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## DoS Denial of Service Attack

A global squabble over spam has recently escalated into one of the largest-ever computer attacks on the Internet, causing widespread congestion and jamming crucial infrastructure around the world. Millions of ordinary Internet users have experienced significant service delays or been unable to reach one or more websites.

On March 18th, OCS subscribers were affected by a separate attack directed at an OCS user that for a short while saturated all available bandwidth on one of the OCS fiber connections to the Internet.

For about 20 minutes, from 5:40 to 6:00 PM, the attack jammed the circuit with roughly 600% of its normal traffic load which also caused problems on one of the core wireless routers. Service remained up, but access slowed to a snail's pace and became essentially unusable.

Ryan Walker, OCS Chief Network Engineer, was able to quickly identify the nature of the attack and blocked the traffic from reaching the core router at 6:00 PM. The one fiber circuit was still overloaded by traffic and causing users to have problems accessing some websites that were reachable through that circuit. He notified our upstream provider and requested a block of the source IP address – however, that change did not happen immediately.

Rather than simply wait, Ryan then rerouted all Internet traffic through our secondary circuit, excluding the IP block that was under attack. Both circuits are typically used to load balance all Internet traffic and provide redundancy, but on this occasion one was used to take the brunt of the attack while the other was used to

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## How to reduce Netflix bandwidth usage

Did you know that you can change the video quality setting in your Netflix



account and dramatically reduce the amount of bandwidth you're using? The default setting is "Best quality," which consumes the greatest amount of bandwidth and significantly reduces the number of movies you can

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## Denial of Service Attack

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receive all other traffic.

Access to all Internet sites was restored by about 7:30 PM and the attack traffic finally subsided around 10:00 PM. Our secondary circuit saved users what would otherwise have been another 2-3 hours or more of disrupted service.

For the Internet engineers who run the global network, the problem is becoming more worrisome. The attacks are becoming increasingly powerful, and computer security experts worry that if they continue to escalate people may not be able to reach basic Internet services like e-mail and online banking.

This was the first DoS attack that affected OCS since January 2009. Fortunately, a quick response and emergency pre-planning helped minimize the impact for OCS users.

## How to reduce Netflix bandwidth usage

watch before running into monthly bandwidth limits. By changing this setting to "Good" (in My Account at Netflix.com) you can watch three times more movies without hitting limits, reduce buffering, and chances are you'll hardly notice any difference in viewing quality ... give it a try!

### Your Account & Help

#### Manage video quality

- Good quality** (up to 0.3 GB per hour)
- Better quality** (up to 0.7 GB per hour)
- Best quality** (up to 1 GB/hr, or 2.3 GB/hr for HD)

Save

Cancel

### Tired of satellite or Clearwire? You're not alone ...

many of our new OCS accounts are customers switching from satellite, DSL, Clear[wire] and other providers. Tell your friends and receive a referral credit for up to a month's free service.

### Fan Mail



"I am writing to commend OCS on the excellent customer service and tech support I received when I called about the recent DoS incident. Thank you very much for your quick response and concern." -PO

## OACYS WIRELESS INTERNET SERVICE PLANS

Wireless Plan Types	Average Speeds			Monthly Usage <sup>1</sup>	Mailboxes	One-Time Fees		Monthly Service <sup>3</sup>
	Min	Typ	Max			Installation	Equipment Deposit <sup>2</sup>	
<b>RESIDENTIAL</b>								
Basic	125K	500K	750K	12GB	5	100.00	100.00	49.95
Premium	250K	1M	1.5M	20GB	5			79.95
<b>BUSINESS</b>								
Business	375K	1.5M	2M	30GB	10			129.95
Professional	500K	2M	3M	35GB	25			159.95
Corporate	750K	3M	4M	45GB	30			199.95
Enterprise	1M	4M	5M	60GB	40			249.95
<b>MOUNTAINS</b>								
Alpine, Pierpoint, Camp Nelson	125K	375K	750K	8GB	5			69.95

1. Monthly usage is the allowed bandwidth per month. Surcharges apply for excess usage.
2. Equipment deposit is fully refundable upon termination of service after one year.
3. For areas served by Blue Ridge tower, add \$10 monthly rural service fee.

### I Didn't Know That!

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