



FAQ Sheet

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What is Satellite Broadband?

Satellite Broadband is a bidirectional high-speed satellite service for Internet access. Bidirectional means that receive and transmit functions are performed via the satellite; therefore there is no need for telephone line.

What speeds can I achieve?

There are 4 packages offered on this service to suit everybody's needs:

6Mbps down / 1Mbps up 4GB Monthly traffic
8Mbps down / 2Mbps up 8GB Monthly traffic
10Mbps down / 2Mbps up 13GB Monthly traffic
10Mbps down / 4Mbps up 25GB Monthly traffic

Are there any minimum requirements for computers?

No. The satellite system can connect to any PC, MAC or laptop providing there is a network card installed

How big is the dish?

The size of the KA-Sat dish is a parabolic 72x68cm.

Can I play online games?

In principle yes, but it is not recommended to play "first-person shooter" games because of the significantly longer ping times (approximately 600 – 650 ms)

Does weather affect the dish?

The service is designed to cope with most weather conditions and wind speeds up to 100mph. During periods of extremely heavy rain or snow the radio signals could become attenuated (reduced). There are, however, sophisticated and automatic measures to effectively increase the power of your system to compensate for any attenuation.

Does it support VOIP?

Yes, all of our packages will support VOIP. Please note however that due to the high latency times associated with satellite broadband there may be a short delay (~1second) between you speaking and the other person hearing.



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Can I use Skype on the Satellite system?

Yes. Please note though Skype was originally designed for terrestrial ADSL connections, it is based on the P2P protocol so is not as efficient over satellite networks as some other VoIP solutions..

What is FAP?

To ensure fair Internet access for all satellite broadband subscribers, Ivatec maintains a Fair Access Policy (FAP).

This policy establishes an equitable balance in Internet access for satellite broadband subscribers. Ivatec assigns a throughput threshold to each service plan that limits the amount of data that may be downloaded/upload during a typical day. A small percentage of subscribers who exceed this limit will experience a temporary reduction of speed.

What happens if I exceed my quota and go into FAP?

There are no financial penalties for exceeding your quota it is simply a case of having your speeds 'throttled' back. If you do happen to find yourself in that position you have the option to purchase a volume booster token of 1GB or wait for the recovery period to lapse to have your typical speeds reinstated. The volume booster tokens will be available from September 2011.

Do I need a phone or phone line?

No, the satellite system does not require a telephone line. It is a bidirectional satellite system therefore independent of the telephone lines.

Can I have a British IP address?

Yes, all our UK residents will have a British IP address making sites such as BBC iPlayer, previously blocked, now accessible. Those outside of the UK will be given an IP relative to

What happens when I opt for your installation service?

When opting for our professional install service we endeavor to visit your property, professionally align and install the system within 7 working days. Our installers will provide the hardware components required (cable and mounting bracket). We have a nationwide network of professional friendly installers so nothing is a problem for us. We will ensure the whole thing is working for you before we leave.



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Is the system Wireless?

The Satellite modem itself is not wireless however any Cable wireless router can be plugged straight into the Satellite modem to create a wireless network within your home. Please note we do not supply a wireless router but these are readily available from all computer stores and online and are relatively inexpensive. We do not recommend any specific brand of router however we suggest looking for one utilizing the most up to date 802.11N standard for maximum efficiency.

Can I have a fixed Public IP?

No, you will not be able to obtain a fixed public IP on the service but a dynamic one will be assigned.

Can I run a VPN connection on my Satellite system?

In theory yes however as a fixed IP is not available your VPN would need to be configured with the dynamic IP provided.

How long is the contract length?

We operate a 24-month contract period. Should you not fulfill these terms there will be a cancellation penalty of charge of £149.99.