



1 SERVICE DESCRIPTION FOR BUSINESS VPN SATELLITE SPOT SERVICE

1.1 Definition

The Orange Business VPN Satellite Spot Service is based on L-Band satellite frequency and is designed for low speed and limited IP satellite transmission volumes. As noted below, Customer may choose from two (2) types of Business VPN Satellite Spot Service. Business VPN Satellite Spot is only available for use with an Orange Network Service, which is described in separate Service Description attached to this Agreement.

1.2 Overview

The Charges for this Service are usage based - either by minutes of voice used or by megabits of data transmitted. Bandwidth is made available independently in the hub to remote Location direction (outbound, downstream or forward carrier) or in the remote Location to hub direction (inbound, upstream or return carrier) or in both directions simultaneously. The Business VPN Satellite Spot Service is provided in two different configurations:

- Single** - offers a usage based solution with a small remote antenna for one Location. A fixed monthly fee provides a given amount of data throughput, including Internet, corporate network, and voice services. Available cost controls can limit either maximum speed or maximum throughput.
- Bulk** - allows Customer to manage remote Locations as a fleet, using shared satellite space capacity among multiple different remote antennas.

1.3 Network Service Features Not Supported

Except as otherwise agreed upon by Orange in writing, the following Network Service options are not available with Business VPN Satellite Spot Service, including:

- ATM access;
- Integrated Internet access on the Customer-edge Router (as defined in the Business VPN Service Description) connected through the satellite link; and
- Multiprotocol Support (e.g., SNA, X.25, APLS, MATIP, DecNet IV, and IPX).

1.4 Fair Use Policy

The fair use policy on this Service will be implemented in both transmission directions. Customer shall backup only critical business application and email exchange. A fair use policy will be agreed to by Customer and Orange prior to the installation of the Service based upon the parameters set out in Table 1. Any modifications to the initial approved fair use policy may be subject to an increase in the Charges. Orange can build a fair use policy based on either IP address or port. Customer will be responsible for filtering and restricting the volume (the email attachment file size) and apply URL filtering. Upon Customer's request, Orange may propose solutions for Traffic/URL filtering.

Table 1: Fair Use Policy

Items		VSAT		Spot		Comments
		Primary	Back-up	Primary	Back-up	
Critical Business applications		Yes	Yes	Yes	Yes	Should be developed according to the definition of customer expectation.
Voice not VOIP		Yes	Yes	Yes	No	Today voice is enable but integrated inside the bundle. It will be charged to the customer.
Video		Yes	Yes	Yes	No	
Internet						Internet usage need to be detailed in order to identify which traffic should be or not flowing thru FBB back-up.
Instant Messaging						
1 hour of instant messaging	0.25-1 MB	Yes	Yes	Yes	TBD	
Web Browsing						
1 hour of web browsing	1.5-25 MB	Yes	Yes	Yes	TBD	

		VSAT		Spot		Comments
Items		Primary	Back-up	Primary	Back-up	
Download						
Download 100 emails	1-10 MB	Yes	Yes	Yes	TBD	
Download 1 photo	0.05-2 MB	Yes	Yes	Yes	No	
Download 1 MP3	3-8 MB	Yes	Yes	Yes	No	
Download 1 film trailer (720p)	50-100 MB	Yes	Yes	Yes	No	
1 software download	5-800 MB	Yes	Yes	Yes	TBD	
Download 1 film	700 MB-1.5 GB	Yes	Yes	Yes	No	
Skype call						
1 hour Skype call	180 MB	Yes	Yes	Yes	No	
1 hour Skype video call	219 MB	Yes	Yes	Yes	No	
Streaming						
Streaming 1 hour of video SD	100-250 MB	Yes	Yes	Yes	No	Should be managed by Orange in order to enable this possibility.
Streaming 1 hour of video HD	1-2 GB	Yes	Yes	Yes	No	Should be managed by Orange in order to enable this possibility.
Streaming 1 hour of audio	60-200 MB	Yes	Yes	Yes	No	Should be managed by Orange in order to enable this possibility.

1.5 Security

The Satellite Equipment includes an embedded encryption chip (e.g. 3 DES encryption), which may be activated only upon Customer's request and subject to an additional Charge.

NEITHER ORANGE NOR ITS THIRD PARTY SUPPLIERS WARRANT OR GUARANTEE THE SECURITY OF CUSTOMER'S SATELLITE TRANSMISSIONS USING THE ENCRYPTION CHIP OR OTHERWISE. CUSTOMER ACKNOWLEDGES THAT UNAUTHORIZED INTERCEPTION OF SATELLITE TRANSMISSIONS MAY OCCUR AND ORANGE WILL NOT BE LIABLE FOR ANY SUCH INTERCEPTION OR OTHER BREACH OF SECURITY RELATING TO ANY SATELLITE TRANSMISSION. CUSTOMER WILL BE SOLELY RESPONSIBLE FOR ITS OWN NETWORK SECURITY POLICY AND SECURITY VIOLATION RESPONSE PROCEDURES.

1.6 Acceptance Testing

Upon completion of the physical installation of the Business VPN Satellite Spot, Orange will commence acceptance testing to confirm that all aspects of the Service are operational.

END OF SERVICE DESCRIPTION FOR BUSINESS VPN SATELLITE SPOT SERVICE