

TOLEDO TELEPHONE COMPANY

Introduction

The Toledo Telephone Company is a Local Exchange Carrier serving the community of Toledo, Washington. Toledo Telephone has been a family-owned and operated organization since 1938. Toledo Telephone, a community oriented company, has come a long way since its 150 subscribers at inception. Toledo Telephone offers broadband internet access to its affiliated communities in Washington State. I spoke with one of their lead technicians about Toledo's choice to select BEC as their CPE solution and their benefits realized since.

A Change and the Benefits Realized

Due to the instability of their previous CPE vendor, Toledo Telephone elected to trial the BEC model 7402GT/M searching for improvements in offerings and features. Said one Toledo representative, "The previous vendor's offerings were unpredictable. We would find an acceptable modem and they would discontinue it. BEC offered the stability we were looking for." He also pointed out that the previous vendor's GUI and CLI for ADSL2+ products were scaled back to a point where complex configurations were not possible. Toledo ordered 50 modems initially and the units integrated into their current network with no "hiccups". Of the modems Toledo Telephone has ordered since early 2006, they have only had a failure rate of 0.5 %.



Toledo Telephone Central Office



In relation to support requirements, Toledo Telephone has noticed a downward trend in service calls. "Our DSL related support calls have definitely gone down. Our previous vendor's modems required a lot of power cycling. The 7402GT/M can run for months without a reboot, provided the power is clean." claimed one Technician.

When asked if BEC helped significantly increase their business capabilities and services, they added "The increased capabilities of the BEC modem in conjunction with increased residential development and public acceptance of DSL technology all contribute to this growth."

In Summary

With the increased capabilities and overall stability of the BEC 7402GT/M, Toledo Telephone is poised to continue to provide quality customer service and technical performance to their subscriber base for years to come. This is of course, with BEC as their partner along the way. When asked, Toledo Telephone offered their general opinion on BEC Technologies product line and service offerings, "Our techs, as well as our customers have reported that the modems are performing much better than the previous vendor's products. We have had nothing but good feedback from the field and good experiences overall with your products and your people."