



## Unlimited Satellite Bundles Frequently Asked Questions

- 1. What does Unlimited Satellite offer for your Business/Home?**
  - Unlimited Satellite is a Broadband internet satellite service comprising of Internet Access and prioritisation of over-the-top VoIP calls. This is an open access end-to-end broadband product, with uncapped internet provided by **Openserve**
- 2. What speeds are offered on Unlimited Satellite?**
  - 5,10,20 and 50 Mbps speed available
- 3. Are speed upgrades and downgrades allowed?**
  - Yes. Speed upgrades and downgrades will attract a configuration charge
- 4. What is the contract term for Unlimited Satellite bundle?**
  - Only 36-month contracts allowed
- 5. Are there any penalties for cancellations before the contract term ends?**
  - Termination of the service within the 36-month period will result in a termination fee equal to the decommissioning fee.
- 6. Is there any Service Level Agreement on the Unlimited Satellite product?**
  - No Service Level agreement is applicable
- 7. Does the Unlimited Satellite Product include Voice capabilities and Voice Usage?**
  - Voice sessions are not included in the product itself and will be billed separately at standard rates, only the mechanism for voice call traffic prioritisation over Internet traffic are enabled.

**8. How many SIP channels are available?**

- Depending on the speed, the customer can have up to 16 VoIP call channels/sessions that are supported.

Service Product Speed (Kbps)	Prioritized VoIP calls
5120	2
10240	4
20480	10
51200	16

**9. Is there a Fair Usage Policy (FUP) on the Uncapped Internet?**

- There is an Acceptance usage Policy, and the service will be throttled when it reaches the limit as per the speed in the table below:

Service Product Speed (Kbps)	Unthrottled		FUP	Throttled	
	Download	Upload		Download	Upload
5120	5120	1000	200GBytes	1024K	1000
10240	10240	1250	300GBytes	2048K	1250
20480	20480	2500	500GBytes	4096K	2500
51200	51200	5000	750GBytes	5120K	5000

**10. If I move my service, do I sign a new 36 Month contract and what is the cost?**

- Yes, a new 36-Month contract and Installation charges will apply again

**11. Is the Installation charged upfront?**

- Installation charge can be a Once off charge on the first bill or instalments over the 36-Month period

**12. Do I require an additional Router when I require Voice or Wi-Fi?**

- Yes, the service does not include a WI-FI enabled router. All additional router/devices can be purchased at an additional charge, either as a Once off payment (First Bill) or over a sales agreement (6,12,24 or 36-Months).

**13. When I reach the end of my term contract does the Satellite and equipment belong to me?**

- No, the equipment remains the property of Openserve