



8Mbps FROM £19.20 PER MONTH WHEREVER YOU LIVE!

IS YOUR BROADBAND SPEED VERY POOR OR HAVE YOU BEEN TOLD THAT YOU CANNOT GET BROADBAND?

DID YOU KNOW THAT WITH SATELLITE YOU CAN GET FAST BROADBAND WHEREVER YOU LIVE?

DO YOU WANT TO USE A BRITISH  BROADBAND SATELLITE AND SERVICE?

Prime Satellite Broadband is an experienced satellite broadband provider trading now for over 8 years. We are trusted by well-known Companies such as Holland & Barrett, National Grid and provide broadband services to Lundy Island in the Bristol Channel as well as serving many small businesses and residential customers in the UK.

Uniquely, we provide data volume controls based on trust^{*}. This means we will not automatically reduce your data speeds on reaching your service usage limit. We think talking to our customers is better than using crude 'policing' mechanisms. Need to download a bit more data one month? No problem! We average measurements over 3 months. **We put you in control!**

We use a new modern British satellite – HYLAS 1 – launched last November by Avanti Communications and we use a UK based Gateway Earth station. Thus you will be seen as a true UK resident on the Internet with no redirection to another country. **This guarantees that you will be able to see content that requires you to be a UK resident (e.g. BBC iPlayer) and all UK shopping sites.**

We are well known for our Customer Support Services! Unlike many others we do not stop at the entry point of the broadband service into your building. We will do everything we can to solve any problem preventing access to the Internet even if everything on the satellite link is good. We will assist you sort out your local network set up

We only use highly reliable equipment and quality controlled professional installers giving you peace of mind and a long lasting trouble-free service.

* Except our low user service, Residential Lite which has an automated throttling control mechanism

OUR FLEXIBILITY ALLOWS YOU TO SET THE SERVICE THAT YOU REQUIRE!

RESIDENTIAL SERVICES

UP TO 8Mbps DOWN AND UP TO 2Mbps UP

RESIDENTIAL LITE	RESIDENTIAL STANDARD	RESIDENTIAL SURFER
3 GBytes/Month	6 GBytes/Month	12 GBytes/Month
Installed for £445	Installed for £445	Installed for £399
£19.20/Month	£25.00/Month	£49.99/Month
FAP Applies ¹	FAP on TRUST ²	FAP on TRUST ²
FIXED SERVICE ³	ADD GBYTES ⁴	ADD GBYTES ⁴

ADDITIONAL GBYTES £7.20/Month Each

PRO SERVICES⁵

UP TO 8Mbps DOWN AND UP TO 2Mbps UP

PRO SOHO	PRO STANDARD	PRO OFFICE	PRO MAX
8 GBytes/Month	15 GBytes/Month	30 GBytes/Month	80 GBytes/Month
Installed for £399	Installed for £399	Installed for £249	Installed for £99
£54.00/Month	£99.00/Month	£189.00/Month	£499.00/Month
FAP on TRUST ²	FAP on TRUST ²	FAP on TRUST ²	FAP on TRUST ²
ADD GBYTES ⁴	ADD GBYTES ⁴	ADD GBYTES ⁴	ADD GBYTES ⁴

ADDITIONAL GBYTES £7.20/Month Each

BUSINESS CONTINUITY PAY AS YOU GO SERVICES⁶

UP TO 8Mbps DOWN AND UP TO 2Mbps UP

Installed for £498	£30.00/Month	4GBytes per month allowance
Each Gbyte (or part of) above monthly allowance		£8.76 each

Notes:

1. FAP = Fair Access Policy; Residential Lite FAP based on up to speeds (down/up) of 8Mbps/2Mbps for first 2GBytes in month then reduced to 4Mbps/1Mbps until 3 Gbyte have been used for the month. At this point service speed is reduced to 64kbps/64kbps until end of month. Speed and usage count reset at start of next month.
2. FAP = Fair Access Policy; 'on trust' means that you are expected to monitor usage and keep within the stated service limit. If you go over we will advise you and will look at usage over last 3 months and calculate average. If average is over service limit or if in one month you go over by 30% or more, we will contact you to discuss. Options will be (a) to take steps to reduce usage (b) upgrade service appropriately or (c) request for service to be throttled automatically at limit (64kbps/64kbps) .
3. Additional GBytes cannot be added to the Residential Lite service which is aimed specifically at very light users. To get more GBytes upgrade to Residential Standard service.
4. You can configure your service to have more GBytes each month than that specified for standard packages. Thus if you need 8Gbytes per month on a residential service, you can buy Residential Standard plus two additional GBytes for £39.40 per month. Note that there will be a point where purchasing the next service up will be cheaper than adding Gbytes to the service below.
5. Note PRO services run at higher priority than Residential services so cost reflects this.
6. Business Continuity is where you use a satellite link to back up your normal terrestrial Internet access to ensure that you continue with service if the terrestrial link fails. You will need a router with failover feature and two WAN ports.



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. Please also answer the questions about your site so that we can pass this on to our installer.

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. On receipt of order form we will send an invoice for equipment and installation charges. We require full payment prior to delivery of the equipment and installation.

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.

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. Currently we do not have any charges based on payment method; however this may change in the future.

We will soon be introducing ordering via our web pages and you will be able to pay by debit/credit card.

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

Prime Satellite Broadband
Serenity Place
14 Cardiff Road
Luton
Bedfordshire
LU1 1PP

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



To: Prime Satellite Broadband. Please supply and install 1 set of satellite broadband equipment with the indicated service below:

Installation Address:

Company Name			
Address			
City			
County		Post Code	
Site Contact Person			
Email			
Telephone			
Fax		Mobile	

Billing Address: Same as above tick here

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

SERVICE	INSTALL CHARGE INC. VAT	PRICE/MTH INC. VAT	SELECT
RESIDENTIAL LITE	£445.00	£19.20	
RESIDENTIAL STANDARD	£445.00	£25.00	
RESIDENTIAL SURFER	£399.00	£49.99	
RESIDENTIAL ADDITIONAL GBYTES	-	£7.20 (Each)	QTY
PRO SOHO	£399.00	£54.00	
PRO STANDARD	£399.00	£99.00	
PRO OFFICE	£249.00	£189.00	
PRO MAX	£99.00	£499.00	
PRO ADDITIONAL GBYTES	-	£7.20 (Each)	QTY
BUSINESS CONTINUITY PAYG	£499.00	£30.00	

PUBLIC IP ADDRESS	PRICE/MTH INC. VAT	SELECT
Single to Modem NAT to Private Range (Standard setup)	£0.00	
Subset of 4 IP Addresses (1 host)	£7.20	
Subset of 8 IP Addresses (5 hosts)	£14.40	

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** _____

PLEASE ANSWER THE FOLLOWING QUESTIONS THAT WE REQUIRE FOR THE INSTALLATION

Does your building have a brick/stone wall facing South or West?	YES/NO
If no, please let us know what type of walls you have:	
From these walls are there any obstructions in the direction approximately where the sun is at 3 p.m.?	YES/NO
If yes, please describe these and whether they obstruct vision in this direction at an elevation of about 20° from horizontal	
Do you have permission from the Landlord to put up a dish on the building?	YES/NO
Is your building listed or have other protected status?	YES/NO
Is your building outside the perimeter of an Airport?	YES/NO
If inside the perimeter of an airport, please specify which one so we can apply for permission to put up the dish.	

These questions help our installer know what to expect without requiring a site survey and that a standard install will be completed successfully. Please complete these questions as accurately as possible. We would be pleased to speak with you if you have any doubts or other concerns. Sometimes a picture of the house and direction of the satellite from the house can help us. We can also look on Google Earth and if we can identify your house we can see if there are any issues to be concerned about. We are able to install dishes on most buildings and we have a few 'tricks' that enable us to solve some of these issues. Note that if we have to complete a non-standard installation there may be additional charges to cover extra materials and labour. We would quote for this before installing the system. If the installer is unable to complete the installation due to something we were not informed about or the mounting the dish at a particular location is refused there will be an aborted install charge of £100+VAT.