

HX Grade of Service W3a, W6 & Sesat2 Middle East

14-Oct-08



Grades of Service at a glance

The following table (Figure 1) highlights the various Grades of Service that are available on the BENTLEY HX™ Service. It enables people to easily identify the desired Grade of Service. After it has been decided to use a particular Grade of Service, it is recommended that you proceed to the detailed sections on the following pages to read in detail what is supported on your chosen Grade of Service and what is not.

Grade of Service	Headline D Speed (1)	Headline U Speed (2)
BENTLEY HX™ Consumer	300 kbps	128 kbps
BENTLEY HX™ Connect 500	512 kbps	128 kbps
BENTLEY HX™ SOHO 500	512 kbps	128 kbps
BENTLEY HX™ SOHO 500 Plus	512 kbps	256 kbps
BENTLEY HX™ SOHO 500 Premium	512 kbps	512 kbps
BENTLEY HX™ Business 1000 Plus	1024 kbps	256 kbps
BENTLEY HX™ Business 1000 Premium	1024 kbps	512 kbps
BENTLEY HX™ Corporate 2000 Plus	2048 kbps	256 kbps
BENTLEY HX™ Corporate 2000 Premium	2048 kbps	512 kbps

Figure 1

- (1) Download Speed - This is the headline maximum speed the download will burst to. It is measured in Kilo Bits per Second.
- (2) Upload Speed - This is the headline maximum speed the upload will burst to. It is measured in Kilo Bits per Second.
- (3) The efficiency on a S2 ACM network is dependant on customers satellite dish being optimised for the best signal both on receive and transmit. Bentley Walker reserve the right to reduce the GOS speeds where a unit is found to transmitting or receiving at non optimum values due to poor alignment.
- (4) "Off Peak" hours are defined as 8 pm GMT - 8 AM GMT

Bentley HX Consumer

Description

This is an entry level Grade of Service for home users who very **occasionally** download small files or send e-mail with normal < 1Mb attachments. This Grade of Service is aimed at people who want a Home type Internet service. Users can only have 1 PC active.

Only the following protocols will be allowed

- HTTP Web Browsing
 - Web based e-mail
 - POP3/SMTP Client e-mails with small attachments
 - DNS queries
 - MSN & Yahoo Messenger Chat
 - HTTPS/ SSL
-
- No Public IP Addresses available

Typical System Performance

Typically end-users on a HX Consumer Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
HTTP Download	Minimum Burst	64 kbps	64 kbps
	Maximum Burst	300 kbps	300 kbps
	Average Throughput	250 kbps	250kbps
E-Mail upload	Minimum Burst	16 kbps	16 kbps
	Maximum Burst	30 kbps	128 kbps
	Average Throughput	25 kbps	25 kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX network.

Bentley HX Connect.

Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 3 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on an HX Connect package can expect the following speeds
*(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64 Kbps	128 Kbps
	Maximum Burst	300 Kbps	512 Kbps
	Average Throughput	300 Kbps	300 Kbps
E-Mail upload	Minimum Burst	16 Kbps	25 Kbps
	Maximum Burst	50 Kbps	128 Kbps
	Average Throughput	30 Kbps	30 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the Bentley HX hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the Bentley HX network.

BENTLEY HX™ SOHO 500

Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 5 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on a SOHO 500 can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	300 Kbps	512 Kbps
	Average Throughput	300 Kbps	256 Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	128 Kbps	128 Kbps
	Average Throughput	30 Kbps	30 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

BENTLEY HX™ SOHO 500 Plus

Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 5 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on a SOHO 500 Plus can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	300 Kbps	512Kbps
	Average Throughput	300 Kbps	300 Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	256 Kbps	256Kbps
	Average Throughput	60Kbps	60Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

BENTLEY HX™ SOHO 500 Premium

Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 5 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on an SOHO 500 Premium can expect the following speeds
*(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	300Kbps	512Kbps
	Average Throughput	300 Kbps	300 Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	256 Kbps	512 Kbps
	Average Throughput	120 Kbps	120 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

BENTLEY HX™ Business 1000 Plus

Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 12 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on a Business 1000 Plus can expect the following speeds
*(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	600 Kbps	1024 Kbps
	Average Throughput	512 Kbps	600Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	120 Kbps	256Kbps
	Average Throughput	60Kbps	80 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

BENTLEY HX™ Business 1000 Premium

Description

This is the normal Grade of Service for office users who **regularly** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 13 PC's active... the speed per active host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on a Business 1000 Premium can expect the following speeds
*(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	600 Kbps	1024 Kbps
	Average Throughput	512 Kbps	600Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	120 Kbps	512 Kbps
	Average Throughput	120 Kbps	140 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attaché via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

BENTLEY HX™ Corporate 2000 Plus

Description

This is the normal Grade of Service for office users who download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small

Office/ Home Office type Internet service. Users can have up to 12 PC's active... the speed per active host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on a Corporate 2000 Plus can expect the following speeds
*(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	1200 Kbps	2048 Kbps
	Average Throughput	900 Kbps	1200Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	120 Kbps	256Kbps
	Average Throughput	60Kbps	80 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

BENTLEY HX™ Corporate 2000 Premium

Description

This is the normal Grade of Service for office users who download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a

corporate type Internet service. Users can have up to 13 PC's active... the speed per active host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

Typical System Performance

Typically end-users on a Corporate 2000 Premium can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
FTP Download	Minimum Burst	64Kbps	64Kbps
	Maximum Burst	1200 Kbps	2048Kbps
	Average Throughput	900 Kbps	1200 Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	120 Kbps	512 Kbps
	Average Throughput	120 Kbps	140 Kbps

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the BENTLEY HX™ hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of Bentley Walker.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the BENTLEY HX™ network.

Internet Acceptable Use Policy

PURPOSE

The purpose of this Internet Acceptable Use Policy is to inform all users of the Bentley HX Service as to what is considered acceptable use and what is regarded as inappropriate.

SCOPE

All personnel with access to the Internet through any part of the Bentley HX™ infrastructure, whether they are a customer, an employee or a licensed distributor, are bound by this policy.

POLICY

This Acceptable Use Policy specifies the actions prohibited by Bentley Walker, to users of the Bentley HX Network. Users may be defined as "any customer or distributor who uses or accesses the Bentley HX™ Network Infrastructure or the Internet through the Bentley HX Network". Bentley Walker reserves the right to modify this Policy at any time, effective upon posting of the modified Policy to the Bentley Walker website. Any modifications to this Policy will be made when Bentley Walker feels it is appropriate, and it is the user's responsibility to ensure their awareness of any such changes.

ILLEGAL USE

The Bentley HX™ Network may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, has a racist theme, or violates export control laws.

THE NETWORK

- a) The user acknowledges that Bentley Walker is unable to exercise control over the content of the information passing over the Bentley HX™ Network. Therefore, Bentley Walker is not responsible for the content of any message, whether or not the posting was made by a customer of Bentley Walker or one of its licensed distributors.
- b) The Bentley HX™ Network may be used to link into other networks worldwide and the user agrees to conform to the Acceptable Use Policies of these networks. In addition the user undertakes to conform to the Internet protocols and standards.
- c) The user may not circumvent user authentication or security of any host, network, or account (referred to as "cracking" or "hacking"), nor interfere with service to any user, host, or network (referred to as "denial of service attacks") provided by, or on behalf of Bentley Walker.
- d) Without prejudice to the foregoing, Bentley Walker consider that any application that overloads the Bentley HX™ Network by whatever means will be considered as making profligate use of the Bentley HX™ Network and is as such NOT allowed. This will also apply to applications that the end user may not be aware of, such as viruses and worms.
- e) The usage of any streaming or real-time applications will be actively monitored and anyone making excessive use of the network capacity will have the application throughput speed reduced, so as not to reduce the overall performance of the Bentley HX™ System. This will also be applicable to Peer to Peer file sharing applications.
- f) Use of IP multicast or broadcast services are likewise prohibited.

- g) Users who violate systems or network security may incur criminal or civil liability. Bentley Walker will fully co-operate with investigations of suspected criminal violations, violation of systems or network security under the leadership of law enforcement or relevant authorities.
- h) Bentley Walker reserves the right to monitor the network for traffic that violates this policy. If any infringement is recognized to be the responsibility of a user of the Bentley HX™ network, then that user will be removed from the network until such time as the violation has ceased. If an infringement is recognized to have taken place against a user, then Bentley Walker will make a report and forward it to the abuse department of the offending ISP on behalf of the user. Any user who repeatedly violates this policy may have their access to the Bentley HX™ network removed permanently.

SYSTEM AND NETWORK SECURITY

Violations of system or network security are prohibited, and may result in criminal and civil liability. Bentley Walker will investigate incidents involving such violations and will involve and will co-operate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following:

- a) Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network;
- b) Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network;
- c) Interference with service to any user, host or network including, without limitation, mail spamming, flooding, deliberate attempts to overload a system and broadcast attacks. This includes other Bentley HX™ users;
- d) Forging of any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

If approached with complaints relating to any of the above violations, Bentley Walker will co-operate and assist the Police and law enforcing bodies with their investigations in order to bring such misuse and violations to an end.

VIRUSES AND WORMS

Bentley Walker will proactively monitor the Bentley HX™ network for signs of virus or worm activity. In the event that an infection is located then the originating system will be removed from the Bentley HX™ network, until such time as Bentley Walker is informed that the virus or worm has been eradicated. Bentley Walker will endeavour to provide as much notice of the removal of a system as possible. Bentley Walker reserves the right to remove any unit without notice if there is any possibility that the virus or worm infection may spread to other Bentley HX™ users.

E-MAIL

- a) It is explicitly prohibited to send unsolicited bulk mail messages ("junk mail" or "spam") of any kind (commercial advertising, political tracts, announcements) etc. Any terminal found to be transmitting SPAM will be disabled.
- b) It is also explicitly prohibited to allow others to send unsolicited bulk mail messages either directly or by relaying through the Users systems. For the avoidance of doubt, users **must** ensure that their systems cannot be relayed

through. Users may not forward or propagate chain letters or malicious e-mail.

- c) A User may not solicit mail for any other address other than that of the user, except with full consent of the owner of the referred address.

ENFORCEMENT

Any customer of Bentley Walker or one of its licensed distributors found to have violated this policy may have the service revoked for the offending user. In the case of a remote site on the Bentley HX™ network violating this policy then the site will be disabled until such a time as the offending user or machine ceases in its unacceptable behaviour. No service monies will be returned if an account violates any of the above

Bentley HX Fair Access Policy (FAP)

Bentley HX® system usage data indicates that approximately 10% of subscribers are responsible for a disproportionate share - often as much as half - of the total Bentley HX service traffic. Unfortunately, many of those subscribers are not using Bentley HX for its intended purpose.

To ensure that all Bentley HX subscribers have fair and equal access to the benefits of the Satellite broadband service, Bentley Walker Ltd has in place a Bentley HX FAP. The purpose of the FAP is the following:

- To control unfair & excessive usage of bandwidth by a handful of users, whilst ensuring quota rates are in-line with the GOS purchased

FAP is straightforward analysis of usage data; Bentley Walker Ltd has established a Bentley HX usage threshold well above the maximum typical usage rates. When a customer exhibits patterns of system usage that exceed that threshold for an extended period of time, the FAP limits the user to a set level of throughput depending on what tier of the clause has been reached, this is to ensure the integrity of the system for all Bentley HX subscribers.

Quota resets are enacted after 8 hours in which all quota debits are set to zero. Subscribers are likely to avoid the limitations imposed by the FAP if their use is typical of the majority of Internet users and consist of Web surfing and a reasonable amount of downloading.

Please see the table below, which indicates quite clearly what, is allowed over a reset period. **Bentley Walker reserve the right to adjust the reset times and GOS quotas at anytime to ensure network performance.**

Package	Download	Upload	Package
<i>HX Consumer</i>	300	128	<i>HX Consumer</i>
GOS Average	250	25	GOS Average
Level 1 Quota MB	65	10	Level 1 Quota MB
Penalty Kbps	128	20	Penalty Kbps
Level2 Quota MB	76	15	Level2 Quota MB
Penalty Kbps	64	16	Penalty Kbps

HX Connect	512	128	HX Connect
GOS Average	300	30	GOS Average
Level 1 Quota MB	130	30	Level 1 Quota MB
Penalty Kbps	128	30	Penalty Kbps
Level2 Quota MB	200	35	Level2 Quota MB
Penalty Kbps	64	25	Penalty Kbps
HX Soho 500	512	128	HX Soho 500
GOS Average	256	30	GOS Average
Level 1 Quota MB	180	30	Level 1 Quota MB
Penalty Kbps	128	45	Penalty Kbps
Level2 Quota MB	330	58	Level2 Quota MB
Penalty Kbps	64	30	Penalty Kbps
HX Soho 500 Plus	512	256	HX Soho 500 Plus
GOS Average	300	60	GOS Average
Level 1 Quota MB	180	90	Level 1 Quota MB
Penalty Kbps	128	45	Penalty Kbps
Level2 Quota MB	530	150	Level2 Quota MB
Penalty Kbps	64	30	Penalty Kbps
HX Soho 500 Premium	512	512	HX Soho 500 Premium
GOS Average	300	120	GOS Average
Level 1 Quota MB	180	180	Level 1 Quota MB
Penalty Kbps	128	60	Penalty Kbps
Level2 Quota MB	530	297	Level2 Quota MB
Penalty Kbps	64	45	Penalty Kbps
HX Business 1000 Plus	1024	256	HX Business 1000 Plus
GOS Average	600	60	GOS Average
Level 1 Quota MB	350	90	Level 1 Quota MB
Penalty Kbps	256	45	Penalty Kbps
Level2 Quota MB	1190	150	Level2 Quota MB
Penalty Kbps	128	30	Penalty Kbps
HX Business 1000 Premium	1024	512	HX Business 1000 Premium
GOS Average	600	120	GOS Average
Level 1 Quota MB	350	180	Level 1 Quota MB
Penalty Kbps	256	60	Penalty Kbps
Level2 Quota MB	1190	297	Level2 Quota MB
Penalty Kbps	128	45	Penalty Kbps
HX Corporate 2000 Plus	2048	256	HX Corporate 2000 Plus
GOS Average	1200	60	GOS Average
Level 1 Quota MB	700	90	Level 1 Quota MB
Penalty Kbps	512	45	Penalty Kbps
Level2 Quota MB	2200	150	Level2 Quota MB
Penalty Kbps	256	30	Penalty Kbps
HX Corporate 2000 Premium	2048	512	HX Corporate 2000 Premium
GOS Average	1200	120	GOS Average
Level 1 Quota MB	700	180	Level 1 Quota MB
Penalty Kbps	512	60	Penalty Kbps
Level2 Quota MB	2200	297	Level2 Quota MB
Penalty Kbps	256	45	Penalty Kbps