# WAFA X3 Evolution Grade of Service

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# Grades of Service at a glance

The following table (Figure 1) highlights the various Grades of Service that are available on the WAFA X3 Evolution Service. It enables people to easily identify the desired Grade of Service. After it has been decided to use a particular Grade of Service, it is recommended that you proceed to the detailed sections on the following pages to read in detail what is supported on your chosen Grade of Service and what is not.

| Grade of Service | Download Speed (1) | Upload Speed (2) |
|---|---|---|
| WAFA X3 Evolution Consumer | 300Kbps | 128Kbps |
| WAFA X3 Evolution SoHo | 512Kbps | 128Kbps |
| WAFA X3 Evolution 500 | 512Kbps | 128Kbps |
| WAFA X3 Evolution 500+ | 512Kbps | 256Kbps |
| WAFA X3 Evolution 500 Premium | 512Kbps | 512Kbps |
| WAFA X3 Evolution 1000 | 1024Kbps | 128Kbps |
| WAFA X3 Evolution 1000+ | 1024Kbps | 256Kbps |
| WAFA X3 Evolution 1000 Premium | 1024Kbps | 512Kbps |
| WAFA X3 Evolution 2000 | 2048Kbps | 128Kbps |
| WAFA X3 Evolution 2000+ | 2048Kbps | 256Kbps |
| WAFA X3 Evolution 2000 Premium | 2048Kbps | 512Kbps |

## *Figure 1*

(1) Download Speed - This is the headline maximum speed the download will burst to. It is measured in Kilo Bits per Second.
(2) Upload Speed – This is the headline maximum speed the upload will burst to. It is measured in Kilo Bits per Second.
(3) The efficiency on a S2 ACM network is dependant on customers satellite dish being optimised for the best signal both on receive and transmit. WAFA reserve the right to reduce the GOS speeds where a unit is found to transmitting or receiving at non optimum values due to poor alignment.
(4) "Off Peak" hours  are defined as 8 pm GMT – 8 AM GMT

# WAFA X3 Evolution Consumer

## Description

  This is an entry level Grade of Service for home users who very **occasionally** download small files or send e-mail with normal < 1Mb attachments. This Grade of Service is aimed at people who want a Home type Internet service. Users can only have 1 PC active.

### Only the following protocols will be allowed

• HTTP Web Browsing
• Web based e-mail
• POP3/SMTP Client e-mails with small attachments
• DNS queries
• MSN & Yahoo Messenger Chat
• HTTPS/ SSL

• No Public IP Addresses available


## Typical System Performance

  Typically end-users on a Evo. Consumer Grade of Service can expect the following speeds *(note1)

| | | Peak Hours | Off Peak Hours |
|---|---|---|---|
| HTTP Download | Minimum Burst | 64 kbps | 64 kbps |
| | Maximum Burst | 300 kbps | 300 kbps |
| | Average Throughput | 250 kbps | 250kbps |
| E-Mail upload | Minimum Burst | 16 kbps | 16 kbps |
| | Maximum Burst | 30 kbps | 128 kbps |
| | Average Throughput | 25 kbps | 25 kbps |


*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 network.

# WAFA X3 Evolution SoHo.

## Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 3 PC's active... the speed per host will be a division of the site available bandwidth.

  This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access

  Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

  Typically end-users on an Evolution. Soho package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 300 Kbps | 512 Kbps |
|  | Average Throughput | 300 Kbps | 300 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 25 Kbps |
|  | Maximum Burst | 50 Kbps | 128 Kbps |
|  | Average Throughput | 30 Kbps | 30 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 500

## Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 5 PC's active... the speed per host will be a division of the site available bandwidth.

  This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access

  Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

  Typically end-users on an Office 500 package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 300 Kbps | 512 Kbps |
|  | Average Throughput | 300 Kbps | 300 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 50 Kbps | 128 Kbps |
|  | Average Throughput | 30 Kbps | 30 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.


*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 500+

## Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 5 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access
• VOIP
• Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

Typically end-users on an Office 500+ package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 300 Kbps | 512 Kbps |
|  | Average Throughput | 300 Kbps | 300 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 80 Kbps | 256 Kbps |
|  | Average Throughput | 60 Kbps | 60 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 500 Premium

## Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 5 PC's active... the speed per host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access
• VOIP
• Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

Typically end-users on an Office 500 Premium package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 300 Kbps | 512 Kbps |
|  | Average Throughput | 300 Kbps | 300 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 120 Kbps | 512 Kbps |
|  | Average Throughput | 80 Kbps | 140 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 1000

## Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 13 PC's active... the speed per host will be a division of the site available bandwidth.

  This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access
• VOIP
• Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

  Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

  Typically end-users on an office 1000 package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 600 Kbps | 1024 Kbps |
|  | Average Throughput | 512 Kbps | 600 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 50 Kbps | 128 Kbps |
|  | Average Throughput | 30 Kbps | 30 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 1000+

## Description

This is the normal Grade of Service for office users who **occasionally** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 13 PC's active... the speed per host will be a division of the site available bandwidth.

  This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access
• VOIP
• Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

  Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

  Typically end-users on an office 1000+ package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
|  | Minimum Burst | 64 Kbps | 128 Kbps |
| FTP Download | Maximum Burst | 600 Kbps | 1024 Kbps |
|  | Average Throughput | 512 Kbps | 600 Kbps |
|  | Minimum Burst | 16 Kbps | 32 Kbps |
| E-Mail upload | Maximum Burst | 80 Kbps | 256 Kbps |
|  | Average Throughput | 60 Kbps | 60 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 1000 Premium

## Description

This is the normal Grade of Service for office users who **regularly** download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 13 PC's active... the speed per active host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

Typically end-users on an office 1000 Premium package can expect the following speeds *(note1)

| | | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
| | Maximum Burst | 600 Kbps | 1024 Kbps |
| | Average Throughput | 512 Kbps | 600 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
| | Maximum Burst | 120 Kbps | 512 Kbps |
| | Average Throughput | 80 Kbps | 140 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 2000

## Description

This is the normal Grade of Service for office users who download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 13 PC's active... the speed per active host will be a division of the site available bandwidth.

This Grade of Service will support the following applications:

- Web Browsing
- Web based e-mail
- Client / Server e-mails with attachments
- DNS queries
- FTP Server access
- VOIP
- Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

Users will be provided access to the following value added services:

- Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

Typically end-users on an office 2000 package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 1200 Kbps | 2048 Kbps |
|  | Average Throughput | 900 Kbps | 1200 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 50 Kbps | 128 Kbps |
|  | Average Throughput | 30 Kbps | 30 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 2000 Plus

## Description

  This is the normal Grade of Service for office users who download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a Small Office/ Home Office type Internet service. Users can have up to 13 PC's active... the speed per active host will be a division of the site available bandwidth.

  This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access
• VOIP
• Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

  Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

  Typically end-users on an office 2000 Plus package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 1200 Kbps | 2048 Kbps |
|  | Average Throughput | 900 Kbps | 1200 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 256 Kbps | 256 Kbps |
|  | Average Throughput | 60 Kbps | 60 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# WAFA X3 Evolution Office 2000 Premium

## Description

  This is the normal Grade of Service for office users who download large files or send e-mail with attachments. This Grade of Service is aimed at people who want a corporate type Internet service. Users can have up to 13 PC's active... the speed per active host will be a division of the site available bandwidth.

  This Grade of Service will support the following applications:

• Web Browsing
• Web based e-mail
• Client / Server e-mails with attachments
• DNS queries
• FTP Server access
• VOIP
• Any other streaming or real time applications. (Subject to throttling based on usage. See *(note2))

  Users will be provided access to the following value added services:

• Public IP Addresses (upon submission of RIPE application form)

## Typical System Performance

  Typically end-users on a office 2000 Premium package can expect the following speeds *(note1)

|  |  | Peak Hours | Off Peak Hours |
|---|---|---|---|
| FTP Download | Minimum Burst | 64 Kbps | 128 Kbps |
|  | Maximum Burst | 1200 Kbps | 2048 Kbps |
|  | Average Throughput | 900 Kbps | 1200 Kbps |
| E-Mail upload | Minimum Burst | 16 Kbps | 32 Kbps |
|  | Maximum Burst | 120 Kbps | 512 Kbps |
|  | Average Throughput | 80 Kbps | 140 Kbps |

*(note1) these figures are based on un-throttled speeds measured to and from the Servers located in the WAFA X3 Evolution  hub with a single PC attached via crossover . These figures do not apply to any servers located on remote satellite terminals, or servers located on the Internet as these are beyond the reasonable control of WAFA.

*(note2) Any applications that stream information, or are capable of slowing overall network performance, may be subject to throttling in accordance with the Internet Acceptable Use policy, this is to ensure fair access to the WAFA X3 Evolution network.

# Internet Acceptable Use Policy

## PURPOSE

The purpose of this Internet Acceptable Use Policy is to inform all users of the WAFA X3 Evolution Service as to what is considered acceptable use and what is regarded as inappropriate.

## SCOPE

All personnel with access to the Internet through any part of the WAFA X3 Evolution infrastructure, whether they are a customer, an employee or a licensed distributor, are bound by this policy.

## POLICY

This Acceptable Use Policy specifies the actions prohibited by WAFA, to users of the WAFA X3 Evolution Network. Users may be defined as "any customer or distributor who uses or accesses the WAFA X3 Evolution Network Infrastructure or the Internet through the WAFA X3  Network". WAFA reserves the right to modify this Policy at any time, effective upon posting of the modified Policy to the WAFA website. Any modifications to this Policy will be made when WAFA feels it is appropriate, and it is the user's responsibility to ensure their awareness of any such changes.

## ILLEGAL USE

The WAFA X3 Evolution Network may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, has a racist theme, or violates export control laws.

## THE NETWORK

a)  The user acknowledges that WAFA is unable to exercise control over the content of the information passing over the WAFA X3 Evolution Network. Therefore, WAFA is not responsible for the content of any message, whether or not the posting was made by a customer of WAFA or one of its licensed distributors.

b)  The WAFA X3 Evolution Network may be used to link into other networks worldwide and the user agrees to conform to the Acceptable Use Policies of these networks. In addition the user undertakes to conform to the Internet protocols and standards.

c)  The user may not circumvent user authentication or security of any host, network, or account (referred to as "cracking" or "hacking"), nor interfere with service to any user, host, or network (referred to as "denial of service attacks") provided by, or on behalf of WAFA.

d) Without prejudice to the foregoing, WAFA consider that any application that overloads the WAFA X3 Evolution Network by whatever means will be considered as making profligate use of the WAFA X3 Evolution Network and is as such NOT allowed. This will also apply to applications that the end user may not be aware of, such as viruses and worms.

e) The usage of any streaming or real-time applications will be actively monitored and anyone making excessive use of the network capacity will have the application throughput speed reduced, so as not to reduce the overall performance of the WAFA X3 Evolution System. This will also be applicable to Peer to Peer file sharing applications.

f) Use of IP multicast or broadcast services are likewise prohibited.

g) Users who violate systems or network security may incur criminal or civil liability. WAFA will fully co-operate with investigations of suspected criminal violations, violation of systems or network security under the leadership of law enforcement or relevant authorities.

h) WAFA reserves the right to monitor the network for traffic that violates this policy. If any infringement is recognized to be the responsibility of a user of the WAFA X3 Evolution network, then that user will be removed from the network until such time as the violation has ceased. If an infringement is recognized to have taken place against a user, then WAFA will make a report and forward it to the abuse department of the offending ISP on behalf of the user. Any user who repeatedly violates this policy may have their access to the WAFA X3 Evolution network removed permanently.

## SYSTEM AND NETWORK SECURITY

Violations of system or network security are prohibited, and may result in criminal and civil liability. WAFA will investigate incidents involving such violations and will involve and will co-operate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following:

a) Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network;

b) Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network;

c) Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks. This includes other WAFA X3 Evolution users;

d) Forging of any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

If approached with complaints relating to any of the above violations, WAFA will co-operate and assist the Police and law enforcing bodies with their investigations in order to bring such misuse and violations to an end.

## VIRUSES AND WORMS

WAFA will proactively monitor the WAFA X3 Evolution network for signs of virus or worm activity. In the event that an infection is located then the originating system will be removed from the WAFA X3 Evolution network, until such time as WAFA is informed that the virus or worm has been eradicated. WAFA will endeavour to provide as much notice of the removal of a system as possible. WAFA reserves the

right to remove any unit without notice if there is any possibility that the virus or worm infection may spread to other WAFA X3 Evolution users.

## E-MAIL

a) It is explicitly prohibited to send unsolicited bulk mail messages ("junk mail" or "spam") of any kind (commercial advertising, political tracts, announcements) etc.

b) It is also explicitly prohibited to allow others to send unsolicited bulk mail messages either directly or by relaying through the Users systems. For the avoidance of doubt, users **must** ensure that their systems cannot be relayed through. Users may not forward or propagate chain letters or malicious e-mail.

c) A User may not solicit mail for any other address other than that of the user, except with full consent of the owner of the referred address.

## ENFORCEMENT

Any customer of WAFA or one of its licensed distributors found to have violated this policy may have the service revoked for the offending user. In the case of a remote site on the WAFA X3 Evolution network violating this policy then the site will be disabled until such a time as the offending user or machine ceases in its unacceptable behaviour.

Complaints regarding illegal Use or System or Network Security issues, Email abuse, USENET abuse or Spamming should be sent to abuse@WAFAwalker.com

## WAFA X3 Evolution Fair Access Policy (FAP)

Previous system usage data indicates that approximately 10% of subscribers are responsible for a disproportionate share - often as much as half - of the total WAFA X3 Evolution service traffic. Unfortunately, many of those subscribers are not using the WAFA X3 Evolution for its intended purpose.

To ensure that all WAFA X3 Evolution subscribers have fair and equal access to the benefits of the Satellite broadband service, WAFA Ltd has in place a WAFA X3 Evolution FAP. The purpose of the FAP is the following:

To control unfair & excessive usage of bandwidth by a handful of users, whilst ensuring quota rates are in-line with the GOS purchased

FAP is straightforward analysis of usage data; WAFA Ltd has established a WAFA X3 Evolution usage threshold well above the maximum typical usage rates. When a customer exhibits patterns of system usage that exceed that threshold for an extended period of time, the FAP limits the user to a set level of throughput depending on what tier of the clause has been reached, this is to ensure the integrity of the system for all WAFA X3 Evolution subscribers.

A quota reset is enacted after 8 hours in which all quota debits are set to zero.

Subscribers are likely to avoid the limitations imposed by the FAP if their use is typical of the majority of Internet users and consist of Web surfing and a reasonable amount of downloading.

Please see the table below, which indicates quite clearly what, is allowed over a reset period.

WAFA reserve the right to adjust the reset times and GOS quotas at anytime to ensure network performance.

| Package | Download | Upload | Package |
|---|---|---|---|
| **Evolution  Consumer** | 300 | 128 | **Evolution  Consumer** |
| GOS Average | 250 | 25 | GOS Average |
| Level 1 Quota MB | 65 | 10 | Level 1 Quota MB |
| Penalty Kbps | 128 | 20 | Penalty Kbps |
| Level2 Quota MB | 76 | 15 | Level2 Quota MB |
| Penalty Kbps | 64 | 16 | Penalty Kbps |
| | | | |
| **Evolution SoHo** | 512 | 128 | **Evolution  Soho** |
| GOS Average | 300 | 30 | GOS Average |
| Level 1 Quota MB | 130 | 30 | Level 1 Quota MB |
| Penalty Kbps | 128 | 30 | Penalty Kbps |
| Level2 Quota MB | 200 | 35 | Level2 Quota MB |
| Penalty Kbps | 64 | 25 | Penalty Kbps |
| | | | |
| **Evolution Office 500** | 512 | 128 | **Evolution Office 500** |
| GOS Average | 300 | 30 | GOS Average |
| Level 1 Quota MB | 180 | 40 | Level 1 Quota MB |
| Penalty Kbps | 128 | 40 | Penalty Kbps |
| Level2 Quota MB | 530 | 58 | Level2 Quota MB |
| Penalty Kbps | 64 | 30 | Penalty Kbps |
| | | | |
| **Evolution Office 500+** | 512 | 256 | **Evolution Office 500+** |
| GOS Average | 300 | 60 | GOS Average |
| Level 1 Quota MB | 180 | 90 | Level 1 Quota MB |
| Penalty Kbps | 128 | 45 | Penalty Kbps |
| Level2 Quota MB | 530 | 150 | Level2 Quota MB |
| Penalty Kbps | 64 | 30 | Penalty Kbps |
| | | | |
| **Evolution Office 500 Premium** | 512 | 512 | **Evolution Office 500 Premium** |
| GOS Average | 300 | 120 | GOS Average |
| Level 1 Quota MB | 180 | 180 | Level 1 Quota MB |
| Penalty Kbps | 128 | 60 | Penalty Kbps |
| Level2 Quota MB | 530 | 297 | Level2 Quota MB |
| Penalty Kbps | 64 | 45 | Penalty Kbps |
| | | | |
| **Evolution Office 1000** | 1024 | 128 | **Evolution Office 1000** |
| GOS Average | 600 | 30 | GOS Average |

| | | | |
|---|---|---|---|
| Level 1 Quota MB | 350 | 40 | Level 1 Quota MB |
| Penalty Kbps | 256 | 45 | Penalty Kbps |
| Level2 Quota MB | 1190 | 58 | Level2 Quota MB |
| Penalty Kbps | 128 | 30 | Penalty Kbps |
| | | | |
| **Evolution Office 1000+** | 1024 | 256 | **Evolution Office 1000+** |
| GOS Average | 600 | 60 | GOS Average |
| Level 1 Quota MB | 350 | 90 | Level 1 Quota MB |
| Penalty Kbps | 256 | 45 | Penalty Kbps |
| Level2 Quota MB | 1190 | 150 | Level2 Quota MB |
| Penalty Kbps | 128 | 30 | Penalty Kbps |
| | | | |
| **Evolution Office 1000 Premium** | 1024 | 512 | **Evolution Office 1000 Premium** |
| GOS Average | 600 | 120 | GOS Average |
| Level 1 Quota MB | 350 | 180 | Level 1 Quota MB |
| Penalty Kbps | 256 | 60 | Penalty Kbps |
| Level2 Quota MB | 1190 | 297 | Level2 Quota MB |
| Penalty Kbps | 128 | 45 | Penalty Kbps |
| | | | |
| **Evolution Office 2000** | 2048 | 128 | **Evolution Office 2000** |
| GOS Average | 900 | 30 | GOS Average |
| Level 1 Quota MB | 700 | 40 | Level 1 Quota MB |
| Penalty Kbps | 512 | 45 | Penalty Kbps |
| Level2 Quota MB | 2200 | 58 | Level2 Quota MB |
| Penalty Kbps | 256 | 30 | Penalty Kbps |
| | | | |
| **Evolution Office 2000 Plus** | 2048 | 256 | **Evolution Office 2000 Plus** |
| GOS Average | 900 | 60 | GOS Average |
| Level 1 Quota MB | 700 | 90 | Level 1 Quota MB |
| Penalty Kbps | 512 | 45 | Penalty Kbps |
| Level2 Quota MB | 2200 | 150 | Level2 Quota MB |
| Penalty Kbps | 256 | 30 | Penalty Kbps |
| | | | |
| **Evolution Office 2000 Premium** | 2048 | 512 | **Evolution Office 2000 Premium** |
| GOS Average | 900 | 120 | GOS Average |
| Level 1 Quota MB | 700 | 180 | Level 1 Quota MB |
| Penalty Kbps | 512 | 60 | Penalty Kbps |
| Level2 Quota MB | 2200 | 297 | Level2 Quota MB |
| Penalty Kbps | 256 | 45 | Penalty Kbps |