



KU PERFORMANCE VSAT SERVICES

Powered by SkyEdge® II-c Technology

SageNet's Satellite Service 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, multicasting or all four, 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.

SageNet-Ku Performance Series is a line of commercial-grade pre-packaged VSAT services 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 SageNet Satellite Services are based on the industry leading Gilat SkyEdge II-c 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, mobile or on-the-move antenna configurations
- Optional 24 x 7 US-based premium customer support

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

Benefits:

- Always on service with speeds up to 15 Mbps/3 Mbps
- 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

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.

Download Speeds	Upload Speeds		
	1.5 Mbps	2.0 Mbps	3.0 Mbps
1.5 Mbps	✓	✓	✓
5.0 Mbps	✓	✓	✓
15.0 Mbps	✓	✓	✓

Customized and higher speeds available upon request.

FEATURES

CIR Upgrade Options	Yes - both inbound and outbound
Service Plans	Full-time, Business Continuity
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)



To learn more about our complete line of SageNet Satellite Services, visit www.sagenet.com or call 1-866-480-2263

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