

# Bentley Walker StarCom Grade of Service



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# Grades of Service at a glance

The following table (Figure 1) highlights the various Grades of Service that are available on the Star Com™ 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)
Star Com™ Office 500	512Kbps	128Kbps
Star Com™ Office 500 Plus	512Kbps	256Kbps
Star Com™ Office 500 Premium	512Kbps	512Kbps
Star Com™ Office 1000	1024Kbps	128Kbps
Star Com™ Office 1000 Plus	1024Kbps	256Kbps
Star Com™ Office 1000 Premium	1024Kbps	512Kbps
Star Com™ Office 2000	2048Kbps	128Kbps
Star Com™ Office 2000 Plus	2048Kbps	256Kbps
Star Com™ Office 2000 Premium	2048Kbps	512Kbps

**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.

# Star Com™ 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. Users can have up to 5 PC's connected; site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	64 Kbps	64 Kbps
	Headline Burst Rate	512 Kbps	512 Kbps
	Typical Throughput**	256 Kbps	320 Kbps
E-Mail Upload	Minimum Burst	32 Kbps	32 Kbps
	Headline Burst Rate	256 Kbps	256 Kbps
	Typical Throughput**	64 Kbps	64 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Star Com™ 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. Users can have up to 5 PC's connected; site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	16 Kbps	64 Kbps
	Headline Burst Rate	512 Kbps	512 Kbps
	Typical Throughput**	256 Kbps	320 Kbps
E-Mail Upload	Minimum Burst	16 Kbps	16 Kbps
	Headline Burst Rate	128 Kbps	128 Kbps
	Typical Throughput**	32 Kbps	32 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Star Com™ 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 often use services that are reliant on good performance. Users can have up to 12 PC's connected; site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	64 Kbps	64 Kbps
	Headline Burst Rate	1024 Kbps	1024 Kbps
	Typical Throughput**	512 Kbps	640 Kbps
E-Mail Upload	Minimum Burst	16 Kbps	16 Kbps
	Headline Burst Rate	128 Kbps	128 Kbps
	Typical Throughput**	32 Kbps	32 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Star Com™ 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. Users can have up to 12 PC's connected; site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	64 Kbps	64 Kbps
	Headline Burst Rate	1024 Kbps	1024 Kbps
	Typical Throughput**	512 Kbps	640 Kbps
E-Mail Upload	Minimum Burst	32 Kbps	32 Kbps
	Headline Burst Rate	256 Kbps	256 Kbps
	Typical Throughput**	64 Kbps	64 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Star Com™ 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. Users can have up to 13 PC's connected, site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	128 Kbps	256 Kbps
	Headline Burst Rate	2048 Kbps	2048 Kbps
	Typical Throughput**	512 Kbps	720 Kbps
E-Mail Upload	Minimum Burst	16 Kbps	16 Kbps
	Headline Burst Rate	128 Kbps	128 Kbps
	Typical Throughput**	32 Kbps	32 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Star Com™ 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 a faster Internet service and do not use many services that are reliant on good performance. Users can have up to 13 PC's connected, site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	128 Kbps	256 Kbps
	Headline Burst Rate	2048 Kbps	2048 Kbps
	Typical Throughput**	512 Kbps	720 Kbps
E-Mail Upload	Minimum Burst	32 Kbps	32 Kbps
	Headline Burst Rate	256 Kbps	256 Kbps
	Typical Throughput**	64 Kbps	64 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Star Com™ 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 a faster Internet service and do not use many services that are reliant on good performance. Users can have up to 13 PC's connected, site bandwidth is divisible by number of PC's

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 \*(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

## Typical System Performance

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

		Peak Hours	Off-Peak Hours
FTP Download	Minimum Burst	128 Kbps	256 Kbps
	Headline Burst Rate	2048 Kbps	2048 Kbps
	Typical Throughput**	512 Kbps	720 Kbps
E-Mail Upload	Minimum Burst	16 Kbps	32 Kbps
	Headline Burst Rate	128 Kbps	512 Kbps
	Typical Throughput**	80 Kbps	140 Kbps

\*(note1) These figures are based on speeds measured to and from the Servers located in the Star Com™ hub. 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 Star Com Abuse Policy (SCAP). This is to ensure fair access to the Star Com™ 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 Star Com Abuse Policy (SCAP).

# Internet Acceptable Use Policy

## PURPOSE

The purpose of this Internet Acceptable Use Policy is to inform all users of the Star Pro™ 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 Pro™ 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 Pro™ Network. Users may be defined as "any customer or distributor who uses or accesses the Star Pro™ Network Infrastructure or the Internet through the Star Pro™ 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 Star Pro™ 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 Pro™ 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 Pro™ 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 Star Pro™ Network by whatever means will be considered as making profligate use of the Star Pro™ 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 Pro™ 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 Pro™ 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 Pro™ 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 Pro™ 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 Pro™ 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 Pro™ network, until such time as BENTLEY WALKER LTD are 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 reserve the right to remove any unit without notice if there is any possibility that the virus or worm infection may spread to other Star Pro™ 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.

## USENET NEWS

- a) Users should, before using the service, familiarize themselves with the contents of the following newsgroups : news.newusers.questions ; news.announce.newusers ; and news.answers
- b) Excessive cross-posting (ie, posting the same article to large numbers of newsgroups) is forbidden.
- c) Posting of irrelevant material to newsgroups (also known as USENET spam) is also forbidden.
- d) Posting binaries to a non-binary newsgroup is forbidden.

## ENFORCEMENT

Any BENTLEY WALKER employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

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 Pro™ 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.

# Anti-Virus Policy

## 1.0 Purpose

This document describes the basic steps to take to prevent the infection by, and the transmission of computer based electronic viruses.

## 2.0 Scope

All equipment connected to, either directly or indirectly, the BENTLEY WALKER LTD network is affected by this document.

## 3.0 Policy

Recommended processes to prevent virus problems:

- Always run standard, well-supported anti-virus software available from any computer vendor. Download and run the current version; download and install anti-virus software updates as they become available or weekly, dependant on which is sooner.
- NEVER open any files or macros attached to an email from an unknown, suspicious or untrustworthy source. Delete these attachments immediately, then "double delete" them by emptying your Trash.
- Delete Spam, chain, and other junk email without forwarding, in accordance with the Europe's **Internet Acceptable Use Policy**.
- Never download files from unknown or suspicious sources.
- Avoid direct disk sharing with read/write access unless there is absolutely a business requirement to do so.
- Always scan a floppy diskette from an unknown source for viruses before using it.
- Back-up critical data and system configurations on a regular basis and store the data in a safe place.
- If testing conflicts with anti-virus software, run the anti-virus utility to ensure a clean machine, disable the software, then run the test. After the test, enable the anti-virus software. When the anti-virus software is disabled, do not run any applications that could transfer a virus, e.g., email or file sharing.
- New viruses are discovered almost every day. Periodically check the Virus Software providers warning pages for updates.
- Do not run any unnecessary services on routers and servers and keep hot fixes and patches up to date.

## **StarCom Abuse Policy (SCAP)**

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

To ensure that all Star Com subscribers have fair and equal access to the benefits of the Satellite broadband service, BENTLEY WALKER Ltd has in place a Star Com Abuse Clause (SCAP). The purpose of the SCAP 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

SCAP is straightforward analysis of usage data; BENTLEY WALKER Ltd has established a Star Com 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 SCAP 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 Com subscribers.

A quota reset is enacted after 12 hours in which all quota debits are set to zero (Bentley Walker reserve the right to change this timeframe to protect network performance)

Subscribers are likely to avoid the limitations imposed by the SCAP 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 12 hour period.**

GoS	Download (Kbps)	Upload (Kbps)	GoS
Office 500	512	128	Office 500
GOS Average	256	64	GOS Average
Burst Quota	230	58	Burst Quota
Penalty Kbps	256	64	Penalty Kbps
Level 1 Quota MB	173	43	Level 1 Quota
Penalty Kbps	128	32	Penalty Kbps
Level2 Quota MB	288	72	Level2 Quota
Penalty Kbps	64	16	Penalty Kbps
Office 500 Plus	512	256	Office 500 Plus
GOS Average	256	128	GOS Average
Burst Quota	230	115	Burst Quota
Penalty Kbps	256	128	Penalty Kbps
Level 1 Quota MB	173	86	Level 1 Quota
Penalty Kbps	128	64	Penalty Kbps
Level2 Quota MB	288	144	Level2 Quota
Penalty Kbps	64	32	Penalty Kbps
Office 500 Premium	512	512	Office 500 Premium
GOS Average	256	256	GOS Average
Burst Quota	230	346	Burst Quota
Penalty Kbps	256	256	Penalty Kbps
Level 1 Quota MB	173	259	Level 1 Quota

Penalty Kbps	128	128	Penalty Kbps
Level2 Quota MB	288	432	Level2 Quota
Penalty Kbps	64	64	Penalty Kbps



Office 1000	1024	128	Office 1000
GOS Average	512	64	GOS Average
Burst Quota	461	115	Burst Quota
Penalty Kbps	512	64	Penalty Kbps
Level 1 Quota MB	346	86	Level 1 Quota
Penalty Kbps	256	32	Penalty Kbps
Level2 Quota MB	576	144	Level2 Quota
Penalty Kbps	128	16	Penalty Kbps



Office 1000 Plus	1024	256	Office 1000 Plus
GOS Average	512	128	GOS Average
Burst Quota	461	173	Burst Quota
Penalty Kbps	512	128	Penalty Kbps
Level 1 Quota MB	346	130	Level 1 Quota
Penalty Kbps	256	64	Penalty Kbps
Level2 Quota MB	576	216	Level2 Quota
Penalty Kbps	128	32	Penalty Kbps



Office 1000 Premium	1024	512	Office 1000 Premium
GOS Average	512	256	GOS Average
Burst Quota	461	346	Burst Quota

Penalty Kbps	512	256	Penalty Kbps
Level 1 Quota MB	346	259	Level 1 Quota
Penalty Kbps	256	128	Penalty Kbps
Level2 Quota MB	576	432	Level2 Quota
Penalty Kbps	128	64	Penalty Kbps



Office 2000	2048	128	Office 2000
GOS Average	1024	64	GOS Average
Burst Quota	922	115	Burst Quota
Penalty Kbps	1024	64	Penalty Kbps
Level 1 Quota MB	691	86	Level 1 Quota
Penalty Kbps	512	32	Penalty Kbps
Level2 Quota MB	1152	144	Level2 Quota
Penalty Kbps	256	16	Penalty Kbps



Office 2000 Plus	2048	256	Office 2000 Plus
GOS Average	1024	128	GOS Average
Burst Quota	922	173	Burst Quota
Penalty Kbps	1024	128	Penalty Kbps
Level 1 Quota MB	691	130	Level 1 Quota
Penalty Kbps	512	64	Penalty Kbps
Level2 Quota MB	1152	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	922	346	Burst Quota
Penalty Kbps	1024	256	Penalty Kbps
Level 1 Quota MB	691	259	Level 1 Quota
Penalty Kbps	512	128	Penalty Kbps
Level2 Quota MB	1152	432	Level2 Quota
Penalty Kbps	256	64	Penalty Kbps