



## Service Specifications

## Speed

  <p>bongoo.net offers clear specified services according to the below described service design criterias:</p>	Burst Rate Upstream	Burst Rate Downstream	equivalent to ratio 1:16 SAR <sup>3)</sup>	equivalent to ratio 1:8 SAR <sup>3)</sup>	dedicated SCPC Type <sup>4)</sup>

## Recommended Number of PCs: <sup>8)</sup>

<b>Home TIN</b>	<b>64 kbps</b>	<b>128 kbps</b>	for 1 PCs	for 3 PCs	for 14 PCs
<b>Home BRONZE</b>	<b>128 kbps</b>	<b>512 kbps</b>	for 3 PCs	for 7 PCs	for 19 PCs
<b>Small Office SILVER</b>	<b>192 kbps</b>	<b>768 kbps</b>	for 4 PCs	for 10 PCs	for 35 PCs
<b>Office GOLD</b>	<b>512 kbps</b>	<b>1024 kbps</b>	for 7 PCs	for 14 PCs	for 54 PCs
<b>Office PLATINUM</b>	<b>512 kbps</b>	<b>2048 kbps</b>	for 10 PCs	for 28 PCs	for 70 PCs
<b>Office ULTRA</b>	<b>1024 kbps</b>	<b>4096 kbps</b>	for 15 PCs	for 35 PCs	for 100 PCs
<b>Symmetric 256/256 SDSL</b>	<b>256 kbps</b>	<b>256 kbps</b>	for 8 PCs	for 15 PCs	for 25 PCs
<b>Symmetric 512/512 SDSL</b>	<b>512 kbps</b>	<b>512 kbps</b>	for 16 PCs	for 25 PCs	for 35 PCs
<b>Symmetric 1024/1024 SDSL</b>	<b>1024 kbps</b>	<b>1024 kbps</b>	for 24 PCs	for 35 PCs	for 60 PCs
<b>Symmetric 2048/2048 SDSL</b>	<b>2048 kbps</b>	<b>2048 kbps</b>	for 28 PCs	for 42 PCs	for 100 PCs

## Supported Number of parallel IP connections: <sup>5)</sup>

<b>Home TIN</b>	<b>64 kbps</b>	<b>128 kbps</b>	30 con.	90 con.	250 con.
<b>Home BRONZE</b>	<b>128 kbps</b>	<b>512 kbps</b>	90 con.	220 con.	370 con.
<b>Small Office SILVER</b>	<b>192 kbps</b>	<b>768 kbps</b>	120 con.	310 con.	480 con.
<b>Office GOLD</b>	<b>512 kbps</b>	<b>1024 kbps</b>	180 con.	380 con.	590 con.
<b>Office PLATINUM</b>	<b>512 kbps</b>	<b>2048 kbps</b>	270 con.	420 con.	850 con.
<b>Office ULTRA</b>	<b>1024 kbps</b>	<b>4096 kbps</b>	370 con.	570 con.	1.000 con.
<b>Symmetric 256/256 SDSL</b>	<b>256 kbps</b>	<b>256 kbps</b>	150 con.	300 con.	450 con.
<b>Symmetric 512/512 SDSL</b>	<b>512 kbps</b>	<b>512 kbps</b>	300 con.	480 con.	680 con.
<b>Symmetric 1024/1024 SDSL</b>	<b>1024 kbps</b>	<b>1024 kbps</b>	450 con.	650 con.	800 con.
<b>Symmetric 2048/2048 SDSL</b>	<b>2048 kbps</b>	<b>2048 kbps</b>	780 con.	890 con.	1.200 con.

## Regular Downstream Speed customer can expect <sup>7)</sup>

<b>Home TIN</b>	<b>64 kbps</b>	<b>128 kbps</b>	32 kbps	64 kbps	128 kbps
<b>Home BRONZE</b>	<b>128 kbps</b>	<b>512 kbps</b>	128 kbps	256 kbps	512 kbps
<b>Small Office SILVER</b>	<b>192 kbps</b>	<b>768 kbps</b>	192 kbps	384 kbps	768 kbps
<b>Office GOLD</b>	<b>512 kbps</b>	<b>1024 kbps</b>	256 kbps	512 kbps	1.024 kbps
<b>Office PLATINUM</b>	<b>512 kbps</b>	<b>2048 kbps</b>	512 kbps	1.024 kbps	2.048 kbps
<b>Office ULTRA</b>	<b>1024 kbps</b>	<b>4096 kbps</b>	1024 kbps	2048 kbps	4096 kbps
<b>Symmetric 256/256 SDSL</b>	<b>256 kbps</b>	<b>256 kbps</b>	64 kbps	128 kbps	256 kbps
<b>Symmetric 512/512 SDSL</b>	<b>512 kbps</b>	<b>512 kbps</b>	128 kbps	256 kbps	512 kbps
<b>Symmetric 1024/1024 SDSL</b>	<b>1024 kbps</b>	<b>1024 kbps</b>	256 kbps	512 kbps	1.024 kbps
<b>Symmetric 2048/2048 SDSL</b>	<b>2048 kbps</b>	<b>2048 kbps</b>	512 kbps	1.024 kbps	2.048 kbps

## Daily Volume Limit for Fair Use Services: <sup>6)</sup>

<b>Home TIN - Fair Use only</b>	<b>64 kbps</b>	<b>128 kbps</b>	100 MB	200 MB	500 MB
<b>Home BRONZE - Fair Use only</b>	<b>128 kbps</b>	<b>512 kbps</b>	150 MB	300 MB	1.000 MB
<b>Small Office SILVER - Fair Use only</b>	<b>192 kbps</b>	<b>768 kbps</b>	200 MB	500 MB	1.500 MB
<b>Office GOLD - Fair Use only</b>	<b>512 kbps</b>	<b>1024 kbps</b>	250 MB	700 MB	2.500 MB
<b>Home PLATINUM - Fair Use only</b>	<b>512 kbps</b>	<b>2048 kbps</b>	500 MB	1.000 MB	5.000 MB
<b>Home ULTRA - Fair Use only</b>	<b>1024 kbps</b>	<b>4096 kbps</b>	780 MB	1.250 MB	7500 MB

EXPLANATIONS: 1) Fair User Policy Services do have daily volume limits - please refer to our FUP and SAR document 2) unlimited Services do not have any daily data volume limit 3) SAR services are based on Statistic Contention Ratios 4) Dedicated SCPC type services are based on dedicated forward channels and not more than 1:8 SAR shared return channels 5) Explanation: One http requests causes one open IP session. Satellite networks are capable of handling a certain maximum number of parallel connections in order not to overload the satellite modem CPU. The onspeed tool reduces dramatically the number of open parallel sessions on the satellite stream. While in regular networks a normal PC consumes 30 or more parallel connections, in the bongoo.net network (thanks to onspeed), a PC only uses roughly 15. This dramatically improves the overall performance of the bongoo.net network. 6) Daily Volume Limits for Fair Use Services do not apply for SDSL or Unlimited Services 7) Measurement is performed based on a 48 hour average with one PC connected, requesting http documents 8) depends on real download volume per PC as this dramatically affects the supported number of PCs. Estimation is based on 25 MB per PC and day in an Home Office Environment, 35 MB per PC and day in an Office Environment and 55 MB per PC and day in an Cybercafe Environment 9) only available when customer uses private IPs 10) not available in combination with HOME service grades. 11) SDSL services are suited for more advanced network requirements, such as RTP applications, VPN or VOIP - note that TCP based applications might have limitations in terms of performance due to satellite latencies