

TRANSFERRING YOUR SERVICE TO PRIME SATELLITE BROADBAND

Valid From September to December 2015

FLEXIBLE BROADBAND SERVICES THAT MEET YOUR NEEDS!

All our services are based on a shared 15Mbps down and 2.5Mbps up data rate. This is called the 'headline data rate' and defines that highest data rate (speed) your broadband service can achieve. Actual speed will be less than this depending on demand on satellite link, demand on the Internet route, demand at the server providing information, any restrictions placed on data rate by the server providing information, any application sensitivity to latency or limitations on your computer and local network. Quality of service is based on the average data rates achieved not the headline data rates.

Prime Satellite Broadband provides two types of services

1. RESIDENTIAL	RESIDENTIAL services an effective contention (sharing) ratio of 50:1. Each service is defined by the monthly data volume usage limit that applies. There are 2 options – Fair Usage Policy (FUP) and Volume Based Billing (VBB). FUP services operate at full headline data rate until about 70% of the data volume limit has been used from which point the headline data rate is gradually reduced as usage increases. When all the data volume for the month period is exceeded the service is suspended and web access redirected to our portal web site until the start of the next monthly period start. RESIDENTIAL Boosters can be purchased to restore service to full data rate. At the start of each monthly period the service is reset to full headline data rate and the data volume usage reset to 0. The monthly period start on the date of your installation for FUP services. VBB services do not reduce the headline data rates and if usage goes over the data volume limit excess usage is invoiced in the following month. VBB services operate on a calendar month period basis. There is the option to add NIGHT UNLIMITED for unlimited data volume usage between 00:00 hours and 07:00 hours GMT.					
	RESIDENTIAL SERVICE	Headline data rates when FUP not active (Down/Up)	Data Volume usage when FUP is activated	Data Volume Limit for service.	Monthly FUP Price including VAT	Monthly VBB Price including VAT
	7GB	15Mbps/2.5Mbps	5GB	7GB	£22.80	£25.00
	14GB	15Mbps/2.5Mbps	10GB	14GB	£33.60	£37.20
	28GB	15Mbps/2.5Mbps	20GB	28GB	£42.00	£46.80
	42GB	15Mbps/2.5Mbps	30GB	42GB	£60.00	£67.20
	70GB	15Mbps/2.5Mbps	50GB	70GB	£90.00	£100.80
	105GB	15Mbps/2.5Mbps	75GB	105GB	£119.99	£134.39
	140GB	15Mbps/2.5Mbps	100GB	140GB	£150.00	£168.00
NIGHT UNLIMITED	Current Headline Speed Set	-	UNLIMITED	£7.20	£7.20	

2. PRO	PRO Services have an effective contention (sharing) ratio of 30:1). Each service is defined by the monthly data volume usage limit that applies. There are 2 options – Fair Usage Policy (FUP) and Volume Based Billing (VBB). FUP services operate at full headline data rate until about 70% of the data volume limit has been used from which point the headline data rate is gradually reduced as usage increases. When all the data volume for the month period is exceeded the service is suspended and web access redirected to our portal web site until the start of the next monthly period start. RESIDENTIAL Boosters can be purchased to restore service to full data rate. At the start of each monthly period the service is reset to full headline data rate and the data volume usage reset to 0. The monthly period start on the date of your installation for FUP services. VBB services do not reduce the headline data rates and if usage goes over the data volume limit excess usage is invoiced in the following month. VBB services operate on a calendar month period basis. All PRO services include NIGHT UNLIMITED between 00:00 Hours and 07:00 Hours GMT.					
	PRO SERVICE	Headline up to data rates when FUP not active (Down/Up)	Data Volume usage when FUP is activated	Data Volume Limit for service.	Monthly FUP Price including VAT	Monthly VBB Price including VAT
	14GB	15Mbps/2.5Mbps	10	14	£54.00	£62.10
	35GB	15Mbps/2.5Mbps	25	35	£119.99	£137.99
	70GB	15Mbps/2.5Mbps	50	70	£227.99	£262.19
	105GB	15Mbps/2.5Mbps	75	105	£330.00	£379.50
	168GB	15Mbps/2.5Mbps	120	168	£516.00	£593.40
210GB	15Mbps/2.5Mbps	150	210	£645.00	£741.00	

Select the service required based on the expected monthly data volume requirement. You need to cancel with your current provider and find out the date when your payments with this service provider ends. That will be the earliest date when we can transfer you. Let us know your customer number with the service provider and who they are. If you have a cancellation date let us know this too. We will then inform Avanti who will get confirmation from the service provider and we then can agree the transfer date. As long as your terminal is in working order, make sure it is online on the transfer date and Avanti will remotely transfer your service to us. Usually Avanti do these transfers at night.

Data Usage Messages

We send an automated warning email when the Fair Usage Policy (FUP) is activated or, for VBB services, 80% of the data limit for the month is reached. These emails are repeated every 3 days. Another email is sent when the monthly data volume limit is reached. The headline speed is reduced gradually by the FUP from the data usage point defined in the table above. VBB services have no FUP action. When the data volume limit is exceeded on FUP services the service automatically redirects all web access to our portal page. VBB services continue to provide service, however excess usage is automatically invoiced the following month. Our portal, accessible via the satellite link, provides current data usage information. The portal web address is <http://portal.avantiplc.com>

Boosters

Boosters (minimum 1GByte) can be purchased to maintain headline speeds at top data rates when the FUP is activated or to continue service when the data volume limit is exceeded. These can be



purchased online at <http://www.primesatellitebroadband.com/shop.php> or contact us on 01582 806892 or email sales@primesatcom.com.

Boosters must be used within 30 days of purchase. Any unused Booster data volume is lost after 30 days unless more Boosters are purchased prior to this expiry date when previous unused Boosters are reset to last a further 30 days.

RESIDENTIAL GB BOOSTERS cost £5.40 including VAT per GByte with 10% discount if 10 or more are purchased.

PRO GB BOOSTERS cost £7.20 including VAT per GByte with 10% discount if 10 or more are purchased.

PRO Boosters cost more than RESIDENTIAL Boosters as PRO services are based on lower contention (sharing) ratios than RESIDENTIAL Services.

VBB services do not require purchase of boosters as these are automatically applied if the data volume usage limit is exceeded and invoiced the following month.

NIGHT UNLIMITED

PRO services have a period of unlimited usage between 00:00 hours and 07:00 hours GMT each night. RESIDENTIAL users can add this feature to their tariff by selecting the NIGHT UNLIMITED option. This allows you to schedule high data volume activities which are not counted towards your total. Note that for FUP services, NIGHT UNLIMITED only works when operating within the data usage limit or boosters are active.

Note that the timings are strictly GMT, so when the clocks go forward for British Summer Time (BST) then the NIGHT UNLIMITED operates between 01:00 and 08:00 BST.

All data volume usage is counted on a monthly basis. Service data volume is reset to zero at the start of each monthly period and headline data rates set to 15Mbps/2.5Mbps. For FUP services Monthly period start dates are set on the date when the satellite terminal is installed unless otherwise advised. For VBB services the period is a calendar month and the usage count reset on the 1st of each month.

All standard services are based on a rolling monthly contract and we require 1 month notice to cancel a service. We do not charge an activation charge when the satellite terminal is first installed. It is possible to cancel a service and then restart it later; however we do charge £18.00 including VAT for each such re-activation to cover our administration charge.



Satellite Broadband Service Order Form

Print this form, fill in the details and sign it. Select the service that you wish to purchase and if you wish to order more GBytes data volume per month state this on the form. We do need some extra information to enable the transfer to go smoothly. You may have a minimum period to cancel the service with your current provider – typically 30 days. Ask them if you can leave any faster and let us know.

You can fax the form to us on 08707 622204 or email scanned image to sales@primesatcom.com so we can start processing your order. Alternatively you can post the form to our address below. On receipt of order form we will start the process for the transfer with Avanti. Avanti do require written notification from us and your current provider for the transfer. This order form is enough for our side. We suggest that you request an email of letter from your current provider confirming the date of cancellation and that your account is in the clear and forward this email to us at sales@primesatcom.com.

Once activated, we will send your first month's invoice which is immediately due. Thereafter we send automated invoices on or near to the 1st or 17th of each month. If you prefer to pay quarterly or annually, in advance, please let us know and we will arrange invoicing on this basis.

Please ensure that if an order number is required to be quoted on any invoice that this is provided to us in good time.

Prime Satellite Broadband sends all invoices by email. Please ensure that the correct email address to send the invoices to is written on the order form. On specific request we can also send invoices by post. Our policy is to minimize use of paper and transport which damage the environment. We charge £5+VAT per month to have invoices sent by post.

Payment of service invoices in a timely manner is important. We prefer if payments are made via Direct Debit and will send you a Direct Debit mandate for your consideration. We also accept payment via standing order, BACS transfer and UK bank cheques. We charge £2+VAT to process any cheque for less than £100 in value.

If you prefer to send your order form by post, please send to:

Prime Satellite Broadband
Unit C, Sunrise Industrial Estate
324 Hitchin Road
Luton
Bedfordshire
LU2 7SR

Any questions, please email sales@primesatcom.com or call 01582 806892



To: Prime Satellite Broadband. Please transfer our terminal with the indicated service below:

Installation Address:

Company/Name			
Address			
City			
County		Post Code	
Site Contact Person			
Email			
Telephone		Mobile	
Unique Customer Code*		Cancellation Date	
Current Service Provider			

Billing Address: Same as above **tick here**

Company Name		VAT No.	
Address			
City			
County		Post Code	
Billing Contact Person			
Email			
Telephone			



All Services are based on a rolling month Contract. All prices include VAT at 20%.

SERVICE	GBytes/Month*	FUP SERVICES PRICE/MTH INC. VAT	SELECT	VBB SERVICES PRICE/MTH INC. VAT	SELECT
RESIDENTIAL 7GB	7 GBytes	£22.80		£25.00	
RESIDENTIAL 14GB	14 GBytes	£33.60		£37.20	
RESIDENTIAL 28GB	28 GBytes	£42.00		£46.80	
RESIDENTIAL 42GB	42 GBytes	£60.00		£67.20	
RESIDENTIAL 70GB	70 GBytes	£90.00		£100.80	
RESIDENTIAL 105GB	105 GBytes	£119.99		£134.39	
RESIDENTIAL 140GB	140 GBytes	£150.00		£168.00	
NIGHT UNLIMITED OPTION	'Unlimited'	£7.20			
PRO 14GB	14 GBytes	£54.00		£62.10	
PRO 35GB	35 GBytes	£119.99		£137.99	
PRO 70GB	70 GBytes	£227.99		£262.19	
PRO 105GB	105 GBytes	£330.00		£379.50	
PRO 168GB	168 GBytes	£516.00		£593.40	
PRO 210GB	210 GBytes	£645.00		£741.00	
Basic Wireless Router	-	£40.00		QTY	
As standard each modem is given a public IP address and converts this (via NAT) to provide Private IP address range on the Local network side. Local IP addresses are provided automatically via DHCP.					
PUBLIC IP ADDRESS OPTIONS (REQUIRES JUSTIFICATION)		PRICE/MTH INC. VAT			SELECT
Subset of 4 IP Addresses (1 host)		£7.20			
Subset of 8 IP Addresses (5 hosts)		£14.40			

Note payment by cheque less than £100 incurs £2.40 charge per cheque. Invoice by post incurs £6.00 monthly charge

*You will find your unique customer code on your invoice or else ask your current provider.

**RESIDENTIAL UNLIMITED includes the RESIDENTIAL NIGHT OPTION

On Behalf of the purchaser I submit this order and agree to the Prime Satcom Consulting Ltd's Standard Terms and Conditions of Sale.

PRINT NAME _____

SIGNATURE _____ DATE _____