

**KA SERVICES PROVIDED BY MELCOM ELECTRONICS
SATELLITE BROADBAND & OCCASIONAL USE BANDWIDTH**



MELCOM ELECTRONICS LIMITED

Ka BAND SERVICES PROVIDED BY MELCOM ELECTRONICS LTD

Melcom's Ka services are provided via Avanti's HYLAS 1 and HYLAS 2 Satellites and offer the customer **flexible, high quality** Satellite capacity where **reliability** and a **quality level of service** is required. This is delivered with a **high level of technical and commercial service** from Melcom to ensure customer satisfaction.

The service portfolio is split into two groups; **Satellite Broadband** and **Occasional Use**. They are summarised as follows:

• 1 – SATELLITE BROADBAND

Home Packages

- 12 month tariff
- Pay As You Go (PAYG) tariff

• Business Packages

- 6 or 12 month tariff

The Satellite Broadband packages are aimed at the Consumer or Business Enterprise markets whereby the customer requires high quality satellite broadband. The Home and Business packages have a range of headline speeds, inclusive data usage and low contention ratios. These packages utilise the robust Prodelin VSAT and Hughes HN9260 modem and also feature a Pay As You Go option for those that do not want to commit to a minimum contract of 6 or 12 months. **Please note that all pricing is subject to change and Melcom Terms & Conditions TC.AvaMel 05 13.**

Service Package Name	Headline Speed (Download/Upload in Mbps)	Monthly Inclusive Data in Gb
Consumer 500 (VBB)	0.5/.128	3
Consumer 1000 (VBB)	1/0.256	5
EURO Home 4000	4/1	5
EURO Home 10000	10/2	15
EURO Home 12000	12/2.5	20
EURO Home 15000 (30GB)	15/2.5	30
EURO Home 15000 (50GB)	15/2.5	50
EURO Business 2000	2/0.5	15
EURO Business 4000	4/1	20
EURO Business 6000	6/1.5	30
EURO Business 8000	8/2.0	50
EURO Business 10000	10/2	70
EURO Business 15000	15/2.5	100
PAYG Service	4/1	

SERVICE LEVEL AGREEMENT (SLA)

The Satellite Broadband packages operate in accordance with the following headline Service Level Agreements specific to availability.

- Annual availability (IP Core service, hub) - 99.7%
- Annual availability (RF Link) - 99.5%
- Annual availability (Internet Transit) - 99.9%

Full SLA details are available upon request via Melcom's Terms & Conditions.



2 –OCCASSIONAL USE (OU)

- **Go Capture**
 - Uplink Focused, uncontended bandwidth – 6 hours capacity booking
 - Downlink Focused, uncontended bandwidth – 6 hours capacity booking
- **Go Capture Custom**
 - Fully configurable, uncontended bandwidth - Mbps per hour booking
- **Go Capture Ad Hoc,**
 - Up or Downlink focused, contended, priced per GB usage

The OU range is aimed at those who require capacity bookings, usually uncontended, on either a periodic or ad-hoc basis. These services offer the customer a high degree of flexibility to match specific needs. The OU packages allow capacity to be booked in 6 hour slots, by the hour or utilising a Pay As You Go option. The OU packages utilises the iDirect platform (X5 or 8350 modem) and have compatibility with a wide range of VSATs.

Please contact our Sales team for pricing.

Service Package Name	Headline Speed (Download/Upload in Mbps)	Inclusive Data in Gb
Go Capture Uplink	1/5	2
Go Capture Downlink	5/1	2
Go Capture Custom (Mbps)	User Configurable	Unlimited
Go Capture Uplink (ad Hoc)	1/5	0
Go Capture Downlink (ad Hoc)	5/1	0

OCCASIONAL USE EXAMPLE

Utilising the 'Go Capture Uplink' Service Mode, an initial charge covers a 6 hour uncontended 1/5 link with an inclusive 2Gb data usage. For every Gb used in excess of the inclusive allowance an additional charge applies.

The 'Go Capture Custom' is charged on a Mbps per hour basis. Therefore if you required an uncontended 1/4 Mbps link for 1 hour the charge is calculated as 5Mbps x duration in hrs x cost.

SERVICE LEVEL AGREEMENT (SLA)

The Occasional Use packages operate in accordance with regards the following Service Level Agreements

- Annual availability (IP Core service, hub) - 99.7%
- Annual availability (RF Link) - 99.5%
- Annual availability (Internet Transit) - 99.9%

Full SLA details are available upon request via Melcom's Terms & Conditions.

INSTALLATION & COMMISSIONING

Inclusive in the installation charges for the Satellite Broadband services detailed above is the provision of an Avanti Certified Engineer who shall inspect the hardware upon delivery, install and commission your chosen service package.



EQUIPMENT RENTAL

Rental of the hardware associated with both the Satellite Broadband and OU Services can be arranged with details available upon request.

MELCOM SATCOM SOLUTIONS OVERVIEW

Founded in 1995, Melcom Electronics is a leading added value Reseller in UK and Ireland for Analogue, RF and Microwave components and subsystems including Satellite Communications systems.

Our Satcom Solutions Division now has Reseller Agreements in place with the following additional Principals:

- **Newtec.**
- **AvL Technologies.**
- **C-COM Satellite Systems.**
- **Belcom Microwaves.**
- **TTi**
- **Novotronik.**
- **Integral Systems Europe.**
- **Antesky.**
- **Avanti**
- **Teamcast**

In-keeping with our reputation for technical support, the Satcom team have experience in Satcom System Design and can offer Consultancy and Project Management through all phases of a contract including Installation, Commissioning, Training and after sales Support.

Melcom's Quality Management System is ISO 9001:2008 certified.



MELCOM COMPANY INFORMATION

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