

Telecom and internet requirements

Home Rez information

WestJet Contact Centre Agent Internet and Phone Line Requirements

You are welcome to choose either approved service provider specific, as long as the plan you subscribe to meets the minimum requirements:

Calgary

Approved service providers:

- ✓ Shaw
- ✓ Telus

Phone

None required

Internet

Minimum requirements:

- ✓ Hardwired DSL or Cable Modem
- ✓ 25 Mbps Download
- ✓ 2.5 Mbps Upload

Note:

- If you have an existing plan, contact your service provider to verify that your plan meets the minimum requirements. You may need to upgrade.
- WestJet has undertaken a Contact Centre Technology improvement project to upgrade our telephony system to a web-based platform called Genesys Cloud. As of March 1, 2022, a phone line is no longer required as all phone calls are taken and placed over the internet.
- Both Shaw and Telus internet must be via a land connection – satellite and cellular internet connections are not acceptable.