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TREC Doubles Internet Access Capacity with a New T1 Connection

Texas Real Estate Commission has installed a second T1 line and has now doubled internet connectivity capacity to its web-based online services.

IMMEDIATE RELEASE

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The Texas Real Estate Commission has successfully installed a new T1 internet connection. This new capability will help the agency to alleviate many of the recent reliability issues the agency has experienced and provide greater access to its website and a large suite of online services.

After a key software upgrade was completed in early January, the agency began experiencing continuous maximum bandwidth use every day and many license holders were unable to access the agency online. TREC made a number of technical configuration changes while multiple service providers worked rapidly to diagnose the problem and find a solution. The Texas Department of Information Resources was consulted for additional expertise as potential remedies repeatedly failed to provide a solution.

After two prior attempts to connect, the new T1 line was successfully installed on February 28th and after some adjustments is now operating at double the previous bandwidth with only minor interruptions. The agency has reserved the resources to add up to two additional lines if it becomes necessary to ensure adequate service to its license holders. TREC will closely monitor bandwidth use to identify any remaining or recurring issues.

Reporting on the internet access issues to a Commission meeting on February 14th, Administrator Douglas Oldmixon stated, "The funds for these enhancements are only available to us because our license holders have responded so well to our request for a primary business email address, allowing us to save significant dollars in reduced paper and postage costs." The Commission acknowledged the crucial link online access represents for the agency, and committed to continue its focus on improving web services.

For more information on TREC's online services and to stay updated on all things happening at the agency, please go to the website and click on the "Public Information" tab.