



# SPACENET-KU PERFORMANCE SERIES

Powered by SkyEdge® II Technology

SageNet's Spacenet Satellite Services™ are designed to address the unique applications and operating environments of our clients. Whether your organization needs secure broadband networking, network backup, real-time video, or all three, SageNet delivers the ideal satellite solution to meet your specific requirements. We offer our family of pre-packaged satellite services in addition to an array of customized networking options, including Private Satellite Networks, Virtual Private Satellite Networks and Hybrid Satellite & Common Carrier Networks.

Spacenet-Ku Performance Series is a line of commercial-grade pre-packaged VSAT services are optimized for the best performance for mission-critical application environments. Our services include some of the best SLAs in satellite communications, including the industry's only "Minimum Assured Speed" guarantee, as well as 24 x 7 customer support and professional-grade installation and maintenance options. All Spacenet Satellite Services services are based on the industry leading Gilat SkyEdge II family of satellite communication products.

## FEATURES INCLUDE:

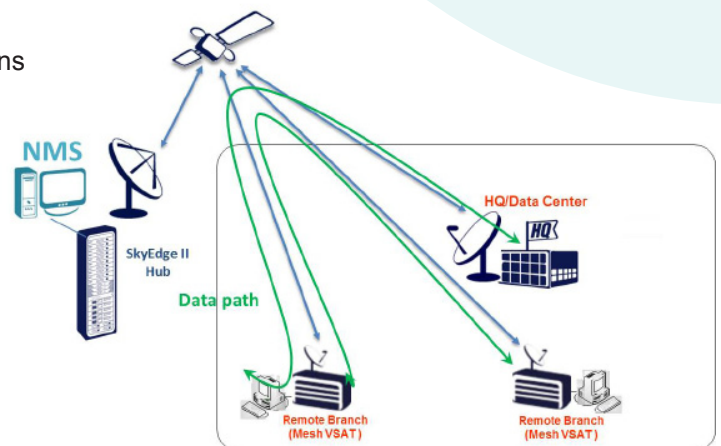
- Wide range of data speeds and usage allotments
- High Service Level Agreements (SLA)
- Always-on, full-time and part-time usage plans
- Full support for converged data, voice and video applications
- Deployed in fixed or mobile antenna configuration
- Optional 24 x 7 US-based premium customer support

## OPTIONAL MESH SERVICES .....

Mesh topology provides the ability for VSATs to communicate directly (single-hop) to other VSATs, skipping the hub and minimizing delay. That means, for example, one VSAT can communicate with the data center without traversing any terrestrial link, thus providing improved single-hop performance for computer applications such as client/server software that requires frequent two-way connectivity between computers at remote locations. Telephone conversation, between people on VSAT-connected telephones, only has a single-hop - a delay not noticeable to most people.

## Benefits:

- Always on service with speeds up to 6 Mbps/2Mbps
- Higher data allowances and SLAs
- Available in Full-time and Business Continuity Plans
- High-quality commercial grade converged communications for:
  - Disaster Recovery, Oilfield & Mining Facilities and Emergency Vehicles



Mesh Topology

## PREMIUM CUSTOMER SUPPORT PROGRAM

The SageNet Premium Customer Support (PCS) Program provides enhanced support services tailored to meet the most demanding customer requirements. The PCS Program is a comprehensive family of network and management support services that allows a customer to monitor, manage and maintain networks more effectively.

The core components of the PCS Program include the following:

- Premium 24x7 - Level 3 Network Engineering Support
- Proactive Network Monitoring and Notification
- Customer Network Changes (Add/Moves) - SLA within 4 Business Hours

## CUSTOMIZABLE BANDWIDTH SPEEDS

The Performance Series is subject to SageNet's Fair Access Policy (FAP). Services are available in three base service levels at the speeds and throughput specifications as defined in the table below.

		Upload Speeds		
		384 Kbps	512 Kbps	2.0 Mbps
Download Speeds	1.0 Mbps	✓		✓
	1.5 Mbps	✓	✓	✓
	2.0 Mbps	✓	✓	✓
	2.5 Mbps	✓	✓	✓
	3.0 Mbps	✓	✓	✓
	3.5 Mbps	✓	✓	✓
	4.0 Mbps	✓	✓	✓
	4.5 Mbps	✓	✓	✓
	5.0 Mbps	✓	✓	✓
	5.5 Mbps	✓	✓	✓
	6.0 Mbps	✓	✓	✓

Legend:  Standard  Standard with Upgrade

Customized higher speeds available upon request.

## FEATURES

CIR Upgrade Options	Yes - both inbound and outbound
Service Plans	Full-time, Business Continuity
Typical Network Speed	80% or greater of max network speed
Minimum Assured Network Speed	50% or greater of max network speed
Network Availability	99.9%
IP Addresses	5 static public or custom private
TCP/IP Sessions	Up to 512 Sessions
Public Internet Access	Yes
Voice/Fax Support	Yes - up to 30 lines

## ADDITIONAL SERVICES

- IPSEC/VPN and dedicated backhaul services
- VoIP Services
- Committed Information Rate (CIR)
- Mesh Services



To learn more about SageNet's complete line of Spacenet Satellite Services™, visit [www.sagenet.com](http://www.sagenet.com) or call 1-866-480-2263

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