunications services?

To expand connectivity and accelerate digital transformation and inclusion, regulation and public policies must be enablers. They must be designed to expand telecommunications, improve the competitive environment, and attract private investment.

Telefónica has proposed the development of telecommunications

centered on public policies focused on innovation, cooperation, and sustainability, as shown by the "Rural Manifesto." This model has already been implemented in some countries, such as Peru, through "Internet for All" (IpT), which after 5 years since the start of its operations has brought 4G mobile internet to more than 18,000 communities on the coast, highlands, and jungle of Peru.

On the other hand, the vision must be to conceive the spectrum as a public good and a key element to develop connectivity, not just as a revenue opportunity, a model that is proving unsustainable in several countries. Without spectrum, there is no connectivity, and without connectivity, we move away from opportunities and, consequently, from development and prosperity. The spectrum is a resource that we must put at the service of users, customers, and citizens. Therefore, it must be at market price, adjusted to the economic reality.

What is required for a country like Mexico to attract more investments and grow the sector with a focus on business?

The telecommunications industry, not only in Mexico but throughout Latin America, is at a crucial moment for its sustainability. The growing demand for connectivity, the deployment of new technologies such as 5G and fiber optics, and the need to reach rural and remote areas require significant investments. However, the industry's ability to finance these investments is threatened by several factors.

The financial situation of the industry is a significant challenge. Revenues have decreased while the costs of radio spectrum, infrastructure, and the deployment of new technologies have increased considerably. This situation has led to a decrease in profitability and has put the financial sustainability of many operators at risk.

To ensure the industry's sustainability and its ability to continue investing in infrastructure



Movistar Empresas' value proposition is based on the knowledge and understanding of SMEs' needs





and new technologies, it is essential to have legal certainty for the return on investments, a strong and autonomous regulator, healthy market structures (i.e., a reasonable number of players, but also with non-concentrated market shares), and last but not least, a change in regulatory approach. Current regulation, in many cases, does not adapt to market realities and the challenges faced by the industry. A more flexible, modern, and adaptable regulatory framework is needed to encourage investment, innovation, and competition.

Another fundamental aspect is the importance of the contribution of Over the Top (OTT) companies as actors in the digital ecosystem. According to a study by the consultancy NERA, between 2016 and 2022, internet traffic multiplied by five, largely due to OTTs. According to a GSMA study, in Latin America, 85% of mobile network data traffic is generated by only three economic groups. Given the high concentration of traffic, each of the major OTTs has a great capacity to

influence the growth rate of internet traffic. An individual decision by one of these OTTs can significantly multiply the traffic that flows through the broadband connections of their end users.

All of us who are part of the digital ecosystem, including telecommunications companies and OTTs, must contribute to covering the costs of the networks that enable these services. Due to the importance of OTTs for the population and their relevance in data consumption over telecommunications operators' networks, fair compensation for telecommunications investments and balanced competition among digital ecosystem, players must be ensured to eliminate market distortions. The intensive use by OTTs increases network costs, which are financed by telecommunications operators, so they do not bear a fair share of the burden.

Collaboration among the different industry players, including operators, regulators, and governments, is

essential to find solutions that ensure the industry's financial sustainability. An open and constructive dialogue is necessary to identify challenges and opportunities and work together to find solutions that benefit everyone. **TR**



We have strengthened the
sustainability
of the Mexican operation





Unleash Fixed Wireless Service in 12 GHz to Help Close the Digital Divide

Over the last few years, policymakers came to the same conclusion that our industry and organizations have long understood – that for America to remain successful and maintain our global economic advantage, Americans need to be online and connected via high-speed broadband networks. Robust internet service is critical to how we live, work, stay connected and play.



Unfortunately, there are Americans that remain on the wrong side of the digital divide and are unable to affordably access broadband at speeds that allow them to take advantage of our digital economy now and into the future. The Federal Communications Commission (FCC) has a unique opportunity today to help close the digital divide by authorizing high-powered two-way fixed wireless service in the 12.2-12.7 GHz band (the lower 12 GHz band).

To its great credit, Congress has approved funding for a once-in-a-generation investment in broadband infrastructure deployment, broadband adoption programs, and digital equity concerns. With this funding in hand, it is now up to the Administration, states, and industry to ensure that this critical moment in our history is met, and that we go to work connecting the unconnected.

Connecting all unserved and underserved Americans with high-speed broadband will require an “all of the above” approach from both industry and policymakers when it comes to the technology and the methods by which broadband is delivered to consumers. To spur innovation and creative solutions, it is

incumbent on policymakers to make all the appropriate resources available that can enable broadband providers to deploy higher-quality connectivity everywhere, including with fixed wireless services. These solutions represent an exciting and viable path forward, and our organizations encourage agencies, like the FCC, to embrace these solutions in their plans to close the digital divide.

Under the direction and leadership of Chairwoman Jessica Rosenworcel, the FCC can pull one of these levers immediately by adopting the proposals in its current proceeding to permit more intensive terrestrial use of the lower 12 GHz band. This will bring more upper mid-band spectrum to the market for high-powered, two-way fixed wireless service. Current terrestrial licensees have submitted a plan that, with Commission approval, would allow them to bring fixed broadband to consumers while protecting existing Direct Broadcast Satellite and non-geostationary satellite, fixed-satellite service customers in the band from harmful interference.

This important action would have a number of public interest benefits. Notably, it would put 500 MHz of new upper mid-band spectrum into the market, introducing competition, which in turn leads to higher available speeds and lower prices for

consumers. Under agreements with the licensees, portions of the band would also be made available free of charge to Tribal communities to develop broadband solutions that will meet their needs. Furthermore, it will empower an ecosystem where mid-band spectrum drives innovation, new technologies, and next-generation connectivity for American consumers and businesses.

Expanding the lower 12 GHz band for fixed broadband has the support of a broad coalition of industry stakeholders and public interest advocates, as well as bipartisan support from Members of Congress on key committees of jurisdiction. Given current license holders' assurances that fixed wireless service will not exceed established protections levels for satellite services, claims that such services already deployed in the band will experience harmful interference are unfounded.

Now is the time for the FCC to act to allow providers to maximize the capacity of the lower 12 GHz band and to bring innovative new broadband service to unserved Americans. **TR**

Co-authored by Chip Pickering (INCOMPAS), Chris Lewis (Public Knowledge), Michael Calabrese (Open Technology Institute), Andy Schwartzmann (Benton Institute)



Demand Impacts the Fiber Optic Market in Latin America

The fiber optic market in Latin America has been experiencing significant growth over the past few years. This growth is driven by the increasing demand for high-speed internet and the expansion of digital infrastructure across the region.

The fiber optic market in Latin America has seen substantial growth, with fiber-to-the-home (FTTH) and fiber-to-the-building (FTTB) networks expanding rapidly.

By the end of 2021, FTTH homes passed, and subscriptions had grown by 29% and 47%, respectively. The region's top 11 operator groups grew their fiber market share to 48.5% of total fiber broadband households.

Key Drivers of Growth
Increasing Internet Penetration

The demand for high-speed internet has been a major driver of fiber optic deployment. As of 2021, fixed broadband services reached 96.4 million subscribers, or 48.2% of total households in Latin America.

Government Initiatives
Various governments in the region

have launched initiatives to improve digital infrastructure, which has boosted the deployment of fiber optic networks.

Economic Recovery

The COVID-19 pandemic highlighted the need for robust digital infrastructure, accelerating the adoption of fiber optics as part of economic recovery plans.

Challenges

Despite the growth, the fiber optic market in Latin America faces several challenges, such as the high deployment costs, because the cost of deploying fiber optic networks remains high, particularly in rural and remote areas.

Regulatory challenges and bureaucratic processes can slow down the deployment of fiber networks.

Competition from other technologies impacts because while fiber optics offer superior performance, they face competition from other broadband technologies such as cable and DSL.

Market Trends

Migration to Fiber

There is a noticeable trend of migration from legacy technologies like DSL to fiber optics. This shift is driven by the superior performance and reliability of fiber networks.

Small ISPs Leading the Way

In countries like Brazil, small regional ISPs have been at the forefront of fiber rollouts, challenging the dominance of larger telcos.

Integration with 5G

The integration of fiber optics with 5G networks is expected to drive further growth. By 2026, it is predicted that fiber will account for 63% of total broadband connections in Latin America.

Future Prospects

The future of the fiber optic market in Latin America looks promising. By 2026, it is expected that FTTH/B networks will be available in 91% of total households, with a 54% take-up rate.

The continued investment in digital infrastructure and the integration with emerging technologies like 5G will further boost the market.

LATAM Outlook

Brazil

Brazil is the largest market for fiber optics in Latin America. As of 2021, Brazil had over 20 million FTTH/B connections, representing a significant portion of the region's total. The country has seen rapid growth in fiber deployment, driven by both large telcos and numerous small ISPs. The Brazilian government has also been supportive, with initiatives aimed at expanding digital infrastructure to underserved areas.

Mexico

Mexico is another key player in the Latin American fiber optic market. By the end of 2021, Mexico had approximately 10 million FTTH/B connections.

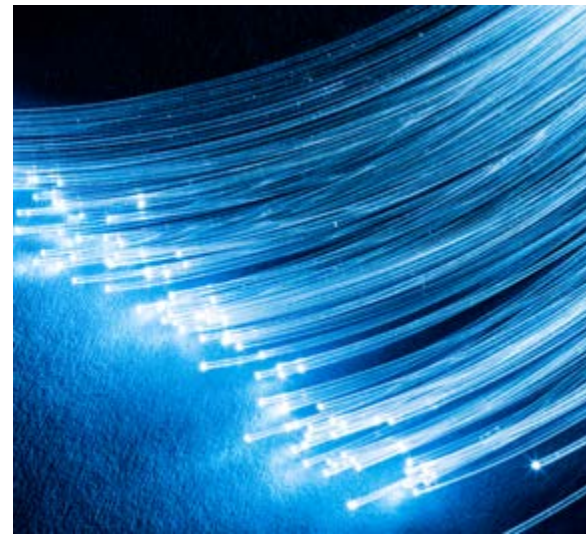
The country's fiber optic market is dominated by major operators like Telmex and Totalplay, which have been aggressively expanding their networks. The Mexican government has also launched programs to improve internet access in rural areas, further boosting fiber deployment.

Argentina

Argentina has been making significant strides in fiber optic deployment. As of 2021, the country had around 5 million FTTH/B connections. The Argentinian government has been actively promoting digital inclusion, with policies aimed at expanding broadband access across the country. This has led to increased investment in fiber optic infrastructure by both public and private entities.

Chile

Chile is known for its advanced digital infrastructure and has one of the highest fiber optic penetration rates in Latin America. By the end of 2021, Chile had over 3 million FTTH/B connections. The Chilean government has been proactive in promoting digital transformation, with initiatives aimed at improving internet access and connectivity. This has resulted in a robust fiber optic market, with



significant investments from both local and international players.

Colombia

Colombia has also been experiencing growth in its fiber optic market. As of 2021, the country had around 2.5 million FTTH/B connections. The Colombian government has been working to improve digital infrastructure, particularly in rural and underserved areas. This has led to increased deployment of fiber optic networks, supported by both public and private investments.

Peru

Peru is another country where the fiber optic market is expanding rapidly. By the end of 2021, Peru had approximately 1.5 million FTTH/B connections. The Peruvian government has been focusing on improving internet access in remote areas, which has driven the growth of fiber optic networks. Local and international operators have been investing in expanding their fiber infrastructure to meet the growing demand.

The fiber optic market in Latin America is diverse, with significant growth observed in countries like Brazil, Mexico, Argentina, Chile, Colombia, and Peru.

Each country has its unique drivers and challenges, but the overall trend points towards continued expansion and investment in fiber optic infrastructure.

With supportive government policies and increasing demand for high-speed internet, the future of the fiber optic market in Latin America looks promising. **TR**



Verizon Teams With Satellite Service Provider Skylo

Verizon and Skylo have teamed up to launch a commercial direct-to-device messaging service for Verizon customers so they can stay connected wherever they are. Starting this fall, customers on certain smartphones have access to emergency messaging and location sharing even when a terrestrial cellular network is not available. Coming next year, Verizon will offer the ability to text anywhere via satellite for customers with select devices.



Verizon has been driving innovation in the use of supplemental satellite capabilities for years using satellite connections for cell tower rapid deployments, emergency response and

temporary solutions. We are encouraged by the progress being made in satellite to device communications for consumers and are equally excited to be driving technical innovation trials in the space of satellite IoT solutions," said Srin Kalapala, Senior Vice President of Technology and Product Development for Verizon.

Skylo utilizes dedicated, licensed mobile satellite spectrum for connectivity which avoids network interference with terrestrial signals and ensures ubiquitous coverage for customers in rural or rugged areas when low population density, technical challenges, and economic viability make building a cellular network infeasible. Verizon is the first mobile carrier worldwide to commercially launch supplemental smartphone connectivity on Skylo's non-terrestrial satellite network and the first mobile carrier to launch a commercial direct-to-device service offering.

"Our work with Verizon strengthens our belief in network convergence between satellite and cellular, and now this vision is a reality today for both consumers and enterprises. Satellite access isn't just about reaching out when you're in trouble; it's connectivity for staying in touch with your loved ones wherever they are. We are excited to partner with the carrier known globally for its powerful performance and reliable service as we bring a new

level of connectivity from space," said Parthasarathi Trivedi, CEO & co-founder of Skylo."

Driving future satellite innovations for enterprise customers

Verizon has been a leader in driving IoT offerings in 4G with Narrow Band IoT and driving emerging IoT offerings using RedCap technologies. In collaboration with Skylo, Verizon has engaged in research and development of satellite IoT technology leading to engineers successfully demonstrating how a Verizon-enabled IoT device can roam onto a satellite network when out of range of the terrestrial cellular network providing enhanced geographic coverage for IoT devices.

"Verizon's network boasts an exceptionally large terrestrial cellular network and covers more than 99% of the population in the United States. However, there are occasional enterprise needs for IoT devices in places where people don't live or regularly visit. Satellite IoT in combination with Verizon's terrestrial assets creates the perfect combination for IoT solutions in the most remote parts of the country and over land, air and sea without having to use a separate physical device," said Kalapala.

This satellite IoT roaming capability is particularly critical for IoT and has the potential for numerous applications across various industries, including transportation, agriculture, maritime, environmental monitoring, and asset tracking. For example, in agriculture, satellite IoT can be used to monitor cattle movements, crops, soil quality,

and meteorological conditions in remote areas where terrestrial connectivity is not typically needed. In asset tracking, the ability to roam on satellite networks will allow for accurate tracking and condition evaluations in real-time even in the middle of the ocean.

These solutions, which require lower-complexity, low throughput, energy-efficient IoT devices, are ideally suited for the satellite roaming arrangement. In Verizon and Skylo's recent proof-of-concept, the companies were able to complete a connection using a Verizon enabled IoT cellular device across both Verizon's cellular network and Skylo's satellite network, proving the interoperability and demonstrating the value of this seamless roaming capability. **TR**



Verizon has been a leader in driving IoT offerings in 4G with Narrow Band IoT and driving emerging IoT offerings using RedCap technologies



Uniti Announces New Contract Award with Large Hyperscaler



Uniti Group Inc. has a new 20-year contract award from a strategic hyperscale customer in Alabama. As part of this award, Uniti will construct a new long-haul route that will span over 200 route miles when complete, connecting new data centers optimized for Generative AI, and broadening Uniti's reach throughout the state.

In order to deliver on the new contract and create significant capacity for future growth, Uniti will build a multi-duct fiber system with several high-count fiber cables between Montgomery

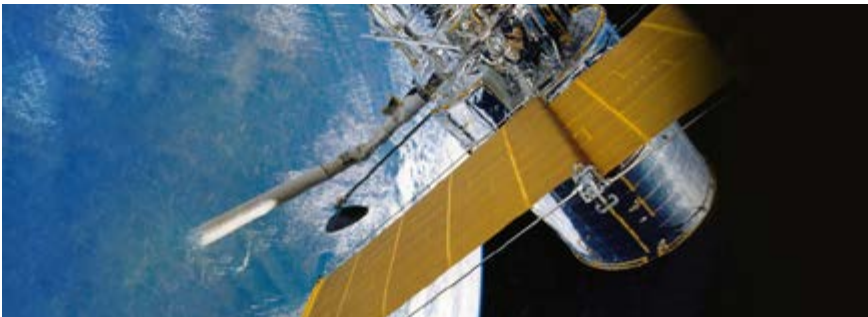
and Mobile, AL. This route will create a diverse path between these two markets allowing Uniti's customers to interconnect to other regional and long-haul routes, which connect data centers in other markets.

"We are humbled to have earned the continued trust of our hyperscale customer, resulting in the building of this critical route connecting two important markets in Alabama," commented Greg Ortyl, Uniti's President of Wholesale & Strategic Accounts. "This contract award continues to demonstrate the strong momentum Uniti has within the hyperscale segment as they aggressively build out new AI-optimized data centers."

With deep roots in Alabama and a large presence in the City of Mobile, Uniti continues to invest in its fiber network, enhancing connectivity solutions for its enterprise, wholesale and government segments. In addition to finishing construction on a new multi-duct system across Mobile Bay, Uniti was recently awarded "Alabama Middle Mile" grant funding to continue its network growth efforts, strengthening route diversity throughout the state.

This contract award was executed in the second quarter and Uniti plans to deliver these fiber routes to its customer in 2025. Over the last several years, Uniti has built almost 4,000 fiber route miles in Alabama, representing over \$300 million of capital investment.

Starlink's Financial Accounts Frozen Amid Legal Battle in Brazil



The Brazilian Supreme Court has ordered the freezing of all financial accounts of Starlink, the satellite internet company owned by Elon Musk.

This decision comes as part of an ongoing legal dispute between Musk and Supreme Court Justice Alexandre de Moraes over compliance with local regulations.

The conflict began when Justice de Moraes demanded that X, formerly

known as Twitter and owned by Musk, block certain accounts accused of spreading misinformation. Musk has publicly criticized these demands, labeling them as censorship.

The situation escalated when X failed to appoint a legal representative in Brazil, leading to the court's decision to freeze Starlink's accounts to ensure the payment of fines imposed on X.

Musk has responded vehemently, calling Justice de Moraes an

"outright criminal" and accusing him of overstepping his authority. In a series of posts on X, Musk announced that Starlink would provide free internet service to its Brazilian customers until the matter is resolved.

Starlink, which has over 250,000 customers in Brazil, plays a crucial role in providing internet access to remote areas of the country. The company's representatives have stated that the court's decision was made without due process and that they plan to challenge it legally.

As the legal battle continues, the future of both Starlink and X in Brazil remains uncertain. This case highlights the ongoing tension between tech giants and regulatory bodies worldwide, raising important questions about the balance between free speech and the regulation of online content.

América Móvil and Telefónica to Explore Joint Participation in WOM Asset Sale



América Móvil, through one of its subsidiaries, and Telefónica have signed a non-binding agreement to jointly explore their potential participation in the sale process of the assets of WOM and its affiliates.

This process is part of WOM's ongoing Chapter 11 reorganization proceedings before the United States

Bankruptcy Court for the District of Delaware.

The agreement allows both parties the flexibility to withdraw from submitting an offer at any time. Should they decide to proceed, any offer and potential transaction will be subject to the bidding procedures and regulatory approvals required

under WOM's reorganization process, as well as applicable sectoral and competition regulations, including prior authorization from Chile's National Economic Prosecutor's Office.

The interest of both companies in jointly exploring their potential participation in the sale process of WOM and its affiliates in Chile lies in the potential benefits the transaction could generate for their customers and Chilean consumers in general.

The transaction is expected to strengthen the sustainability of the telecommunications sector by increasing the capacity to continue investing and competing in high-speed and coverage networks, which are crucial for the country's digitalization.

This collaboration underscores the commitment of América Móvil and Telefónica to enhancing the telecommunications infrastructure and services in Chile, aiming to provide better connectivity and digital solutions to the market.

Strategic Fiber Growth: Verizon Invests USD 20B in Frontier Acquisition



In an all-cash transaction valued at USD 20 billion, Verizon will do a strategic acquisition of Frontier, the largest pure-play fiber internet provider in the US.

This will significantly expand Verizon's fiber footprint across the nation, accelerating the company's delivery of premium mobility and broadband

services to current and new customers, as well as expand Verizon's intelligent edge network for digital innovations like AI and IoT.

Verizon Chairman and CEO Hans Vestberg stated, "The acquisition of Frontier is a strategic fit. It will build on Verizon's two decades of leadership at the forefront of fiber and is an opportunity to become more competitive in more markets throughout the United States, enhancing our ability to deliver premium offerings to millions more customers across a combined fiber network."

U.S. Department of Defense Approves Corning® Everon Software-Defined Local Area Network Portfolio for Federal Defense Networks



Corning Incorporated announced the U.S. Department of Defense's approval and certification of its Corning Everon® Software-Defined Local Area Network portfolio (SD-

LAN) as an Assured Services Local Area Network (ASLAN) by the Joint Interoperability Test Command. The portfolio has been added to the Department of Defense's Information Network (DoDIN) Approved Products List (APL).

Compatible with other DOD systems, this portfolio enables data-dense applications and streamlined installations, with the capability to evolve as network needs grow. Federal agencies can reduce up to 50% in total cost of ownership compared to a copper-based legacy network, all while achieving a secure and scalable network.

"Current legacy copper infrastructure in most federal facilities simply cannot support future data streams at the speed required for mission success. The rapidly evolving digital capabilities in United States military systems and equipment cannot be hindered or restricted by the limitations of supporting infrastructure which could take years to upgrade," said Robert Basile, Global Market Development Director, Corning Optical Communications. "Corning's DoDIN APL certification reinforces our commitment to providing solutions for the design and engineering of federal facilities and future networks."

PhireLink Deploys Adtran's Fiber Access Solution to Bridge Louisiana's Digital Divide



Adtran announced that PhireLink has deployed its open and intelligent fiber access technology to bring high-quality broadband to some of Louisiana's most underserved

rural communities. The deployment features Adtran's Mosaic One software-as-a-service and its Intellifi® connected home solution to support a robust end-user

experience. Using Adtran's AI-driven platform, PhireLink is rapidly scaling a highly efficient, future-facing network capable of delivering critical public services, such as remote learning and telemedicine, and stimulating economic growth across the region.

"We selected Adtran for its open, scalable technology. Our new solution helps us bring dependable, high-speed broadband to more rural communities across Louisiana," said Glen F. Post, III, CEO of PhireLink. "Working in close collaboration with Adtran's team, we are not just constructing a network. We're taking a crucial step towards bridging the digital divide, providing the broadband access needed to invigorate local economies and drive sustained improvements in quality of life."

Google to Invest 400 Million USD in Nevada



The investment will help meet growing demand for Google Cloud, AI innovations, and other digital products and services, Google Data Centers Vice President Joe Kava said at an event held at UNR to announce the investment.

The new funding brings Google's total investment in the state to more than \$2.2 billion since 2019, when the company broke ground on its first Nevada data center in Clark County. In 2021, the company built its Storey County data center.

At the event, Lombardo thanked UNR president and Republican former Gov. Brian Sandoval for supporting the Tahoe-Reno Industrial Center, where Google's Northern Nevada data centers are housed. Lombardo added that he looks forward to continued collaboration with Google to drive innovation in the state.

Sandoval called Lombardo "the right leader at the right time to take Nevada into that next chapter."

"We talked for a long time about creating a new Nevada, where this state would be a technology innovation hub ... for the world," Sandoval said.

In 2020, Google pledged to invest \$600 million to each of its Nevada data centers.

That year, the nation's digital economy accounted for roughly 10 percent of its gross domestic product and created 7.8 million jobs.

Google also announced Tuesday that it would make a \$500,000 contribution to the National Forest Foundation to enhance the resilience of the Truckee River watershed and reduce wildfire risk in the Tahoe National Forest. The project will thin and remove forest fuels to help retain water in the basin and reduce the risk of catastrophic wildfires.

Lombardo called the project "fantastic," citing the need for ongoing fuel reductions, especially in light of the recent challenges some Nevadans have faced acquiring home insurance because of the increase in extreme wildfires plaguing the West.

Google also has invested more than \$4.7 million in water stewardship projects in the Las Vegas Valley and Lower Colorado River Basin.

Google is pursuing a goal of running on carbon-free energy by 2030. It has contracted with utilities to bring more than 450 megawatts of new clean energy to the state.

SECOM Deploys Infinera XTM Series for Middle-mile Network



Infinera announced that SECOM is modernizing its middle-mile and business Ethernet access network using Infinera's XTM Series optical transport solution to bring new multi-gigabit broadband services to previously underserved rural southern Colorado communities. SECOM's enhanced network provides

connectivity for thousands of customers, including homes, schools, libraries, government entities, telecoms, and businesses.

SECOM, the wholly owned broadband subsidiary of Southeast Colorado Power Association (SECPA), a rural electric power cooperative, is one of

the largest telecommunications service providers in the region, with a fiber network spanning around 2,000 miles throughout southeastern Colorado.

With Infinera's XTM Series, SECOM is expanding the capabilities of its middle-mile network to deliver multi-gigabit Ethernet services driven by the bandwidth growth of large enterprises and industrial parks, as well as the 100G/400G broadband transport needed to aggregate thousands of broadband services offered in newly created fiberhoods. This middle-mile network modernization project provides SECOM the network flexibility, reliability, and reach needed to maximize the region's economic and social development opportunities and close the digital divide in the most remote and rugged locations.

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