PacketAccelerator FAQ

1.   What is Subspace?

Subspace is a parallel internet, built alongside the traditional public internet, designed and optimized for real-time performance. It is secure, and dedicated to accelerating real-time applications by delivering lower latency, less jitter, and better overall customer experiences.

We currently serve more than 400M users and some of the largest video game companies in the world. Learn more about Subspace by visiting https://www.subspace.com.

2.   What is PacketAccelerator?

PacketAccelerator is a global IP-proxy that provides access to Subspace—a dedicated, secure internet for accelerating real-time applications. By providing an IP address and port, PacketAccelerator provides a corresponding IP address and port enabling you to proxy all of your traffic from anywhere in the world to wherever you want it to go (via Subspace).

Learn more by visiting https://subspace.com/product/packetaccelerator.

3.   What are the benefits of using PacketAccelerator?

The internet wasn't built for speed and performance use cases, and it's now real-time applications, like video games, live betting, fintech apps, meeting apps, etc. that are most negatively impacted. So, we've built an internet made for how the world works now.

PacketAccelerator provides roughly 1ms of roundtrip latency for every 100 km a user is away from your server. Additionally, in terms of ping times/request response time, Subspace not only lowers that in the vast majority of cases (by more than 80%), we keep it stable. As the internet changes, we handle and remove those complexities from your application. And for security, DDoS attacks can overwhelm servers or saturate your network; we remove and scrub them at the source (inside the ISP where that botnet exists), without any impact to your users.

Learn more by visiting https://subspace.com/product/packetaccelerator.

4.   How can I get access to PacketAccelerator?

Sign up for free by visiting console.subspace.com/try.

Learn more about the free plan, including additional plans and features, by visiting https://subspace.com/pricing/packetaccelerator.

5.   Do you have an API?

Yes. The Subspace API is based on REST, has resource-oriented URLs, returns JSON-encoded responses and standard HTTP response codes.

All relevant API documentation is available at https://subspace.com/api.

6.   What do I need to integrate PacketAccelerator with my real-time application?

After gaining access to the Subspace console, you will need to provide the following:

- Destination IP address
- Destination port
- Transport protocol (UDP, TCP, or both)
- Desired Subspace port

PacketAccelerator will then provision an accelerator on Subspace and return a proxy IP address and port. Then, simply direct your client traffic to the Subspace-provided IP address and port.

7.   Are you a CDN?

No, not a traditional CDN. CDNs are optimized or cacheable content, whereas Subspace is intended to be used for real-time, non-cacheable content (e.g. video game traffic, live betting, voice/video, etc.).

Subspace can be viewed as a "real-time CDN."

8.   Does this work with my load balancer(s)?

Yes. PacketAccelerator does not necessarily replace your load balancer(s); instead, it works alongside them to accelerate and stabilize your real-time traffic.

9. Which transport protocols do you support?

PacketAccelerator supports UDP and TCP. A provisioned accelerator can support either UDP and TCP or both protocols.

If you're using TLS or HTTPS then select TCP. Otherwise if you are using HTTP3, then use secure over UDP.

10. Does Subspace leverage anycast?

Subspace has improved anycast's resiliency. Under normal anycast, if a server fails, and the route to it is withdrawn from BGP, then BGP will reconverge to the next-geographically closest server. This next server lacks any context about the pre-existing connection, causing a reset and requiring the client to establish a new connection.

In the rare event of a Subspace PoP failure, all Subspace PoPs share network state information with each other, so a PoP failure cannot stop even a pre-existing connection. Instead, the moment a PoP fails and its BGP announcements are withdrawn, BGP reconverges to send traffic to the next-geographically closest PoP as expected.

That PoP, since it already knows the appropriate IP and port and forwarding information, accepts the next packet in the stream, and forwards it on appropriately. So it is as though there was only a brief pause in the connection stream.

11. What kind of traffic can I accelerate?

Subspace and PacketAccelerator were created to ensure that the internet actually works for real-time apps in a predictable, dependable, stable, and secure manner. Therefore, you can accelerate any real-time application traffic that follows our terms of use (https://subspace.com/terms-of-use) and leverages UDP and TCP protocols.

To learn more about use cases and how we address industry or business-specific traffic, visit https://www.subspace.com and check the "Solutions" area in the navigation bar.

12. Is PacketAccelerator free to use?

Yes. Developers can begin using PacketAccelator for free by signing up at console.subspace.com/try.

Learn more about the free plan, including additional plans and features, by visiting https://subspace.com/pricing/packetaccelerator.

13. How many accelerators can I provision?

The amount of accelerators you can provision is determined by your plan. For example, the "Business" plan does not include any hard limits.

Learn more about plan limits by visiting https://subspace.com/pricing/packetaccelerator.

14. Is there a limit on data transfer?

The amount of data transfer enabled in your account is determined by your plan. For example, the "Enterprise" plan does not include any hard limits.

Learn more about plan limits by visiting https://subspace.com/pricing/packetaccelerator.

15. How can I enable the "Enterprise" plan?

Please contact us by visiting https://subspace.com/contact to inquire about enabling the Enterprise plan.

16. Where can I learn more about Subspace and/or PacketAccelerator?

Here are some useful links:

- https://www.subspace.com
- https://subspace.com/resources
- https://subspace.com/api
- https://subspace.com/product/packetaccelerator
- https://subspace.com/pricing/packetaccelerator

17. I have more questions. Who can I contact?

Please visit https://subspace.com/contact, email us (support@subspace.com), or follow Subspace on Twitter https://twitter.com/subspacepowered to stay up-to-date on any PacketAccelerator news.