

**Subject:** FW: Line sync and packet loss  
**Date:** Friday, 7 January 2022 at 14:30:27 Australian Eastern Daylight Time  
**From:** Alexander Swift  
**Attachments:** image001.png, image002.png

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**From:** GigaComm Support <support@gigacomm.net.au>  
**Date:** Wednesday, 29 December 2021 at 13:07  
**To:** Alexander Swift <[REDACTED]>, GigaComm Support <support@gigacomm.net.au>  
**Subject:** RE: Line sync and packet loss

Hi Alex,

We've had some issues overnight with a link that was running errors.

This looks to be resolved now, can you retest and advise if you're still seeing drops and low upload speeds?

Regards,  
 [REDACTED]

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**From:** Alexander Swift <[REDACTED]>  
**Sent:** Tuesday, 28 December 2021 21:00  
**To:** GigaComm Support <support@gigacomm.net.au>  
**Subject:** Line sync and packet loss

Hello Support

The thing with Internet so fast you notice the slightest pauses 🙄♂️🔌, from this morning my upload speed seems to have taken noticeable hit and browser tests are indicating the line is limited to 50Mbps then drops off.

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alex - mtr - sudo - 105x13

My traceroute [v0.94]
Alexs-MacBook.local (192.168.30.105) -> dns.google 2021-12-28 14:31:09
Keys: Help Display mode Restart statistics Order of fields quit

Host                               Packets  Loss%  Snt  Last  Avg  Best
1. 192.168.30.1                     43      0.0%   43   1.1   0.8   0.8
2. 180.200.236.1                     43      2.3%   43   3.4   3.6   2.8
3. as15169.nsw.ix.asn.au             43      2.3%   43   3.7   3.7   2.8
4. 108.170.247.33                    42      2.4%   42   4.2   4.1   3.8
5. 209.85.253.177                    42      4.8%   42   4.2   4.1   3.8
6. dns.google                        42      0.0%   42   3.5   3.4   2.8
  
```

```

alex - mtr - sudo - 105x12

My traceroute [v0.94]
Alexs-MacBook.local (192.168.30.105) -> 103.138.245.65 2021-12-28 14:31:09
Keys: Help Display mode Restart statistics Order of fields quit

Host                               Packets  Loss%  Snt  Last  Avg  Best
  
```

- 1. 192.168.30.1
- 2. 103.138.245.65

0.0%	51	0.5	0.5	0
6.0%	50	4.1	3.9	3

RESULT HISTORY

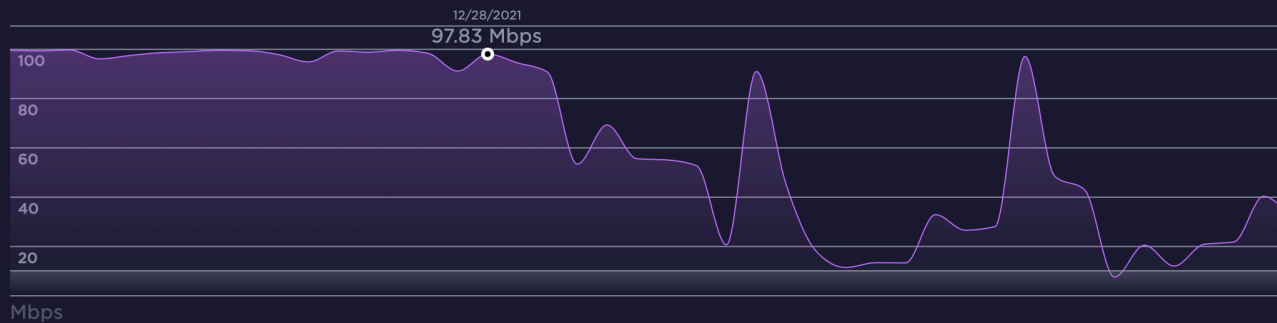
Share R

Showing 50/50 results from: 12/12 connections  
8/8 hosts  
9/9 servers  
Since 12/27/2021

Filter Results

Download

Upload



Thank you,

Alex

+61

