

# Bentley Walker W2A C-Band Grade of Service Document



April 2011

## Description of contended Grades of Service

These Grades 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 (CODEC 729/licensed CODEC's)

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

- 1 Public IP Address (upon submission of RIPE application form) Typical System Performance

**\*\*Guaranteed download and upload speeds are headline rates divided by contention ratio (refer to figure 1)**

Contention Ratio	Headline Downstream	Headline Upstream
10:1	128Kbps	128Kbps
10:1	256Kbps	128Kbps
10:1	256Kbps	256Kbps
10:1	512Kbps	128Kbps
10:1	512Kbps	256Kbps
10:1	512Kbps	512Kbps
10:1	1024Kbps	128Kbps
10:1	1024Kbps	256Kbps
10:1	1024Kbps	512Kbps
10:1	2048Kbps	128Kbps
10:1	2048Kbps	256Kbps
10:1	2048Kbps	512Kbps
5:1	128Kbps	128Kbps
5:1	256Kbps	128Kbps
5:1	256Kbps	256Kbps
5:1	512Kbps	128Kbps
5:1	512Kbps	256Kbps
5:1	512Kbps	512Kbps
5:1	1024Kbps	128Kbps
5:1	1024Kbps	256Kbps
5:1	1024Kbps	512Kbps
5:1	2048Kbps	128Kbps
5:1	2048Kbps	256Kbps
5:1	2048Kbps	512Kbps

Figure 1

# Description of dedicated Grades of Service

These Grades 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 (CODEC 729/licensed CODEC's)

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

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

Dedicated Grades of Service will receive their full bandwidth at all times (provided minimum RF and other conditions are met), the bandwidth is uncontended (**refer to figure 2**).

Contention Ratio	Headline Downstream	Headline Upstream
1:1	64Kbps	64Kbps
1:1	128Kbps	64Kbps
1:1	128Kbps	128Kbps
1:1	256Kbps	128Kbps
1:1	256Kbps	256Kbps
1:1	512Kbps	128Kbps
1:1	512Kbps	256Kbps
1:1	512Kbps	512Kbps
1:1	1024Kbps	128Kbps
1:1	1024Kbps	256Kbps
1:1	1024Kbps	512Kbps
1:1	2048Kbps	128Kbps
1:1	2048Kbps	256Kbps
1:1	2048Kbps	512Kbps

Figure 2

# Internet Acceptable Use Policy

## PURPOSE

The purpose of this Internet Acceptable Use Policy is to inform all users of the Bentley iDirect 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 iDirect™ 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 iDirect Network. Users may be defined as "any customer or distributor who uses or accesses the Bentley iDirect™ Network Infrastructure or the Internet through the Bentley iDirect 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 iDirect™ 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 iDirect™ 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 iDirect™ 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 iDirect™ Network by whatever means will be considered as making

profligate use of the Bentley iDirect™ 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 iDirect™ 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 iDirect™ 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 iDirect™ network removed permanently.

**i)** Bentley Walker are unable to guarantee or support applications that are latency sensitive, this is due to the default latency that comes with satellite connectivity, such applications would include online gaming and VoIP applications not optimized for satellite connectivity (Skype, MSN Voice Chat, Yahoo Voice Chat etc).

## **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 iDirect™ 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 iDirect™ 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 iDirect™ 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 iDirect™ 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 email.

**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 iDirect™ network violating this policy then the site will be disabled until such a time as the offending user or machine ceases in its unacceptable behavior. No service monies will be returned if an account violates any of the above