

WPRM Internet Performance 2022

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Signal Department

Over the past three years, the Signal Department has been working on a project to get faster and more reliable internet service at the museum.

Our long-term provider AT&T, told us that they were discontinuing the copper DSL service in early 2022 (that did not take place) and subsequently required us to move to a new 5G wireless hotspot device to keep our internet connection. We moved off the old copper DSL to the new hotspot back at the beginning of July to keep our internet service working without interruption, but this cellular-based service was even worse than the old copper DSL service.

We were already in discussions with Plumas-Sierra Telecommunications for them to get new service into the museum. With the help of David Hansen, we got in contact with Rich Green of PST and we worked out a solution that would be a viable option for us.

Due to the lack of a telephone pole space from PST's existing fiber network onto the property, a 5 GHz microwave link across the river was deemed the best solution to get the museum connected to the Internet. While not as good as a physical fiber connection, the microwave link is a clear shot across the river and should not suffer from any connection issues due to poor weather (which the DSL was known to suffer from despite being a wired connection.)

On Monday August 15th, the PST installation crew arrived and by 3 p.m. in the afternoon we had a new connection to the internet installed and working.

We have discontinued the AT&T DSL and Cellular Internet services, which is saving the museum several hundred dollars in monthly billings with the lower cost of the new PST service. In addition to the Plumas-Sierra Telecommunications service being lower cost, it is also significantly better than the AT&T Internet service on every performance metric. Since going to PST the performance is as good as we ever had, but is much more stable with almost no reported packet loss.

