

## Introduction

Cameron Communications provides an array of state-of-the-art telecommunications and entertainment services to homes and businesses in rural Southwest and Central Louisiana and Southeast Texas. Owned and operated by its founding family, Cameron Communications connects its customers to the world with Cable TV, High-Speed Internet and Phone services. Since its beginning in 1928, the company has stayed on the leading edge of communication technology, and today that means state-of-the-art fiber-optic systems delivering crystal-clear signals to new service areas. I spoke with Keith Liles, IP Data Supervisor on why Cameron selected BEC as their CPE vendor and their ever expanding network capabilities and offerings.

## Technical Obstacles Overcome

Cameron Communications began offering DSL services to their subscribers back in 1999 and most recently video over copper around 2002. One of the first factors that prompted a switch to BEC was the fact that the previous models had issues with humidity.

“We had issues with the power supplies burning out during humid weather.” said Keith. “The BEC units were not as susceptible to weather anomalies as the previous deployed units.” Keith also appreciated the overall performance and



models we had in house.

Cameron also had a troublesome issue with their previous CPE in that, when their subscribers would push the reset button, all of the settings were lost and Cameron tech support would have to walk customers through the lengthy process of reinstalling the specific data and video settings. “We could not stop the customers from pushing the reset button on the modems and this continued to occur” said Keith. “The BEC 7402TM comes loaded with our custom settings and if the reset button is pushed by the subscriber, the custom settings do not disappear, but instead are reset in the modem. This feature eliminated many subscriber technical support calls.” Keith also noted an overall reduction in the duration of support calls due to this. “You just pull the BEC unit out of the box perform the short initial set up and the units are ready to go.”

During Cameron’s transition to video over copper, they experienced a “seamless” integration into their system. “We currently utilize Calix and BEC for most of our Video over Copper services and have found it to be a solid relationship.” Keith also mentioned the Calix certification of the BEC modem as yet another positive indicator in their choice to select BEC as their CPE vendor.

## Performance

The BEC 7402TM has also been a key ingredient to the video solution for Cameron and its customers. “Cameron is currently delivering three streams at 6,000 feet and two streams at 10,000 feet,” said Keith. Cameron is also currently developing an MPEG-4 head end to deliver 4-5 streams in the near future. “Especially out in the rural areas, this will allow us to expand our video performance and offerings.” said Keith. Keith also noted the BEC 7402 was delivering 21-22 Mbps at 6,000 feet and 17Mbps at 10,000 feet.



## In Summary

Keith appreciates the personal service that BEC brings to the table. “We have a good relationship. Anytime, we need anything, such as a firmware update, it is handled promptly and efficiently. I have absolutely no complaints.” Cameron has great plans for the future. They plan to migrate more subscribers to fiber and continue to add video subscribers at a rate of 100 per month. “Dealing with BEC has been a hassle free experience.” said Keith. Echoing the same sentiment at BEC, Tim Morley, Regional Sales Manager for BEC Technologies spoke the following words about Cameron. “Cameron has a long history and continues to grow and evolve to meet their ever changing subscriber needs. BEC plans to offer strong support every step along the way of their vertical growth.”

Cameron Communications' original mission in 1928 of providing dependable communications to rural Cameron Parish still rings true, only now there are many communities in Louisiana and Texas that enjoy dependable 21st Century communication and entertainment services from Cameron Communications. In all the markets it serves, Cameron Communications strives to be a vital and integral part of each community and a good neighbor. For more information, visit [www.camtel.com](http://www.camtel.com).