



October 13, 2021

Federal Communications Commission  
Consumer Inquiries and Complaints Division  
Washington, DC 20554

**Re: Chauhan, Neel - IC 5009800**  
**Notice of Rebuttal Service Date – 10/1/2021**

FCC/CICD:

Please be advised that CenturyLink has completed a review of the rebuttal filed by Neel Chauhan for Aradhana Chopra. In the rebuttal Mr. Chauhan states: “\* CenturyLink advertises 99.9% reliability of their fiber service in YouTube ads \* CenturyLink's disclaimer page says I should get 50-150 ms latency and <1% packet loss \* However when BitTorrent or Tor is running, I get latency spikes up to 2000 ms, and 2-3% packet loss”

As previously stated; CenturyLink records indicate that it previously received and investigated this dispute in response to a complaint filed with our Executive Offices.

Below is a more detailed synopsis from a Technical Support Manager:

*Issue: We are experiencing heavy latency spikes and even packet loss on my connection when running specific applications such as Tor and BitTorrent. Findings: Latency issues are being caused by the Internet activity on the LAN. There are so many sessions opening up that the modem can't handle it all. We have checked our network we don't see any issues. This is a shared network, and nobody else in the area is reporting similar problems. Suggestions provided to customer [I spoke with Neel to inform recommendations below are outside of CTL scope of support]-Use a router that can assist with managing [Bufferbloat] on the customer's network. -Setup QoS to set up priority to specific devices [throttle connections to limit the files being transferred]-Run [Tor/BitTorrent] applications at night.-Buy a second GPON line service to run computers on different lines.-Limit [Tor/BitTorrent] applications during the day-Run all torrents through a VPN, so there's not as many running*

Since Mr. Chauhan offers no additional information, CenturyLink stands by its original response.

Sincerely,

*Joni Duran*

Joni Duran

cc: Neel Chauhan

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