

Star Nova S2™
Broadband Satellite Internet Service
Service description
W6 Platform

Grades of Service at a glance

The following table (Figure 1) highlights the various Grades of Service that are available on the Star Nova™ 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	Download Speed (1)	Upload Speed (2)	Contention Ratio (3)
Star Nova™ Economy	512Kbps	128Kbps	50:1
Star Nova™ Domestic 500 Plus	512Kbps	128Kbps	20:1
Star Nova™ Home 1000	1024Kbps	128Kbps	20:1
Star Nova™ Office 500	512Kbps	128Kbps	10:1
Star Nova™ Office 500 Plus	512Kbps	256Kbps	10:1
Star Nova™ Office 500 Premium	512Kbps	512Kbps	10:1
Star Nova™ Office 1000	1024Kbps	128Kbps	10:1
Star Nova™ Office 1000 Plus	1024Kbps	256Kbps	10:1
Star Nova™ Office 1000 Premium	1024Kbps	512Kbps	10:1
Star Nova™ Office 2000	2048Kbps	128Kbps	10:1
Star Nova™ Office 2000 Plus	2048Kbps	256Kbps	10:1
Star Nova™ Office 2000 Premium	2048Kbps	512Kbps	10:1
Star Nova™ Office 4000	4096Kbps	128Kbps	10:1
Star Nova™ Office 4000 Plus	4096Kbps	256Kbps	10:1
Star Nova™ Office 4000 Premium	4096Kbps	512Kbps	10:1

Figure 1

- (1) Download Speed - This is the maximum speed the download will burst too. It is measured in Kilo Bits per Second.
- (2) Upload Speed – This is the maximum speed the upload will burst too. It is measured in Kilo Bits per Second.
- (3) Contention Ratio – This is measure of how many people are sharing the same bandwidth and contesting for equal use of it. The figures state that out of 10, 20 or 30 sites that can possibly use the system, only 1 site will be currently active and passing traffic at any one time. For example, this means that for a 128Kbps Inbound channel at a ratio of 10:1, 30 sites can be configured and four expected simultaneous users (at one per site) will get 32Kbps each. The contention ratios are measured against the four expected simultaneous users (at one user per site).

Star Nova™ Home 500

Description

This is the entry level Grade of Service for occasional users who do not download large files or send many e-mails with attachments. This Grade of Service is aimed at people who want a basic web browsing service and do not use any services that are reliant on good performance. Users can have only a single PC connected.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with small attachments up to approximately 1 Mbytes in size.
- DNS queries
- FTP Server access

This Grade of Service will NOT support the following applications:

- Video Conferencing
- Net meeting
- Citrix Metaframe
- Terminal Services
- Newsfeeds or news streamers
- Remote Desktop applications such as PcAnywhere
- VOIP

Users will not be provided access to the following value added services:

- VOIP
- Video Conference facilities.
- Public Ip's

Typical System Performance

Typically end-users on a Home 500 Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	16Kbps	64Kbps
	Maximum Burst	256Kbps	512Kbps
	Average Throughput	96Kbps	128Kbps
FTP Download	Minimum Burst	16Kbps	64Kbps
	Maximum Burst	256Kbps	512Kbps
	Average Throughput	96Kbps	128Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	64Kbps	128Kbps
	Average Throughput	32Kbps	32Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

Star Nova™ Domestic 500 Plus

Description

This is the normal Grade of Service for home users who occasionally download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a basic Internet service and do not use any services that are reliant on good performance. Users can have up to 1 PC connected.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with small attachments up to approximately 1 Mbytes in size.
- FTP Server access

This Grade of Service will NOT support the following applications:

- Video Conferencing
- Net meeting
- Citrix Metaframe
- Terminal Services
- Newsfeeds or news streamers
- Remote Desktop applications such as PcAnywhere

Users will not be provided access to the following value added services:

- Public IP Addresses
- VOIP

Typical System Performance

Typically end-users on a Domestic 500 plus Grade of Service can expect the following speeds
*(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	16Kbps	64Kbps
	Maximum Burst	256Kbps	512Kbps
	Average Throughput	128Kbps	256Kbps
FTP Download	Minimum Burst	16Kbps	64Kbps
	Maximum Burst	256Kbps	512Kbps
	Average Throughput	128Kbps	256Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	64Kbps	128Kbps
	Average Throughput	32Kbps	32Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

Star Nova™ Home 1000

Description

This is the highest Grade of Service for home users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a faster Internet service and do not use any services that are reliant on good performance. Users can have up to 1 PC connected.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- FTP Server access
- VPN's (Subject to throttling based on usage. See *(note2))

This Grade of Service will NOT support the following applications:

- Video Conferencing
- Net meeting
- Citrix Metaframe
- Terminal Services
- Newsfeeds or news streamers
- Remote Desktop applications such as PcAnywhere

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

- Public IP Addresses
- VPN's

Typical System Performance

Typically end-users on a Home 1000 Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	32Kbps	64Kbps
	Maximum Burst	512Kbps	1024Kbps
	Average Throughput	128Kbps	256Kbps
FTP Download	Minimum Burst	32Kbps	64Kbps
	Maximum Burst	512Kbps	1024Kbps
	Average Throughput	128Kbps	256Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	64Kbps	128Kbps
	Average Throughput	32Kbps	32Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

Star Nova™ Office 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 basic Internet service and do not use many services that are reliant on good performance.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 500 Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	16Kbps	64Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	256Kbps	320Kbps
FTP Download	Minimum Burst	16Kbps	64Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	256Kbps	320Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	128Kbps	128Kbps
	Average Throughput	32Kbps	32Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 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 basic Internet service and do not use many services that are reliant on good performance.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 500 plus Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	256Kbps	320Kbps
FTP Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	256Kbps	320Kbps
E-Mail upload	Minimum Burst	32Kbps	32Kbps
	Maximum Burst	256Kbps	256Kbps
	Average Throughput	64Kbps	64Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 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 an Enhanced Internet service and do not use many services that are reliant on good performance.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users (at 1 user per site) on an Office 500 Premium Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	128Kbps	320Kbps
FTP Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	128Kbps	320Kbps
E-Mail upload	Minimum Burst	32Kbps	32Kbps
	Maximum Burst	256Kbps	512Kbps
	Average Throughput	64Kbps	96Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 1000

Description

This is the normal Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a faster Internet service and do not use many services that are reliant on good performance.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 1000 Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	1024Kbps	1024Kbps
	Average Throughput	256Kbps	512Kbps
FTP Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	1024Kbps	1024Kbps
	Average Throughput	256Kbps	512Kbps
E-Mail upload	Minimum Burst	16Kbps	32Kbps
	Maximum Burst	128Kbps	128Kbps
	Average Throughput	32Kbps	64Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 1000 Plus

Description

This is the normal Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a faster Internet service and often use services that are reliant on good performance...

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 1000 Plus Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	1024Kbps	1024Kbps
	Average Throughput	256Kbps	512Kbps
FTP Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	1024Kbps	1024Kbps
	Average Throughput	256Kbps	512Kbps
E-Mail upload	Minimum Burst	16Kbps	32Kbps
	Maximum Burst	256Kbps	256Kbps
	Average Throughput	64Kbps	96Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 1000 Premium

Description

This is an enhanced Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a faster Internet service and often use services that are reliant on good performance. Users can have up to 29 PC's connected.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users (at 1 user per site) on an Office 1000 Premium Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	1024Kbps	1024Kbps
	Average Throughput	256Kbps	512Kbps
FTP Download	Minimum Burst	64Kbps	128Kbps
	Maximum Burst	1024Kbps	1024Kbps
	Average Throughput	256Kbps	512Kbps
E-Mail upload	Minimum Burst	16Kbps	32Kbps
	Maximum Burst	256Kbps	512Kbps
	Average Throughput	96Kbps	128Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 2000

Description

This is the highest Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a faster Internet service and do not use many services that are reliant on good performance...

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 2000 Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
FTP Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	128Kbps	128Kbps
	Average Throughput	32Kbps	32Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 2000 Plus

Description

This is the highest Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want the faster Internet service and often use services that are reliant on good performance.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 2000 Plus Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
FTP Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
E-Mail upload	Minimum Burst	32Kbps	32Kbps
	Maximum Burst	256Kbps	256Kbps
	Average Throughput	64Kbps	64Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 2000 Premium

Description

This is the highest Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want the faster Internet service and often use services that are reliant on good performance...

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users (at 1 user per site) on an Office 2000 Premium Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
FTP Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
E-Mail upload	Minimum Burst	32Kbps	32Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	96Kbps	128Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 4000

Description

This is the highest Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a faster Internet service and do not use many services that are reliant on good performance...

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 4000 Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
FTP Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
E-Mail upload	Minimum Burst	16Kbps	16Kbps
	Maximum Burst	128Kbps	128Kbps
	Average Throughput	32Kbps	32Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 4000 Plus

Description

This is the highest Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want the faster Internet service and often use services that are reliant on good performance.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users on an Office 4000 Plus Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
FTP Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
E-Mail upload	Minimum Burst	32Kbps	32Kbps
	Maximum Burst	256Kbps	256Kbps
	Average Throughput	64Kbps	64Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Star Nova™ Office 4000 Premium

Description

This is the highest Grade of Service for office users who often download large files or send e-mail with attachments. This Grade of Service is aimed at people who want the faster Internet service and often use services that are reliant on good performance...

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- Newsgroup access (including binary groups)
- FTP Server access
- Peer-to-peer files sharing applications such as KaZaA, WinMX or Napster. (Subject to throttling based on usage. See *(note2))
- VPN's (Subject to throttling based on usage. See *(note3))
- Citrix Metaframe (Subject to throttling based on usage. See *(note3))
- Terminal Services (Subject to throttling based on usage. See *(note3))
- Remote Desktop applications such as PcAnywhere (Subject to throttling based on usage. See *(note3))
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

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

- Public IP Addresses
- VPN's
- Video Conference facilities – Subject to booking

Typical System Performance

Typically end-users (at 1 user per site) on an Office 4000 Premium Grade of Service can expect the following speeds *(note1)

		Peak Hours	Off Peak Hours
Web Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
FTP Download	Minimum Burst	128Kbps	256Kbps
	Maximum Burst	2048Kbps	2048Kbps
	Average Throughput	512Kbps	720Kbps
E-Mail upload	Minimum Burst	32Kbps	32Kbps
	Maximum Burst	512Kbps	512Kbps
	Average Throughput	96Kbps	128Kbps

*(note1) these figures are based on speeds measured to and from the Servers located in the Star Nova™ service. 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 Telecom.

*(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 Star Nova™ network.

*(note3) these are applications may be throttled if they are used in excess, but will normally be given low priority when compared to other types of traffic. The performance of these applications is not supportable by Bentley Telecom. See the Internet Acceptable Use Policy.

Fault reporting and Remedies

- a) Faults or Service issues are to be reported via the support ticket system of Bentley Walker only. Faults that are not reported through the Bentley Walker ticket system are not guaranteed to be dealt with. This is to ensure that all faults are centrally managed and dealt with efficiently.
- b) Upon receipt of a ticket, Bentley Walker will log the call and take details of the issue. Bentley Walker will advise the end-user of any current known network problems and of how long they can expect to wait for someone to look at the fault being reported.
- c) Bentley Walker will respond to the end-user within 24 hours, with either a fault update or details of actions taken to rectify the fault,

Network Upgrades & Maintenance

- a) Details of all network upgrades and maintenance will be posted via our mailing list. Bentley Walker will endeavour to provide at least 7 days prior notice of any planned outages.
- b) In the event that the 7 day period is not practical, then as much possible prior notice will give. Internal website.
- c) If urgent maintenance is required to remedy a fault, or a major incident (*note 1) is occurring, then Bentley Walker reserve the right to carry out the maintenance without prior end-user notification. The details of the maintenance and work carried out will be mailed after the maintenance has been completed.
- d) If there are any urgent network security fixes and upgrades to be carried out to prevent Denial of Service attacks or Internet based worms, then these will also be completed immediately, with the details being mailed after completion.

Value added Services

- a) Public IP addresses will be made available to users for a one-off additional charge if their Grade of Service supports it.
- b) A maximum of 3 public IP Addresses will be available on any one remote satellite terminal.
- c) Public IP Addresses will be allocated to an Internal Machine on a 1-for-1 mapping only. All Network Address Translation will be controlled by Bentley Walker
- d) The use of Port Address Translation is not available to end-users.
- e) Mail boxes can be provided on request.

Internet Acceptable Use Policy

PURPOSE

The purpose of this Internet Acceptable Use Policy is to inform all users of the Star Nova™ 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 Star Nova™ 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 Star Nova™ Network. Users may be defined as "any customer or distributor who uses or accesses the Star Nova™ Network Infrastructure or the Internet through the Star Nova™ Network". Bentley Walker reserves the right to modify this Policy at any time 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 Star Nova™ 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 Star Nova™ 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 Star Nova™ 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 Telecom.
- d) Without prejudice to the foregoing, Bentley Walker consider that any application that overloads the Star Nova™ Network by whatever means will be considered as making profligate use of the Star Nova™ 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 Star Nova™ 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 Star Nova™ 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 Star Nova™ 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 bombing, flooding, deliberate attempts to overload a system and broadcast attacks. This includes other Star Nova™ 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 Star Nova™ 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 Star Nova™ network, until such time as Bentley Walker LTD is informed that the virus or worm has been eradicated. Bentley Walker LTD will endeavour to provide as much notice of the removal of a system as possible. Bentley Walker LTD reserves the right to remove any unit without notice if there is any possibility that the virus or worm infection may spread to other Star Nova™ 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.
- 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 Star Nova™ 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.

Complaints regarding Illegal Use or System or Network Security issues, Email abuse, USENET abuse or Spamming should be sent to abuse@bentleywalker.com

Star Nova Speed Regulation Clause (SNSRC)

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

To ensure that all Star Nova subscribers have fair and equal access to the benefits of the Satellite broadband service, Bentley Walker Ltd has in place a SNSRC. The purpose of the SNSRC 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

SNSRC is straightforward analysis of usage data; Bentley Walker Ltd has established a Star Nova 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 SNSRC 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 Star Nova subscribers.

Subscribers are likely to avoid the limitations imposed by the SNSRC 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 4 hour period.

Gos	Download Peak Hours	Upload Peak Hours	Gos
Economy	512	128	Economy
GOS Average	256	64	GOS Average
Burst Quota MB	230	58	Burst Quota MB
Penalty Kbps	128	64	Penalty Kbps
Level 1 Quota MB	173	43	Level 1 Quota MB
Penalty Kbps	64	32	Penalty Kbps
Level2 Quota MB	288	72	Level2 Quota MB
Penalty Kbps	32	16	Penalty Kbps
Domestic 500 Plus	512	128	Domestic 500 Plus
GOS Average	128	64	GOS Average
Burst Quota MB	115	58	Burst Quota MB
Penalty Kbps	128	64	Penalty Kbps
Level 1 Quota MB	86	43	Level 1 Quota MB
Penalty Kbps	64	32	Penalty Kbps
Level2 Quota MB	144	72	Level2 Quota MB
Penalty Kbps	32	16	Penalty Kbps
Home 1000	1024	128	Home 1000
GOS Average	256	64	GOS Average
Burst Quota	230	58	Burst Quota
Penalty Kbps	256	64	Penalty Kbps
Level 1 Quota	173	43	Level 1 Quota
Penalty Kbps	128	32	Penalty Kbps
Level2 Quota	288	72	Level2 Quota
Penalty Kbps	64	16	Penalty Kbps
Office 500	512	128	Office 500
GOS Average	256	64	GOS Average
Burst Quota	346	58	Burst Quota
Penalty Kbps	256	64	Penalty Kbps
Level 1 Quota	259	43	Level 1 Quota
Penalty Kbps	128	32	Penalty Kbps
Level2 Quota	432	72	Level2 Quota
Penalty Kbps	64	16	Penalty Kbps

Office 500 Plus	512	256
GOS Average	256	128
Burst Quota	346	115
Penalty Kbps	256	128
Level 1 Quota	259	86
Penalty Kbps	128	64
Level2 Quota	432	144
Penalty Kbps	64	32

Office 500 Plus		
GOS Average		
Burst Quota		
Penalty Kbps		
Level 1 Quota		
Penalty Kbps		
Level2 Quota		
Penalty Kbps		

Office 500 Premium	512	512
GOS Average	256	256
Burst Quota	346	346
Penalty Kbps	256	256
Level 1 Quota	259	259
Penalty Kbps	128	128
Level2 Quota	432	432
Penalty Kbps	64	64

Office 500 Premium		
GOS Average		
Burst Quota		
Penalty Kbps		
Level 1 Quota		
Penalty Kbps		
Level2 Quota		
Penalty Kbps		

Office 1000	1024	128
GOS Average	512	64
Burst Quota	691	115
Penalty Kbps	512	64
Level 1 Quota	518	86
Penalty Kbps	256	32
Level2 Quota	864	144
Penalty Kbps	128	16

Office 1000		
GOS Average		
Burst Quota		
Penalty Kbps		
Level 1 Quota		
Penalty Kbps		
Level2 Quota		
Penalty Kbps		

Office 1000 Plus	1024	256
GOS Average	512	128
Burst Quota	691	173
Penalty Kbps	512	128
Level 1 Quota	518	130
Penalty Kbps	256	64
Level2 Quota	864	216
Penalty Kbps	128	32

Office 1000 Plus		
GOS Average		
Burst Quota		
Penalty Kbps		
Level 1 Quota		
Penalty Kbps		
Level2 Quota		
Penalty Kbps		

Office 1000 Premium	2048	512
GOS Average	1024	256
Burst Quota	1382	346
Penalty Kbps	1024	256
Level 1 Quota	1037	259
Penalty Kbps	512	128
Level2 Quota	1728	432
Penalty Kbps	256	64

Office 1000 Premium		
GOS Average		
Burst Quota		
Penalty Kbps		
Level 1 Quota		
Penalty Kbps		
Level2 Quota		
Penalty Kbps		

Office 2000	2048	128
GOS Average	1024	64
Burst Quota	1382	115
Penalty Kbps	1024	64
Level 1 Quota	1037	86
Penalty Kbps	512	32
Level2 Quota	1728	144

Office 2000		
GOS Average		
Burst Quota		
Penalty Kbps		
Level 1 Quota		
Penalty Kbps		
Level2 Quota		

Penalty Kbps	256	16	Penalty Kbps
Office 2000 Plus	2048	256	Office 2000 Plus
GOS Average	1024	128	GOS Average
Burst Quota	1382	173	Burst Quota
Penalty Kbps	1024	128	Penalty Kbps
Level 1 Quota	1037	130	Level 1 Quota
Penalty Kbps	512	64	Penalty Kbps
Level2 Quota	1728	216	Level2 Quota
Penalty Kbps	256	32	Penalty Kbps
Office 2000 Premium	2048	512	Office 2000 Premium
GOS Average	1024	256	GOS Average
Burst Quota	1382	346	Burst Quota
Penalty Kbps	1024	256	Penalty Kbps
Level 1 Quota	1037	259	Level 1 Quota
Penalty Kbps	512	128	Penalty Kbps
Level2 Quota	1728	432	Level2 Quota
Penalty Kbps	256	64	Penalty Kbps
Office 4000	4096	256	Office 4000
GOS Average	2048	128	GOS Average
Burst Quota	2765	173	Burst Quota
Penalty Kbps	2048	128	Penalty Kbps
Level 1 Quota	2074	130	Level 1 Quota
Penalty Kbps	1024	64	Penalty Kbps
Level2 Quota	3456	216	Level2 Quota
Penalty Kbps	512	32	Penalty Kbps
Office 4000 Plus	4096	512	Office 4000 Plus
GOS Average	2048	256	GOS Average
Burst Quota	2765	346	Burst Quota
Penalty Kbps	2048	256	Penalty Kbps
Level 1 Quota	2074	259	Level 1 Quota
Penalty Kbps	1024	128	Penalty Kbps
Level2 Quota	3456	432	Level2 Quota
Penalty Kbps	512	64	Penalty Kbps
Office 4000 Prem	4096	1024	Office 4000 Prem
GOS Average	2048	512	GOS Average
Burst Quota	3686	691	Burst Quota
Penalty Kbps	2048	512	Penalty Kbps
Level 1 Quota	2765	518	Level 1 Quota
Penalty Kbps	1024	256	Penalty Kbps
Level2 Quota	4608	864	Level2 Quota
Penalty Kbps	512	128	Penalty Kbps