

“Stand-by” Service Description

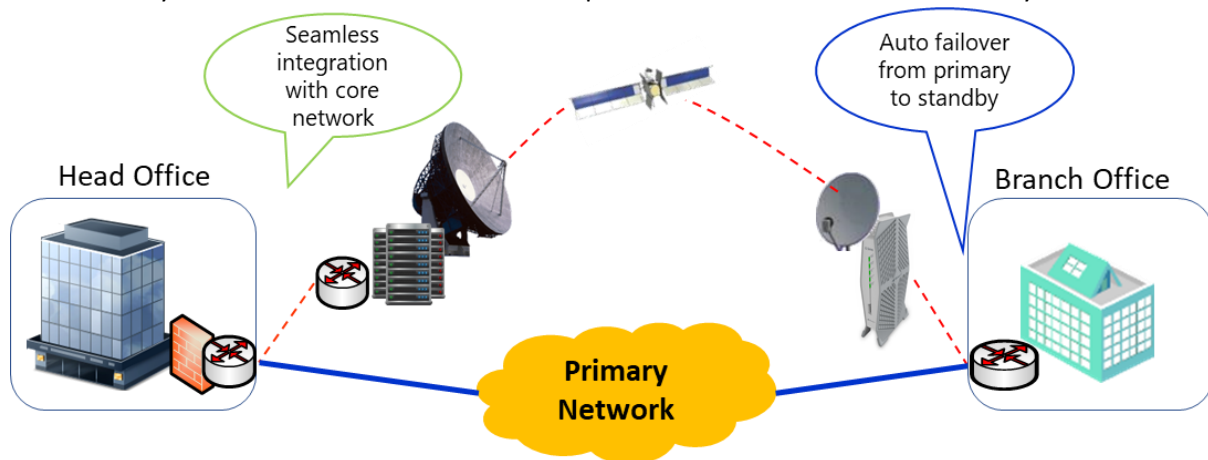
Satellite services are the most reliable and has the highest availability of all telecom service options. With no tower infrastructure, no cables and no network nodes the Twoobii network has no risk to failure due to regional theft or vandalism. With a direct transmission link from the user premises to the core network the uptime is >99,95% and end-user services are only at risk due to local site issues such as power etc.

Service Application

The “stand-by” service is designed to be installed as a back-up for a primary fibre service and will provide seamless business continuity in the event of the primary service failure. Services are contract and installed on a “per-site” basis and each site is configured with the applicable service profile. Service profile options are 10Mbps / 2Mbps for 20hours, 15Mbps / 3Mbps for 30hours or 20Mbps / 3Mbps for 55hours. The duration metric defines the minimum time the satellite link will operate on the specified data rates. Once this standby cycle period is exceeded the satellite service will enter a “keep alive” mode, standby cycle periods are calculated on monthly intervals.

How does it work?

The Twoobii standby service is implemented as a secondary service and is seamlessly integrated with the customer network. In the event of a primary service failure the end-user service will be automatically routed over the satellite link to implement seamless business continuity.



Service Definition

The Twoobii “Private Network” service parameters and applicable definitions are as follows;

| Service Profile | Download data rate | Upload data rate | Data allowance | Minimum Stand-by Service Duration |
|-----------------------|--------------------|------------------|----------------|-----------------------------------|
| Business 10-100 Stdby | 10Mbps | 2Mbps | 100GB | 20hours |
| Business 15-200 Stdby | 15Mbps | 3Mbps | 200GB | 30hours |
| Business 20-400 Stdby | 20Mbps | 3Mbps | 400GB | 55 hours |