

Re: Level of the DSL pilot tone?

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 - *Date:* Thu, 17 Aug 2006 00:03:57 GMT
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Hello Frank,

Reason why I want to be able do that is the extreme wait on the phone when something happens, questionable competence of support personnel, and their tendency to offload a problem to their HW service. "Oh, it's got to be your line" and then they try to make you pay. I know for sure that my current email receiving issues are not telco HW related but it sure would be nice to tell them "Hey, I measured these dBV levels for the pilot tones so it can't be".

Doubt if that makes a difference to them. But if you can surf the web, your DSL line is clearly working. That should be a strong enough argument.

T'is what I told him. But you are right, it wouldn't have made a difference if I had the levels because this guys didn't seem to have a clue. After I finally busted my way through some corporate barrier an engineer "found" that they are having issues with a server and a whole crew is currently pulling a late shift to fix it. He also said my SNR was kind of low which I'd like to see for myself. But it's certainly not the root cause of not getting emails.

I had similar problems with providers. What fixed it, was changing to another provider, and yes, it costs more. I can't really say their helpdesk is better, because everything simply works brilliant – no need to call them. Even the bills are correct and always on time.

Well, it's better in the EU. More competition. Here, you are often dealing with de-facto monopolies.

Same thing with hosters. Tried a few cheap ones and they all really drove me mad. Now I pay a bit more, but everything works like a

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charm.

I use 1and1. Very nice. Only a few hours outage in two years but the east was being pummeled by snow storms when that happened.

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Regards, Joerg

<http://www.analogconsultants.com>

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