



FAIR ACCESS POLICY

The goal of the Fair Access Policy is to help ensure that all StarBand customers receive a high quality of service. By monitoring and regulating bandwidth consumption according to consumption levels specified in the company's AUPs and FAPs, StarBand will help improve the network for everyone.

To help ensure that all members have fair and equal use of the benefits of the service and to protect the integrity of the service, StarBand reserves the right, and will take necessary steps, to prevent excessive consumption of bandwidth. By regulating this excessive consumption, StarBand can improve upload and download speeds, congestion and VSAT capacity for all of our customers. Please note that the FAP thresholds are only monitored between the hours of 6:00am and 12:00am.

Nova 500 (512/100)

Download Threshold (rolling 7 day period) - 750 Mbytes

Download Recovery Rate - 100

Download Exit threshold (rolling 7 day period) -500 Mbytes

Upload Threshold (rolling 7 day period) – 250 Mbytes

Upload Recovery Rate – 40 kbps

Upload Exit threshold (rolling 7 day period) - 150 Mbytes

Nova 1000 (1024/128)

Download Threshold (rolling 7 day period) - 1600 Mbytes

Download Recovery Rate - 150 Kbps

Download Exit threshold (rolling 7 day period) - 1024 Mbytes

Upload Threshold (rolling 7 day period) - 400 Mbytes

Upload Recovery Rate - 56 Kbps

Upload Exit threshold (rolling 7 day period) - 275 Mbytes

Nova 1500 (1.5/256)

Download Threshold (rolling 7 day period) - 4000 Mbytes

Download Recovery Rate - 150 Kbps

Download Exit threshold (rolling 7 day period) - 2750 Mbytes

Upload Threshold (rolling 7 day period) -1000 Mbytes

Upload Recovery Rate - 96 Kbps

Upload Exit threshold (rolling 7 day period) - 700 Mbytes

480 Pro/484 (1000/256)

Download Threshold (rolling 7 day period) - 3500 Mbytes

Download Recovery Rate - 150 Kbps

Download Exit threshold (rolling 7 day period) - 2500 Mbytes

Upload Threshold (rolling 7 day period) – 390.6 Mbytes
Upload Recovery Rate - 80 Kbps
Upload Exit threshold (rolling 7 day period) – 265.6 Mbytes

481 (500/128)

Download Threshold (rolling 7 day period) - 1000 Mbytes
Download Recovery Rate - 150 Kbps
Download Exit threshold (rolling 7 day period) - 750 Mbytes
Upload Threshold (rolling 7 day period) – 390.6 Mbytes
Upload Recovery Rate – Not Published Kbps
Upload Exit threshold (rolling 7 day period) – 265.6 Mbytes

360 (500/)

Download Threshold (rolling 7 day period) - 1000 Mbytes
Download Recovery Rate - 150 Kbps
Download Exit threshold (rolling 7 day period) - 750 Mbytes
Upload Threshold (rolling 7 day period) – 390.6 Mbytes
Upload Recovery Rate – Not Published Kbps
Upload Exit threshold (rolling 7 day period) – 265.6 Mbytes

Customers who are close to exceeding their assigned bandwidth usage for a rolling period of seven days will be sent a warning message via a web message and via their StarBand email account. Customers who exceed their assigned bandwidth usage for a rolling period of seven days will again be notified via a web message and via their StarBand email account. The web message will specify that the customers' speeds will be temporarily reduced until the customers' seven day rolling average drops below the 'exit limit'. The customer's normal high-speed access (as specified in the customer's contract) will be restored after that time period. Because there is a seven-day monitoring period, customers are not penalized for one-time or occasional bandwidth bumps unless the total for the entire seven days is very high. In addition, customers get one free pass to remove the restriction by calling StarBand customer service and requesting a restriction removal. Customers who repeatedly use excessive bandwidth and have received multiple warnings may be suspended from using StarBand services for a specified period of time.

Customers may or may not be aware of when they are using high amounts of bandwidth. Intended causes of high bandwidth consumption may include uploading and downloading large files and networking additional computers to access the service. Some unintended causes of high bandwidth consumption may include viruses, worms, malicious code and downloads that occur with web browsing. By monitoring activity, StarBand can identify when customers are using excessive bandwidth, whether it is intentional or not.