Subject: FW: Drop outs and packet loss
Date: Friday, 7 January 2022 at 14:25:29 Australian Eastern Daylight Time
From: Alexander Swift
Attachments: signature.gif, image004-1.gif, image005.png, image006.png, image007.png

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From: GigaComm Support <support@gigacomm.net.au>
Reply to: GigaComm Support <support@gigacomm.net.au>
Date: Friday, 7 January 2022 at 11:41
To: Alexander Swift <[redacted]>
Subject: Re: Drop outs and packet loss

Thanks for this information Alex, I've run some tests and can see some errors and packet loss on the link that was recently connected. We are prioritizing getting someone out to resolve the errors. I'll keep you updated on progress of this.

Regards,

GigaComm
[redacted] | Service Delivery and Support
GigaComm
201/9 Yarra Street, South Yarra, VIC, 3141
Lvl 4, 17-19 Bridge Street, Sydney, NSW, 2000
E: [redacted]
www.gigacomm.net.au
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On Thursday, 6 January 2022, 8:52:32 pm +1100, Alexander Swift <[redacted]> wrote:

> Hello [redacted],
>
> The drop out where from about 8pm last night (5th Jan), first noticed the VPN to work dropped then youtube 'wheel of wait' on the TV.
>
> To GigaComm Melbourne
> Using GigaComm supplied Router
>
> To GigaComm Sydney
> Using My Router
> https://www.speedtest.net/result/12564763066 3ms, 122.40Mbps down, 98.90 Mbps up.
> https://www.speedtest.net/result/12564776406 3ms, 105.49Mbps down, 99.83Mbps up.
> GigaComm Sydney IP: 103.138.245.39 on your network.
>
> My traceroute [v0.94]
>
> Alexs-MacBook.lab26.io (192.168.10.105) -> 103.138.245.39 2022-01-06T19:39:04+1100

Keys: Help Display mode Restart statistics Order of fields quit

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
	Packets		Pings				
1. int.lab26.io	0.0%	42	0.8	0.7	0.4	1.2	0.1
2. 180.200.236.1	0.0%	41	3.7	4.0	3.1	4.8	0.4
3. 103.138.245.39	0.0%	41	3.8	3.3	2.8	4.4	0.4

To GigaComm Melbourne

Using GigaComm supplied Router

https://www.speedtest.net/result/12564954750 16ms, 30.87Mbps down, 100.12Mbps up.

https://www.speedtest.net/result/12564962079 17ms, 17.48Mbps down, 100.17Mbps up.

Using My Router

https://www.speedtest.net/result/12564844577 15ms, 16.31Mbps down, 99.36Mbps up.

https://www.speedtest.net/result/12564851210 15ms,15.12Mbps down, 84.25Mbps up.

GigaComm Melbourne IP: 103.138.244.39 on your network.

My traceroute [v0.94]

Alexs-MacBook.lab26.io (192.168.10.105) -> 103.138.244.39 2022-01-06T19:46:23+1100

Keys: Help Display mode Restart statistics Order of fields quit

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
	Packets		Pings				
1. int.lab26.io	0.0%	252	0.5	0.5	0.3	1.0	0.2
2. 180.200.236.1	1.2%	252	3.7	3.9	3.1	6.2	0.4
3. 172.31.31.1	0.4%	251	15.8	15.7	14.5	18.2	0.4
4. 103.138.244.39	0.0%	251	15.2	14.8	13.8	16.5	0.5

As I expect on a 1Gbps connection.

To Launtel Sydney.

https://www.speedtest.net/result/12564782010 4ms, 681.74Mbps down, 95.53 Mbps up.

IP 203.12.5.227 looks to be a direct peer on Equinix

My traceroute [v0.94]

Alexs-MacBook.lab26.io (192.168.10.105) -> 203.12.5.227 2022-01-06T19:37:35+1100

Keys: Help Display mode Restart statistics Order of fields quit

Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
	Packets		Pings				
1. int.lab26.io	0.0%	337	0.8	0.6	0.2	4.1	0.3

2. 180.200.236.1	0.6%	337	4.9	4.0	2.9	6.7	0.5
3. 218.100.53.17	0.3%	337	2.9	3.1	2.5	4.7	0.3
4. 203-12-5-227.dyn.launtel.net.au	0.0%	336	2.7	3.3	2.4	12.8	1.3

To Launtel Melbourne.
https://www.speedtest.net/result/12564876115 15ms, 675.29Mbps down, 98.65Mbps up.
IP 87.121.95.250 looks to be a direct peer on Equinix

My traceroute [v0.94]

Alexs-MacBook.lab26.io (192.168.10.105) -> 87.121.95.250 2022-01-06T19:54:40+1100

Keys: Help Display mode Restart statistics Order of fields quit

	Packets		Pings				
Host	Loss%	Snt	Last	Avg	Best	Wrst	StDev
1. int.lab26.io	0.0%	219	0.5	0.6	0.3	1.1	0.1
2. 180.200.236.1	1.4%	218	3.7	5.0	3.1	30.1	4.6
3. 218.100.53.17	0.9%	218	2.8	4.3	2.3	38.4	5.2
4. 172.20.0.102	0.0%	218	3.4	3.3	2.3	14.2	1.2
5. s238.m1.mel.launtel.net.au	0.0%	218	13.5	14.2	12.8	22.7	1.2
6. helios.launtel.net.au	0.0%	218	14.6	15.3	13.0	45.5	4.9

Regards

Alex
+61 (0)[redacted]

From: GigaComm Support <support@gigacomm.net.au>
Date: Thursday, 6 January 2022 at 10:45
To: Alexander Swift <[redacted]>, GigaComm Support <support@gigacomm.net.au>
Subject: RE: Drop outs and packet loss

Hi Alex,

Thanks for raising this. Do you know what time/date the drop outs were? With speedtest.net you will need to select the GigaComm Sydney server for the most accurate result. I can see in your 3rd screenshot that the first two tests are to Melbourne. I'm assuming your connecting with WiFi as shown by the symbol to the left of the tests, if so the 3rd test looks like the speeds you'd expect to see over WiFi. The fourth test is certainly abit strange, I'd be curious to see what kind of results you see over Ethernet to rule out interference or poor WiFi signal.

Regards,

[redacted] | Service Delivery and Support
GigaComm
201/9 Yarra Street, South Yarra, VIC, 3141
Lvl 4, 17-19 Bridge Street, Sydney, NSW, 2000
E: [redacted]

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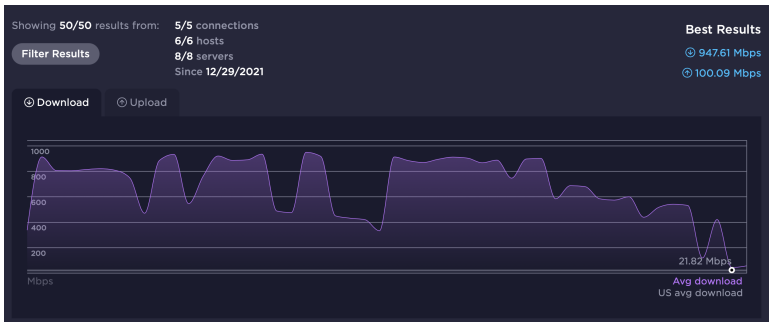
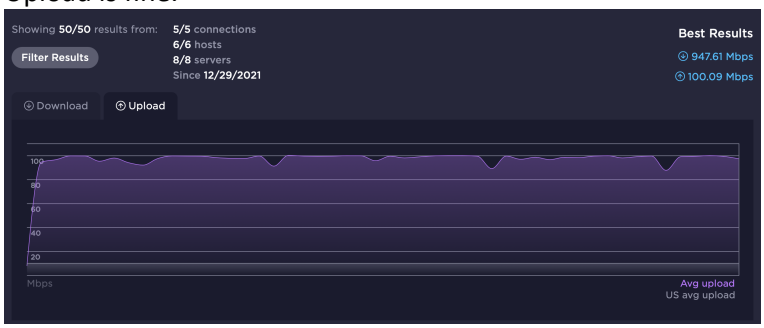
From: Alexander Swift <[redacted]>
Sent: Thursday, 6 January 2022 1:40 AM
To: GigaComm Support <support@gigacomm.net.au>
Subject: Drop outs and packet loss

Hello Support,

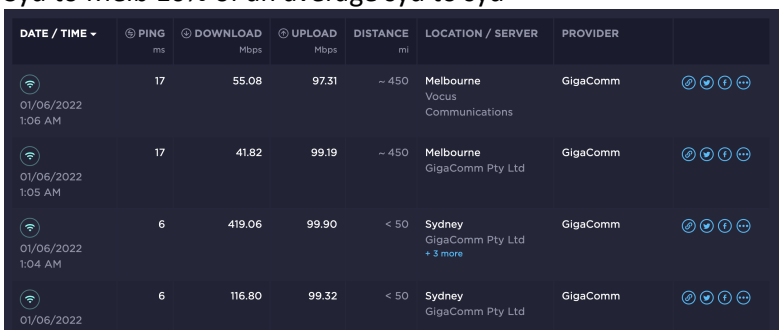
I'm having drop outs and packet loss again and the speedtest.net site thinks I'm in Melbourne and selects a Melbourne server but the speed is woeful, as low as 20Mbps.



Upload is fine.



Syd to Melb 10% of an average syd to syd



DATE / TIME	PING ms	DOWNLOAD Mbps	UPLOAD Mbps	DISTANCE mi	LOCATION / SERVER	PROVIDER
01/06/2022 1:06 AM	17	55.08	97.31	~ 450	Melbourne Vocus Communications	GigaComm
01/06/2022 1:05 AM	17	41.82	99.19	~ 450	Melbourne GigaComm Pty Ltd	GigaComm
01/06/2022 1:04 AM	6	419.06	99.90	< 50	Sydney GigaComm Pty Ltd + 3 more	GigaComm
01/06/2022	6	116.80	99.32	< 50	Sydney GigaComm Pty Ltd	GigaComm

Regards

Alex
+61 (0)[redacted]