



DSL Trouble Shooting and Support Notes

RECOL DSL has proven to be dependable and customers have grown to rely on its operation for supporting critical applications such as email. Troubles can occur that lead to poor performance or service outages. The following notes are based on RECOL technicians' experiences working with troubles reported by customers. We believe that these notes will help reduce down time when troubles occur.

1. RECOL DSL relies on ATT Phone service. If your circuit is not connected to a fax or phone, please have one available for checking for dial tone. This must be an analog phone. These are readily available at Radio Shack and other sources. If DSL is down a first test is to check for dial tone. If there is no dial tone, then you as the voice services customer are responsible for having this repaired by ATT. Your calling and actively coordinating technician dispatches will save time! ATT business services support is available via 1.203.420.3131, 1.800.922.4646 or <http://repair.att.com>.
2. If you are using your DSL line with phone or fax devices, you must filter the lines. We find problems occur when devices are added or removed from lines. So be aware of the correct usage of filters. Some filters have multiple outlets so if in doubt contact your technical support team or vendor. Note and document any changes of equipment. For example if a Fax is removed this could impact a DSL service if filter locations and connections are not properly adjusted.
3. Although rare, DSL modems fail. If you are not working with a technical support vendor that has spares, it is advisable to have a spare modem at your location and to test it. Spares are available from RECOL; however, having one available can save time.
4. It is highly advisable to contract with a knowledgeable technical support vendor if you do not have expertise in house. There are many issues that can impact performance ranging from network virus issues to intermittent troubles on networks.
5. Call RECOL immediately on troubles. Do not call ATT directly other than if the phone service (dial-tone) is out for this will just waste time. Our technicians can check and eliminate troubles related to our service. We will also help troubleshoot issues using many tools and our years of experience in networking. The quickest solutions are obtained when working with knowledgeable technical staff at the customer. Please update RECOL with technical contact changes at your firm.
6. If on-site technical assistance is required, RECOL can recommend support vendors that are knowledgeable and experienced in network security and support. These referred vendors will contract directly with you and not through us. RECOL technicians do not visit customer sites.
7. Please be advised, that in some cases, an ATT technician will need to be dispatched and may work with you in your office. If it is found that the ATT/RECOL service is trouble free and that a problem on your network was the cause for the outage, then there might be a charge. RECOL technicians will call for authorization for the dispatch in such cases.
8. Please train your staff to be ready for outages. Like any emergency plan, practice and testing is key to minimizing down time. We have seen scenarios where services were out for several days due to staff not knowing who to call to get help. They should also be aware of how to interpret equipment lights and how to power equipment if directed by technicians to do so.
9. Ten Days of advanced notice is required to move a DSL circuit. **Please call RECOL to coordinate the process in order to eliminate unplanned service outages.**