



Calix Broadband Performance Testing Service Accelerates WesTel Systems Towards CAF Compliance

THE CHALLENGE

WesTel Systems, serving several communities in western Iowa and eastern Nebraska, prides itself on its small company values and big company technology. As a rural ISP that has sourced funding from the Connect America Fund (CAF) for its broadband services, WesTel is required to conduct performance testing to achieve compliance with Federal Communications Commission (FCC) speed and latency requirements. With the deadline to start compliance testing starting in January 2020, the company was looking for a solution provider to help put all the necessary equipment, systems, and procedures in place to enable performance testing and reporting results on a regular basis.

THE SOLUTION

After evaluating solutions from several vendors to address their compliance testing requirements, WesTel selected Calix Professional Services and the Calix CAF testing platform to help meet their ongoing FCC reporting needs. The Broadband Performance Testing Service empowers service providers with the implementation expertise and ongoing proactive testing and reporting processes they need to establish and operate their CAF-related testing framework. Components of the service include:

- Testing framework set-up using Calix Support Cloud and the Calix GigaSpire™ system
- Regular pre-tests, actionable reporting, and analysis to proactively address broadband performance issues that could impact compliance levels
- Ongoing support for regulatory compliance reporting

THE RESULTS

Calix Professional Services guided the WesTel team through the FCC requirements for establishing their testing framework, including setting up the Calix Support Cloud and GigaFamily test endpoints and provisioning the appropriate speed and latency test tiers. Calix Professional Services provided valuable guidance by setting up a process where, on a monthly basis, a battery of broadband pre-testing is performed, along with an interactive read out with WesTel, to report, analyze, and identify ways to proactively improve overall latency and speed results.

As part of the service, WesTel received a variety of at-a-glance and deep-dive reports with actionable data about compliance test results. The reporting has helped immensely, and with this data at its fingertips, WesTel has complete visibility into its testing efforts across the network. This ensures it is testing the correct number of subscriber end points, running the right tests, identifying which locations need to be addressed, and what their overall compliance level is. If a compliance gap is identified, the Calix Professional Services team will advise on the right corrective action to take.

WesTel Operations Manager Robin Jenness sees the benefits from the partnership: "The Calix Professional Services team's vast experience in broadband performance evaluation, technical best practices and FCC regulatory guidance is amazing, and how they are going to the FCC and asking these questions for us and getting these answers is great. I can just rely on them, and I don't have to dig into it. That's one of the biggest takeaways – it lets us focus more on subscriber experience. Thanks to Calix, we are now confident that we are fully equipped to meet the ongoing FCC compliance requirements and more importantly, our subscribers are getting the high-quality service they expect."

COMPANY

WesTel Systems

WEBSITE

www.WesTelSystems.com

LOCATION

Remsen, Iowa

SERVICES

Voice, high-speed Internet, cable TV, computer sales, computer repair, networking and website hosting services