From:	Richard Kahn ⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛
Sent:	Monday, August 25, 2014 6:36 PM
To:	jeffrey E.
Subject:	Fwd: Jet pack

Richard Kahn
HBRK Associates =nc.
575 Lexington Avenue 4th Floor
New York, NY 10022
t⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛
f⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛
c⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛

Begin forwarded message:

From: james | need mac help <jce@needmachelp.com>
=/div>
Subject: Re: Jet =ack

Date: =/b>August 25, 2014 at =:33:23 PM EDT

To: =/b>Rich Kahn <⬛⬛⬛⬛⬛⬛⬛⬛⬛

Cc: =/b>Sara | Need Mac Help =lt;sara@needmachelp.com>

Jermaine might =ot realize that PING times are how you quantify "latency". A PING rate =f 98ms isn't great, but it's about average for cellular =etworks. In =our office on 51st the ping times are around 8 - 10ms, on TWC networks =hey're between 30 - 40ms, and if you were to ping the office on St =homas from your office, I'd expect ping times of 300-400 =s. So 98, not =ad.

The speed tests of 6MB down over 4MB up, =gain, isn't great, but is about what I'd expect.

The only other factor in this is the speed =f the DNS servers — if they're slow, looking up new sites is =oing to lag — but that's not really something we can do much =bout.

The bar count is **exactly** the best =ndicator of signal strength, as they're a graphical representation of =he signal level from the cell tower — I think Jermaine =isunderstood what they were telling him. The bars don't tell you

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=nything about your connection speed or quality, however, as the =ottleneck for those are in the tower's connection to the rest of the =T&T network.

It sounds like it's working. I'm sure it's =ot as fast as Jeffrey wants it to be and not as great as it was at the =anch (where we were getting 20/12 in the kitchen consistently), but =t's probably as good as it gets.

If someone has a VZW, Sprint or T-Mobile =Phone they can try speedtesting from it to see if any of their networks =re better on the island. There's a free speedtest.net app on the =ppStore.

James Ce
· Certified Support =rofessional 10.6

Need Mac Help, =nc.
+1 ███████████
http://needmachelp.com

Serving NYC since =993

On Aug 25, 2014, at 1:14 PM, Richard Kahn ███████████████ =rote:

Richard Kahn
HBRK Associates =nc.
575 Lexington Avenue 4th Floor
New York, NY 10022
t███████████
f███████████
c███████████

Begin forwarded message:

From: =/b>Jermaine Rua███████████

Subject: Jet pack

Date: =/b>August 25, 2014 at =:12:38 PM EDT

To: Richard Kahn ███████████

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I have confirmed the jet pack is delivering an =stimated 6mb the bars are good and it say 4g lte, but service is =rappy.

I was able to run this test after 2 power cycles. The =onnectivity to any URL was seriously slow which identifies a hop =atency issue also.

I also remember from the guys from Att when =hey were here on the islands that the bar count really is not the best =dentifier for signal strength.

<photo =.JPG>

Sent from my =Phone

=/blockquote>

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