

MARUCOM - NEW CONTRACT TYPES W/E 01 JANUARY 2011

Contract Name	Price per month € excl 18% IVA	Upload* ¹	Download * ¹	Skype/VoIP Helper* ²	Priority Level 1-8* ³	Fixed Public IP* ⁴	Summary
Basic * ⁵	20	72 kbps	2 Mb	No	8	No	Suitable for those only wishing to browse, use internet banking and make flight bookings. Send and receive web-based email only.
Home* ⁵	29	300 kbps	3 Mb	No	6	No	Suitable for general, all round use.
Home Plus	32	768 kbps	4 Mb	Yes	4	No	An upgraded version of “Home” subscription, giving greater network priority during peak times and improved Skype/VoIP quality.
Home Platinum	40	768 kbps	7 Mb	Yes	3	Free, by request	Higher download speeds , greater network priority and a fixed public IP if required.
Business Basic	36	2 Mb	5 Mb	Yes	2	1 included	A good choice for a small business, with network priority, a fixed IP giving good quality phone calls and ability to use mail clients using port 25.
Business Plus	60	4 Mb	7 Mb	Yes	1	2 included	Our “premium” contract offering high up and down speeds, top priority and the use of mail clients using port 25.
Fixed public IP * ⁴	2,50			Yes		1	For improved gaming and call quality.
Open Port 25 for SMTP mail clients* ⁶	2						For users of mail clients such as Outlook, Outlook Express.

NOTES

*¹ Shown upload & download speeds are maximum speeds available. Depending on 'rush' hours on our network and/or the internet as a whole and/or the contacting servers, speeds can be lower at times. Your PC contacting a server somewhere on the internet uses a whole chain of 'links' and networks. Each chain is only as strong as the weakest link and our network is one small link in the bigger chain.

*² "Helper" means that we have a filter set to identify these traffic types and to label it so that this kind of traffic gets higher priority than 'normal' traffic like browsing, e-mail, file transfer etc. This prioritization only increases the change of 'in-time' delivery of packages containing data making such connections. Therefore under 'saturated' or 'near saturated' network conditions the probability of degrading the quality of your phone call is less. Not having such a 'helper' enabled means in 'rush' hours the change in your phone connection quality may suffer. But under 'normal' or 'low' usage conditions there will hardly be any difference. Owners of standalone Skype Phones or dedicated Skype terminals can get a special 'pipe' for their Skype usage. A wifi router or switch is needed in this case.

*³ "Priority level" refers to the priority traffic is given depending on the IP addresses of clients. Under 'saturated' or 'near saturated' condition the network grants higher preference to higher priority traffic by using these priority levels 1 = highest, 8 = lowest.

It does not mean that low prioritized traffic will be put on hold for long periods of time. Delays in such cases are micro seconds. The result will only be that the build-up of 'real time' connections or web pages is slower and some information may be missing. As the more expensive accounts are aimed at people doing business on the internet these accounts see the highest priority levels in return for a higher line rent. But again, **under normal usage conditions our network will have the capacity to treat all users the same and the risk of data delays or drops for lower prioritized clients is minimal.**

*⁴ Fixed IP address - A fixed public IP address assigned to the client means the client becomes 'visible' on the internet with his own permanent IP address.

*⁵ There is no discount available for the basic contract for payments made 6 or 12 months in advance. The Home contract has a maximum of 5% discount for half year advance payments.

*⁶ We have changed the use of port 25 (SMTP protocol) for sending e-mails towards outside mail servers through the use of an e-mail client like Outlook etc. Our network has now been blacklisted 4 times in two years because we have had some infected client PC's sending SPAM from our network and as a result a lot of normal mail servers will not accept mail traffic coming from our network. Port 25 will be open for business clients as these are the clients most likely to use mail clients. Port 25 can be opened for other users for a small monthly charge.