
Subject: Ongoing Newsgroup connection debarcle
Posted by [Kim](#) on Thu, 17 Apr 2008 05:39:27 GMT
[View Forum Message](#) <> [Reply to Message](#)

So...

The Telco says it's not their problem. I say it's not mine.

It MIGHT be the cable from the street to the house, but who knows.

Suffice to say I'm going to have to get them back again, and at a time when I can be present and check their work.

That said, the group, for me at least, usually works, which is, err, better than usually not working. ;o)

Cheers,
Kim.

Subject: Re: Ongoing Newsgroup connection debarcle
Posted by [Aaron Allen](#) on Thu, 17 Apr 2008 06:38:03 GMT
[View Forum Message](#) <> [Reply to Message](#)

> It MIGHT be the cable from the street to the house, but who knows

If it's a cable, test it with standard CAT test equipment like a Fluke MicroScanner.

If it's fiber, make them test it for dB loss or hit it with an OTDR. Or use a 4.9mW red laser to look for leaks/bends/fractures/reflection issues...

Do you know perhaps, IF it's fiber, is the fiber running single or multimode? (FYI, single is faster, more sensitive)

Tell you a funny story about the local cable company. I moved a few years ago, twice (not recommended). While in my interim place, I decided to go ahead and get cable modem internet. 5 mb, sweet cool. So, I get all these wierd intermittent issues that the LC company can't seem to see. I finally get pissed off enough after weeks of this unable to connect or stay connected to throw the modem in the back seat of my car and drive down to their office. For giggle, I decided to hound them on the phone while I'm on the highway. I ask them to check my connection. *no, sir we see your modem just fine*. Asked him to repeat that. Asked again. I explained the modem was in my backseat of my car going about 70 MPH with me, would he like to rephrase that answer. I gave them a real hard time about that, complete with "must be a new kind of wireless modem, right" sorta of grief. What I think they did is typo my MAC address, and all this time they'd been looking at

somebody else's gear, swearing and promising it was me it was my gear and I didn't know what I was doing. Many toes were tasted by them that day.

AA

"Kim" <hiddensounds@hotmail.com> wrote in message news:4806e28f\$1@linux...

>
>
> So...
>
> The Telco says it's not their problem. I say it's not mine.
>
> It MIGHT be the cable from the street to the house, but who knows.
>
> Suffice to say I'm going to have to get them back again, and at a time
> when
> I can be present and check their work.
>
> That said, the group, for me at least, usually works, which is, err,
> better
> than usually not working. ;o)
>
> Cheers,
> Kim.

Subject: Re: Ongoing Newsgroup connection debarcle

Posted by [Kim](#) on Thu, 17 Apr 2008 07:06:56 GMT

[View Forum Message](#) <> [Reply to Message](#)

Funny you should say that you know, because when you call the fault line there is an option to test your line before talking to anybody. I selected that and after a few seconds it said "This function is currently unavailable" and I moved on, and yet once I spoke with somebody they offered to test it. Perhaps their tests aren't working?

That said, they are not debating that there is a fault.

I can ring them back now and hammer them a bit more. I've tested a few pieces of gear and nothing works properly, and the other "tell all" is that I can kinda tell from the weather and time of day whether it will be working. If it's midday and sunny and 25C then it's fine, but if it's 6am and raining then it will barely connect. That's usually a cable issue for mine.

So I'll just have to call them and get another tech out, preferably this weekend so I can be there. If it's between the house and the street though I have to pay, but I don't think it's stupidly expensive so hey...

Cheers,
Kim.

"Aaron Allen" <know-spam@not_here.dude> wrote:

>> It MIGHT be the cable from the street to the house, but who knows

>

>If it's a cable, test it with standard CAT test equipment like a Fluke

>MicroScanner.

>

>If it's fiber, make them test it for dB loss or hit it with an OTDR. Or
use

>a 4.9mW red laser to look for leaks/bends/fractures/reflection issues...

>

>Do you know perhaps, IF it's fiber, is the fiber running single or

>multimode? (FYI, single is faster, more sensitive)

>

>Tell you a funny story about the local cable company. I moved a few years

>ago, twice (not recommended). While in my interim place, I decided to go

>ahead and get cable modem internet. 5 mb, sweet cool. So, I get all these

>wierd intermittent issues that the LC company can't seem to see. I finally

>get pissed off enough after weeks of this unable to connect or stay

>connected to throw the modem in the back seat of my car and drive down to

>their office. For giggle, I decided to hound them on the phone while I'm
on

>the highway. I ask them to check my connection. *no, sir we see your modem

>just fine*. Asked him to repeat that. Asked again. I explained the modem
was

>in my backseat of my car going about 70 MPH with me, would he like to

>rephrase that answer. I gave them a real hard time about that, complete
with

>"must be a new kind of wireless modem, right" sorta of grief. What I think

>they did is typo my MAC address, and all this time they'd been looking at

>somebody else's gear, swearing and promising it was me it was my gear and

I

>didn't know what I was doing. Many toes were tasted by them that day.

>

>AA

>

>"Kim" <hiddensounds@hotmail.com> wrote in message news:4806e28f\$1@linux...

>>

>>
>> So...
>>
>> The Telco says it's not their problem. I say it's not mine.
>>
>> It MIGHT be the cable from the street to the house, but who knows.
>>
>> Suffice to say I'm going to have to get them back again, and at a time

>> when
>> I can be present and check their work.
>>
>> That said, the group, for me at least, usually works, which is, err,
>> better
>> than usually not working. ;o)
>>
>> Cheers,
>> Kim.
>
>

Subject: Re: Ongoing Newsgroup connection debarcle
Posted by [Aaron Allen](#) on Thu, 17 Apr 2008 07:39:19 GMT
[View Forum Message](#) <> [Reply to Message](#)

Wash your car and water your lawn real well before you call him. :>

Seriously, if it gets expensive I'm sure a collection would probably be taken up. Let us know.

AA

"Kim" <hiddensounds@hotmail.com> wrote in message news:4806f710\$1@linux...
>
>
> Funny you should say that you know, because when you call the fault line
> there is an option to test your line before talking to anybody. I selected
> that and after a few seconds it said "This function is currently
> unavailable"
> and I moved on, and yet once I spoke with somebody they offered to test
> it.
> Perhaps their tests aren't working?
>
> That said, they are not debating that there is a fault.
>
> I can ring them back now and hammer them a bit more. I've tested a few

> pieces
> of gear and nothing works properly, and the other "tell all" is that I can
> kinda tell from the weather and time of day whether it will be working. If
> it's midday and sunny and 25C then it's fine, but if it's 6am and raining
> then it will barely connect. That's usually a cable issue for mine.
>
> So I'll just have to call them and get another tech out, preferably this
> weekend so I can be there. If it's between the house and the street though
> I have to pay, but I don't think it's stupidly expensive so hey...
>
> Cheers,
> Kim.
>
> "Aaron Allen" <know-spam@not_here.dude> wrote:
>>> It MIGHT be the cable from the street to the house, but who knows
>>
>>If it's a cable, test it with standard CAT test equipment like a Fluke
>>MicroScanner.
>>
>>If it's fiber, make them test it for dB loss or hit it with an OTDR. Or
> use
>>a 4.9mW red laser to look for leaks/bends/fractures/reflection issues...
>>
>>Do you know perhaps, IF it's fiber, is the fiber running single or
>>multimode? (FYI, single is faster, more sensitive)
>>
>>Tell you a funny story about the local cable company. I moved a few years
>
>>ago, twice (not recommended). While in my interim place, I decided to go
>
>>ahead and get cable modem internet. 5 mb, sweet cool. So, I get all these
>
>>wierd intermittent issues that the LC company can't seem to see. I finally
>
>>get pissed off enough after weeks of this unable to connect or stay
>>connected to throw the modem in the back seat of my car and drive down to
>
>>their office. For giggle, I decided to hound them on the phone while I'm
> on
>>the highway. I ask them to check my connection. *no, sir we see your modem
>
>>just fine*. Asked him to repeat that. Asked again. I explained the modem
> was
>>in my backseat of my car going about 70 MPH with me, would he like to
>>rephrase that answer. I gave them a real hard time about that, complete
> with
>>"must be a new kind of wireless modem, right" sorta of grief. What I think
>

>>they did is typo my MAC address, and all this time they'd been looking at
>
>>somebody else's gear, swearing and promising it was me it was my gear and
> I
>>didn't know what I was doing. Many toes were tasted by them that day.
>>
>>AA
>>
>>"Kim" <hiddensounds@hotmail.com> wrote in message news:4806e28f\$1@linux...
>>>
>>>
>>> So...
>>>
>>> The Telco says it's not their problem. I say it's not mine.
>>>
>>> It MIGHT be the cable from the street to the house, but who knows.
>>>
>>> Suffice to say I'm going to have to get them back again, and at a time
>
>>> when
>>> I can be present and check their work.
>>>
>>> That said, the group, for me at least, usually works, which is, err,
>>> better
>>> than usually not working. ;o)
>>>
>>> Cheers,
>>> Kim.
>>
>>
>

Subject: Re: Ongoing Newsgroup connection debarcle
Posted by [Kim](#) on Fri, 18 Apr 2008 03:15:20 GMT
[View Forum Message](#) <> [Reply to Message](#)

"Aaron Allen" <know-spam@not_here.dude> wrote:
>Wash your car and water your lawn real well before you call him.

Hehe, well we're on water restrictions. We're not allowed to do either of those. ;o)

>Seriously, if it gets expensive I'm sure a collection would probably be
>taken up. Let us know.

I don't think it will be that much. It's more just annoying.

Cheers,
Kim.

>
>AA
>
>
>"Kim" <hiddensounds@hotmail.com> wrote in message news:4806f710\$1@linux...
>>
>>
>> Funny you should say that you know, because when you call the fault line
>> there is an option to test your line before talking to anybody. I selected
>> that and after a few seconds it said "This function is currently
>> unavailable"
>> and I moved on, and yet once I spoke with somebody they offered to test

>> it.
>> Perhaps their tests aren't working?
>>
>> That said, they are not debating that there is a fault.
>>
>> I can ring them back now and hammer them a bit more. I've tested a few

>> pieces
>> of gear and nothing works properly, and the other "tell all" is that I
can
>> kinda tell from the weather and time of day whether it will be working.
If
>> it's midday and sunny and 25C then it's fine, but if it's 6am and raining
>> then it will barely connect. That's usually a cable issue for mine.
>>
>> So I'll just have to call them and get another tech out, preferably this
>> weekend so I can be there. If it's between the house and the street though
>> I have to pay, but I don't think it's stupidly expensive so hey...
>>
>> Cheers,
>> Kim.
>>
>> "Aaron Allen" <know-spam@not_here.dude> wrote:
>>>> It MIGHT be the cable from the street to the house, but who knows
>>>>
>>>> If it's a cable, test it with standard CAT test equipment like a Fluke
>>>> MicroScanner.
>>>>
>>>> If it's fiber, make them test it for dB loss or hit it with an OTDR. Or
>> use
>>>> a 4.9mW red laser to look for leaks/bends/fractures/reflection issues...

>>>
>>>Do you know perhaps, IF it's fiber, is the fiber running single or
>>>multimode? (FYI, single is faster, more sensitive)
>>>
>>>Tell you a funny story about the local cable company. I moved a few years
>>
>>>ago, twice (not recommended). While in my interim place, I decided to
go
>>
>>>ahead and get cable modem internet. 5 mb, sweet cool. So, I get all these
>>
>>>wierd intermittent issues that the LC company can't seem to see. I finally
>>
>>>get pissed off enough after weeks of this unable to connect or stay
>>>connected to throw the modem in the back seat of my car and drive down
to
>>
>>>their office. For giggle, I decided to hound them on the phone while I'm
>> on
>>>the highway. I ask them to check my connection. *no, sir we see your modem
>>
>>>just fine*. Asked him to repeat that. Asked again. I explained the modem
>> was
>>>in my backseat of my car going about 70 MPH with me, would he like to
>>>rephrase that answer. I gave them a real hard time about that, complete
>> with
>>>"must be a new kind of wireless modem, right" sorta of grief. What I think
>>
>>>they did is typo my MAC address, and all this time they'd been looking
at
>>
>>>sombody else's gear, swearing and promising it was me it was my gear
and
>> I
>>>didn't know what I was doing. Many toes were tasted by them that day.
>>>
>>>AA
>>>
>>>"Kim" <hiddensounds@hotmail.com> wrote in message news:4806e28f\$1@linux...
>>>>
>>>>
>>>> So...
>>>>
>>>> The Telco says it's not their problem. I say it's not mine.
>>>>
>>>> It MIGHT be the cable from the street to the house, but who knows.
>>>>
>>>> Suffice to say I'm going to have to get them back again, and at a time

>>
>>>> when
>>>> I can be present and check their work.
>>>>
>>>> That said, the group, for me at least, usually works, which is, err,
>>>> better
>>>> than usually not working. ;o)
>>>>
>>>> Cheers,
>>>> Kim.
>>>
>>>
>>
>
>
