

THE NetworkGuy

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Learn from The Network Guy

Sometimes while my kids are playing Xbox or PlayStation, they complain about the speed or a lag. I also noticed that it takes a little while to get into my Netflix account. When I test my connection speed, it looks good. Why does this happen?

Answer:

Have you considered the age of your router as the problem? If it isn't capable of handling the speeds coming into your home, it will affect the efficiency of your service. If it is time to replace your router, be sure the new one you choose is capable of the speed package you've chosen. You should also consider whether the router can deliver WiFi far enough to reach all corners of your home. This is especially important now that many of us are spending more time at home, even for work and school, and are depending on our home network more than ever before. A mesh system can offer multiple access points to make sure your service is fast enough no matter where you need it to reach.

(On a side-note, our cable partners offer Eero with multiple access points and TrueMesh technology. Visit the website or call the cable partner that serves your area for more information.)

If you have more questions, please call our Technical Support at 1-800-281-3564. We're always glad to help.

Our Network was Built with YOU in Mind.

The PenTeleData network connects residences and businesses across our footprint to anywhere around the world. Now, more than ever, our services are crucial to the communities we serve. Our region's health networks depend on us to provide continuous, reliable phone and Internet service so they can best serve their patients. Our customers need to stay in touch for a variety of reasons and we've been ready for the challenge over the last many weeks and have provided fast, consistent connections. We know that most of our customers even connect their wireless phones to WiFi to use our network wherever it's available to save on the cost of cellular data. We have the speed you need, because our network was built for everything you do, from gaming and streaming video and music to work from home and virtual learning.

Thank you for choosing PenTeleData. We hope that we've proven our reliability and earned your continued trust during the past few months.

The Network Guy Quiz Challenge

PenTeleData is giving one lucky winner a \$150 Amazon Gift Card. Just send an email to chat@corp.ptd.net with your guess to the question. Please include your full name, address, and daytime contact telephone number. All entries must be received by 8/31/20. We will select a winner at random from all correct entries. **Good Luck!**

What time of day does the PenTeleData network typically have the highest amount of traffic?



Everything You Wanted to Know and More (About Usage on PenTeleData's Network)

Have you ever wondered about why your Internet might seem faster at certain times of day than other times? Maybe you've been awake early in the morning and noticed that your Internet service seemed faster than during the middle of the day.

Here are some usage statistics that may explain our network's traffic:

- > During peak time, our network processes over 1 Tb/s of traffic in and out of the network.
- > Our busiest time of day is typically around 9 PM, even on the weekends.
- > Our least busy time is around 5 AM, but during that time we're still processing over 250 Gb/s of traffic.
- > Friday nights tend to be the busiest and Wednesdays are the least busy, but the difference between the two days is less than 10%.
- > During peak time, we see the following types of traffic flowing across our network:

http/https: 45%	Netflix: 23%
Facebook: 4%	Hulu: 2%
YouTube: 1.5%	Instagram: 1.5%
Steam games: 1%	Amazon prime video: < 1%
Disney+: < 1%	Miscellaneous/unknown: 20%

TikTok Security Alert?

TikTok is a social media platform that came to the United States in August 2018 and quickly became popular, first with teenagers and now to audiences of all ages.

Since then, both government and private sectors have expressed concern about privacy and even national security. TikTok is owned by ByteDance, based in Beijing, and has been described as "China's Facebook" because it owns several social media platforms. A quick Internet search reveals many alerts about the entertainment app, including several United States agencies that deal with national security and intelligence issues who have banned employees from using it and large companies like Verizon who have done the same. Recently, on July 10, 2020, Amazon employees received an email instructing all employees to delete the TikTok app on devices that access company email due to security concerns, but just a few hours later they recanted, stating that the email had been sent in error.

A simple online search about TikTok highlights several potentially problematic issues. In addition to TikTok's gathering of users' account information and online habits, some have noted concern about a 2017 Chinese law that mandates companies who are operating in the country are required to cooperate with the government on national intelligence. TikTok claims that they do not operate in China and functions as an independent subsidiary. In fact, they have been taking pains to draw that distinction, naming an American CEO and pointing out that its servers are based in the US and not subject to Chinese laws. Still, it isn't completely clear on what information the Chinese government may be gathering from TikTok users and the app has changed their privacy policies numerous times. In addition, there are many accusations about it being used for illegal activity.

While the verdict is still out on whether TikTok is more of a concern than other social media platforms, it's no secret that social media companies rely on their users to gather information. With this in mind, we recommend that you review the privacy policies for each social media service you use and check your privacy settings to be sure they are set for your personal preferences.

SpaceX Has Safely Returned to Earth

The first return of a commercially built and operated United States spacecraft landed safely on Sunday, August 2, 2020. SpaceX was carrying two NASA astronauts and made waves as it splashed down as scheduled at 11:48 AM Pacific Time. The capsule parachuted into the calm gulf waters about 40 miles off the coast of Pensacola, hundreds of miles from Tropical Storm Isaias hitting Florida's Atlantic coast. The SpaceX Crew Dragon passengers, NASA astronauts Bob Behnken and Doug Hurley fittingly named the spacecraft Endeavour. Their landing was the first splashdown by US astronauts in 45 years and their successful return clears the way for another SpaceX crew launch as early as next month and possible tourist flights next year.

At PenTeleData, we are always looking for cutting-edge technology to service our customers and recognize that we live in amazing times. Technology is always evolving and the recent safe return of SpaceX is another proud success story for NASA, our country, and all of us.