

Tooway Grade of Service

Table 1 : Definition of the services in Ka band on HB™6 (when applicable and authorized by Skylogic)

Service Class	Basic	Bronze	Silver	Gold
Authorized Protocols with volume limitation according to FAP	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP.	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP.
Non guaranteed protocols	all others, authorization subject to FAP	all others, authorization subject to FAP	all others, authorization subject to FAP	all others, authorization subject to FAP
Terminal to terminal connectivity	NOT ALLOWED	NOT ALLOWED	NOT ALLOWED	NOT ALLOWED
IP addresses	1 private IP	1 private IP	1 private IP	4 private IP
Max download* Max upload*	2048 kbps 384 kbps			
Limitation of aggregated, weighted download and upload volumes for a period of four sliding weeks 0.5 x Download Volume + 1.5 x Upload Volume	1.2 Gbytes	2.0 Gbytes	3.0 GBytes	6.0 GBytes

All services are volume limited. Upon reaching the maximum volume the service will continue but will be degraded. Level of degradation will be subject to the "Fair Access Policy" applied. The Distributor may change the service classification at any time.

*Max download/upload is the defined headline rate; please see fair access policy for details.

*When not under FAP conditions (limitations) the user could expect:

1. A minimum of 50% of the peak Speed 90% of the time
2. A Minimum of 20% of peak speed 95% of the time
3. Applications Web Browsing and mail services
4. Very low speed and priority on all peer to peer applications

**Table 2: Definition of the services in Ku band on Eurobird™ 3
(when applicable and authorized by Skylogic)**

Service Class	Basic	Bronze	Silver	Gold
Authorized Protocols with volume limitation according to FAP	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP.	FTP HTTP (s) POP3/SMTP IMAP DNS on UDP.
Non guaranteed protocols	All others, authorization subject to FAP	all others, authorization subject to FAP	all others, authorization subject to FAP	all others, authorization subject to FAP
Terminal to terminal connectivity	NOT ALLOWED	NOT ALLOWED	NOT ALLOWED	NOT ALLOWED
IP addresses	1 private IP	1 private IP	1 private IP	4 private IP
Max download* Max upload*	2048 kbps 156 kbps			
Limitation of aggregated, weighted download and upload volumes for a period of four sliding weeks 0.5 x Download Volume + 1.5 x Upload Volume	1.2 Gbytes	2.0 Gbytes	3.0 GBytes	6.0 GBytes

All services are volume limited. Upon reaching the maximum volume the service will continue but will be degraded. Level of degradation will be subject to the "Fair Access Policy" applied. The Distributor may change the service classification at any time.

*Max download/upload is the defined headline rate; please see fair access policy for details.

*When not under FAP conditions (limitations) the user could expect:

1. A minimum of 50% of the peak Speed 90% of the time
2. A Minimum of 20% of peak speed 95% of the time
3. Applications Web Browsing and mail services
4. Very low speed and priority on all peer to peer applications