

Surf's up!**WFEC improves Internet service**

West Florida Electric Cooperative has just widened and resurfaced your on-ramp to the information superhighway. WFEC now offers faster, smoother Internet access with fewer traffic jams.


WFEC's new Internet Services Manager, Steve Hall, is responsible for the recent "road improvements." He began by monitoring the traffic on WFEC's network to help the Co-op meet user demand. "Bandwidth is similar to a pipe that water flows through," Hall explained. "Until now, we had no way to tell how much water was flowing through the pipes. We now have new, sophisticated ways to monitor modem usage, so we can increase modems as more customers come on."

**Steve Hall**

Monitoring revealed that the load on WFEC's system wasn't evenly split between the Co-op's two outgoing T1 lines. So many subscribers were using the line in Bonifay, its capacity was full, causing customers to experience slowdowns when connecting to Websites. Hall remedied the problem by increasing the bandwidth of that line, tripling the speed of the connection.

The data also indicated customers dialing up WFEC's Marianna POP were encountering frequent busy signals. Hall installed 24 new incoming lines there, and plans to increase the number of modems in Chipley and Graceville. If economically feasible, WFEC will add a POP in Calhoun County, as well. Additionally, new servers will soon allow all subscribers to log in to the Co-op's systems faster.

Other improvements are on the way. "I'm going to analyze West Florida Electric's current network infrastructure and streamline all the processes and equipment," said Hall. "I want to continually stay on the 'power curve' of offering the newest, most reliable service to our customers."

Customers who continue to experience problems with their Internet service should call 1(888)575-9401. The call is toll-free, and assistance is available 24 hours a day, seven days a week. 

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