

## Re: Level of the DSL pilot tone?

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- *From:* "Frank Bemelman" <[f.bemelmanq@xxxxxxxxxxxxxxxxxxxxx](mailto:f.bemelmanq@xxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 17 Aug 2006 01:40:54 +0200
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"Joerg" <[notthisjoergsch@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:notthisjoergsch@xxxxxxxxxxxxxxxxxxxxxxxx)> schreef in bericht  
[news:XONEg.1380\\$g63.471@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:XONEg.1380$g63.471@xxxxxxxxxxxxxxxxxxxxxxxx)

Hello Folks,

After two frustrating hours on the phone with my ISP, dodging their excuses and their "Oh, it's got to be this other problem" I want to be able to diagnose some DSL stuff for myself. IOW measure DSL signal levels versus noise. AFAIK there is a pilot tone at 276kHz or sometimes 138kHz for downstream and another one at 69kHz for upstream.

Question: What are the min-max levels for those pilot tones?

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.

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.

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 charm.

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Thanks, Frank.

(remove 'q' and '.invalid' when replying by email)

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