

Record for 2013

All tests done with <http://speedprobe.skylogicnet.com/> as recommended by tooway.

Date	Time	Down / upload	%age of allowance used
11/7	13:33	1.88/5.10	
	14:22	3.43/5.24	
	14:38	2.97/5.22	
	16:07	2.14/5.23	
	20:27	4.61/5.29	
12/7	13:43	20.65/5.25	
13/7	12:06	3.72/5.45	
	16:13	2.85/5.18	
	18:32	3.46/5.31	
14/7	19:24	4.15/5.4	
15/7	10:04	2.03	
16/7	12:09	2.60	
	15:59	2.28	
	19:19	12.62	
17/7	11:50	19.88	
	14:31	20.82	
	19:06	10.67	
18/7	14:11	21.41	
	17:32	20.77	
19/7	12:41	20.87	
	16:55	24.63	
	18:55	12.4	
20/7	8:52	9.89 (higher peaks)	
	11:48	21.26	
	16:43	21.22	
21/7	12:34	20.67	
22/7	12:53	17.62	
	16:52	15.09	
	18:57	15.42	
23/7	11:42	20.07	
	17:33	12.37	

24/7	13:35 19:05	16.05 19.65	
25/7	14:53 14:58 19:10	2.54 / 5.26 3.62 / 5.54 7.40	38.77%
26/7	14:57 18:42	3.96 20.44	
27/7	13:47 19:16 20:50	3.63 4.87 2.89	
28/7	10:42 12:32 16:30 18:29 20:24 21:58 23:02	4.02 2.46 2.39 3.98 3.02 1.89 / 5.73 2.61 / 5.51	42.83%
29/7	11:17 17:08	5.57 / 5.68 1.95 / 5.26	
30/7	16:39 21:23	3.91 / 5.81 14.6 / 5.56	45.9%
31/7	12:45 14:56 19:25	4.94 / 5.61 7.54 / 6.56 11.06 / 5.88	
1/8	11:00 18:50	4.84 17.08 / 5.45	49.8% 50.50%
2/8	07:24 13:38 22:02	20.24 / 5.80 3.55 / 5.43 6.51 / 5.62	0.05%
3/8	10:55 15:09 15:11 17:25	6.15 / 5.85 6.05 / 0.67 6.36 / 0.8 8.76 / 0.69	
4/8	15:29 18:53	3.55 / 5.65 7.32 / 5.72	
6/8	10:13 16:00 20:13	8.50 / 5.66 4.90 / 5.40 20.40 / 5.59	
7/8	17:52	20.30 / 5.85	

8/8	19:37	19.74 / 5.81	
9/8	11:36	7.11 / 5.57	
10/8	14:06	6.00 / 5.74	
11/8	13:53 18:40 18:44	2.85 / 5.68 2.99 / 5.57 3.71 / 5.50	9.27%
13/8	17:29	3.11 / 5.53	
15/8	18:00	10.44 / 5.47	11.99%
16/8	10:45 19:11	3.67 / 5.34 18.02 / 5.6	
17/8	11:51	4.40 / 5.88	
18/8	18:32	7.40 / 5.63	
20/8	12:22 16:37	4.38 / 5.27 3.54 / 5.52	
21/8	9:30 20:29	20.44 / 5.53 19.32 / 5.58	17.40%
23/8	19:25 20:48	19.83 / 5.59 8.13 / 5.71	
24/8	14:53	2.82 / 5.58	20.20%
25/8	12:26 17:09	4.14 / 5.53 2.18 / 5.51	
26/8	19:09	15.40 / 5.69	21.68%
27/8	13:21 17:35	8.05 / 5.67 19.73 / 5.69	
29/8	16:57	6.06 / 6.09	25.20%
30/8	18:26	16.77 / 6.22	26.11%
31/8	10:27	13.33 / 6.06	26.71%
1/9	14:26 17:28	7.29 / 6.19 7.21 / 6.21	27.53%
2/9	09:51	8.16 / 5.93	0.01%

17:47 12.55 / 5.87
20:03 10.7 / 5.93

Resets on the 2nd of each month so not every **four weeks** as it says on the traffic data screen

My annual allowance is therefore 12 x 20 Gb not 13 x 20 as stated

5/9	17:13 19:56	14.32 / 6.07 8.28 / 5.95	
6/9	10:54	16.51 / 6.21	4.67%
7/9	17:24	6.59 / 5.84	
8/9	10:37 16:47	14.49 / 5.94 3.24 / 5.86	7.00%
9/9	10:31	9.96 / 6.23	
10/9	16:56	3.87 / 5.98	9.21%
11/9	13:35 14:57	3.13 / 5.84 4.78 / 6.02	10.52%
12/9	10:49 17:55 19:59	7.92 / 5.90 14.08 / 5.93 3.10 / 5.94	11.37%
13/9	16:00	3.73 / 6.19	
15/9	15:24 19:56 19:59	2.19 / 5.95 1.80 / 6.04 1.88 / 6.09	14.88%
16/9	09:37 16:41 16:43	6.96 / 6.06 3.22 / 2.67 1.84 / 3.25	
17/9	17:29 20:30 21:20	5.08 / 5.94 2.74 / 5.84 2.24 / 5.98	
18/9	9:44 20:00	14.10 / 6.04 1.60 / 6.11	18.58%
19/9	14:57 18:31	2.30 / 5.96 1.55 / 6.19	

This has been on acms for several days: "We [tooway] have noticed some network congestion affecting spot beams 34 and 23 (mainland UK) which is affecting download speeds. Please note this is currently being worked on." Not very successfully as you can see.

“UPDATE 20/9/13 13:20

“The root problem has been correctly identified and fixes will be launched to the network over the span of this weekend. We expect this will resolve all performance on the spot beams affected. “ Translated into English: “We know what's wrong and will fix it over the weekend”.

20/9 10:52 1.64 / 5.99
20:02 1.47 / 5.86

21/9 15:43 2.68 / 5.96 23.82%

22/9 14:34 2.37 / 6.22
21:32 1.00 / 5.84

Er... not a great success then?

23/9 11:58 3.75 / 6.04 29.78%
16:50 3.70 / 5.90
Tried a Viasat power cycle
17:00 3.41 / 6.00

24/9 12:42 3.81 / 6.14
15:35 8.11 / 6.02

25/9 20:10 1.70 / 5.94 34.54%

Did an overnight check to see if downloads after 23:00 are excluded from the data total. They are, so at least part of the service is working as it should.

26/9 10:10 11.68 / 6.01
20:11 1.87 / 6.08

27/9 10:19 6.18 / 5.82
12:51 4.92 / 5.96

29/9 11:21 2.57 / 5.82
19:23 1.94 / 5.67 40.88%

A meeting is being held on 1st October about the UK service

30/9 12:28 3.27 / 5.61

1/10 20:41 1.61 / 5.32 45.32%
21:55 1.41 / 5.33

On acms today

“Please be aware that spot beam 34/Orange (covering mainland UK) is suffering slow download speeds due to network congestion. The problem has been identified as a configuration error of the congestion/heavy user policy. A fix is currently being worked on and will be implemented as soon as possible.” English translation: “We are giving too much priority to heavy users.”

2/10	10:53	4.80 / 5.26	0.01%
	13:28	4.40 / 5.46	
	22:04	1.83 / 51.8	

3/10	10:54	4.63 / 5.31
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4/10	11:19	5.00 / 5.86
	19:36	2.22 / 6.20

I have noticed a difference in the speed profiles when testing. The upload starts low then steadily jumps upwards to the final reading. Download jumps to a high level then steadily drops to a much lower level. The latter is presumably due to the slugging algorithm taking control.

The 'fix' hasn't happened yet then, or hasn't worked? I would write this software to be parameter-driven so all you have to do is change a few numbers. You'd think tooway would have done that. Then again

5/10	11:02	5.46 / 6.09
	20:15	2.55 / 6.04

6/10	9:16	8.64 / 6.15
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7/10	9:47	7.63 / 6.04
	14:52	5.78 / 6.02

8/10	11:48	5.95 / 5.92
	14:57	6.69 / 5.93

9/10	16:20	3.12 / 5.98	10.96%
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10/10	12:50	3.80 / 5.95
	16:47	5.69 / 6.05

11/10	11:21	2.64 / 5.83	
	14:50	15.41 / 6.08	13.67%

12/10	12:21	6.16 / 6.07
	18:51	4.12 / 6.08

13/10	11:11	6.16 / 5.98
	18:34	2.72 / 6.09

14/10	9:35	9.70 / 5.95	
	17:00	15.27 / 6.09	18.06%

15/10	12:39	7.23 / 6.06
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Download now also rises to a maximum and doesn't drop back again.

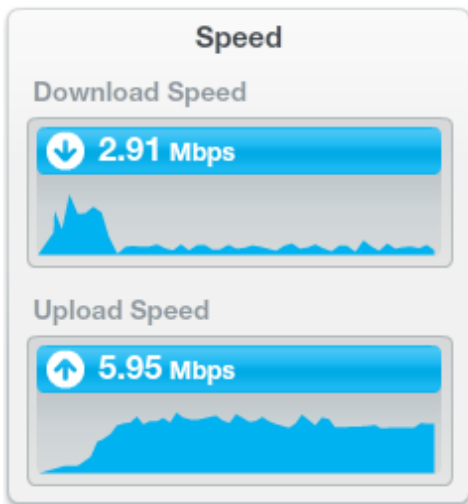
	17:15	7.10 / 6.07
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16/10	11:22	12.18 / 5.95
	17:48	2.89 / 6.06

False dawn. Dropping back again!

17/10	10:01	7.39 / 6.16	
	13:00	6.36 / 5.92	
	17:37	10.02 / 5.97	
18/10	16:57	4.23 / 5.90	23.96%
19/10	16:46	4.64 / 5.98	
20/10	11:30	4.87 / 5.88	
21/10	17:25	2.98 / 6.22	
22/10	12:08	7.62 / 6.09	
	17:09	8.07 / 6.04	
23/10	13:50	2.62 / 6.10	
	19:04	2.02 / 6.06	
24/10	14:37	2.88 / 5.87	
25/10	14:07	3.24 / 6.16	
	18:59	2.58 / 6.05	
	19:03	2.91 / 5.95	

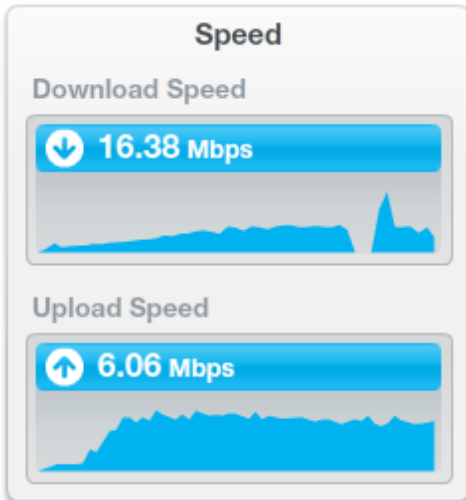
Typical graph. This was recorded on 25 Oct 2013. Note the drop back from the initial maximum.



26/10	12:53	3.05 / 5.98	
27/10	11:40	3.33 / Test failed to finish	
	12:20	3.38 / 5.84	
	21:38	1.51 / 6.10	
28/10	17:23	3.96 / 6.09	
29/10	16:40	8.99 / 6.00	45.12%

30/10	19:04	4.46 / 6.07
31/10	13:49	13.68 / 5.92
	16:18	12.65 / 6.04
1/11	13:57	5.13 / 5.96
	15:39	8.87 / 5.98
2/11	14:22	16.38 / 6.06

This is what should always be like:



	18:49	9.82 / 6.17
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3/11	15:18	9.95 / 5.81
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5/11	15:56	12.62 / 5.81
	19:05	17.65 / 5.86
	19:44	10.34 / 5.95

6/11	11:54	9.92 / 5.76
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This message, that first appeared on October 1st this year, is still extant on the tooway web site: "Please be aware that spot beam 34/Orange (covering mainland UK) is suffering slow download speeds due to network congestion. The problem has been identified as a configuration error of the congestion/heavy user policy. A fix is currently being worked on and will be implemented *as soon as possible*." Ho hum!

I did an overnight check that downloads are unlimited after 23:00 since the end of daylight saving. They are.

7/11	12:26	11.52 / 5.97
	16:43	19.63 / 6.05

8/11	16:52	6.36 / 6.06
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9/11	15:42	7.89 / 6.10	16.93%
10/11	12:59	12.77 / 5.85	

	20:01	4.15 / 5.94
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11/11	10:48	16.44 / 5.95	
12/11	16:30	6.23 / 5.97	23.70%
13/11	12:11 21:00	19.84 / 5.96 3.74 / 5.97	
14/11	11:47 18:41	11.81 / 5.93 12.10 / 5.97	30.24%
15/11	10:51	17.91 / 6.02	
16/11	11:25	18.96 / 6.2	
17/11	13:10 15:31	12.55 / 5.80 4.14 / 6.02	43.45%
18/11	10:01 16:32	17.02 / 6.04 11.02 / 5.91	
19/11	14:24	19.13 / 5.88	46.73%