Ensure seamless connectivity for your organisation anywhere in South Africa

WHAT IS BCX SKYLINK VSAT ACCESS?

Skylink VSAT Access is a satellite-based access solution that offers data and voice capable services. The solution offers speeds between 2Mbps and up to 20Mbps that can be easily deployed and are ideal for customers that require reliable and robust connectivity. The solution is ideal for customers with remote branches that are off the grid and are not able to connect to the typical access solutions such as LTE, Fibre, and Microwave.
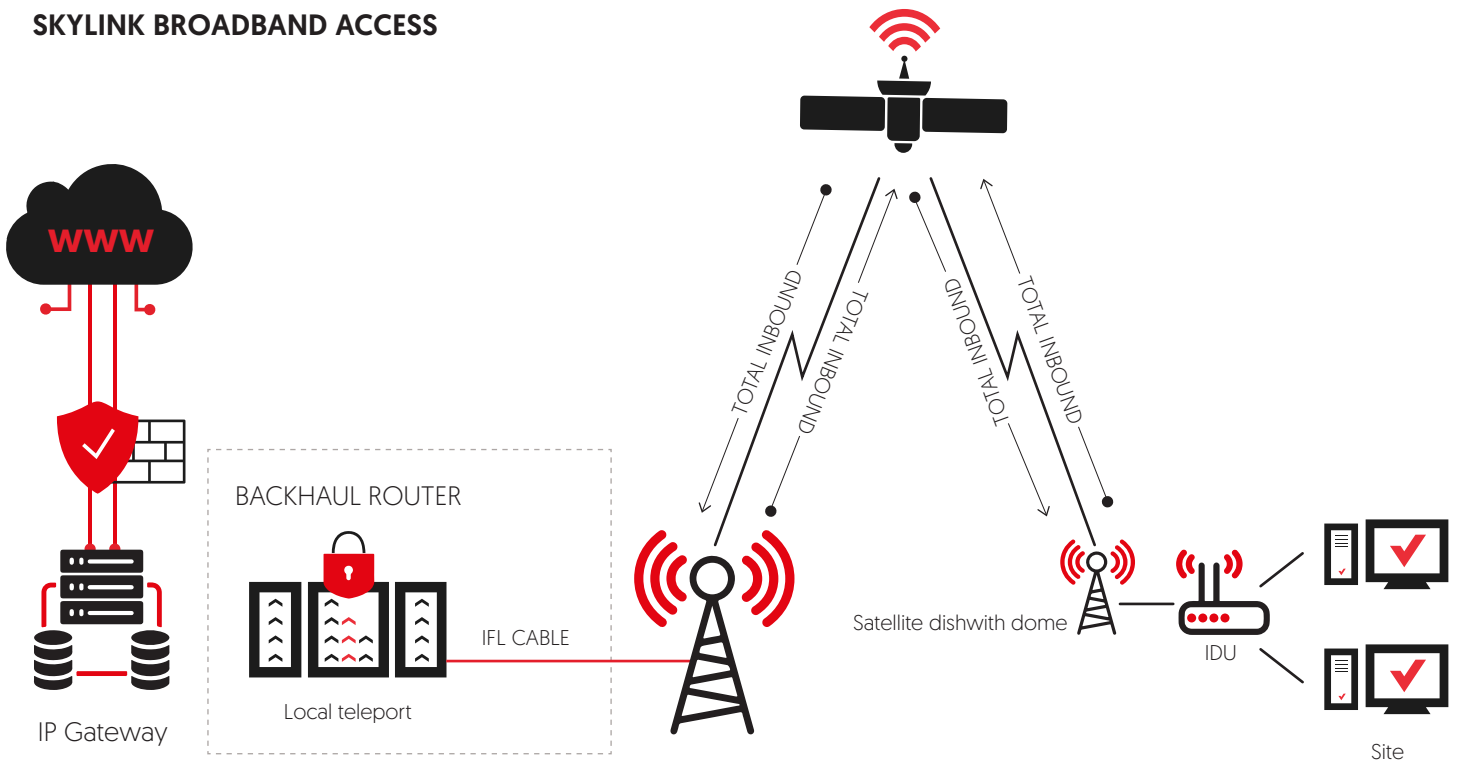
WHAT IT DOES

- Ubiquitous coverage for either dedicated or broadband access.
- Increased satellite access availability up to 99.5%, providing improved network availability with no third-party infrastructure, no terrestrial infrastructure, and no third-party tower requirements.
- Turnaround times on installations are quick and efficient with services being immediately activated.
- Unlimited Internet over Satellite (Fair Usage Policy applied).
  - Soft capped internet from the site.
  - Typically used as an underlay to SD-WAN or the public Cloud.
  - VSAT Access to SD-WAN Express and VPNs.
  - Underlay for access to MPLS or VPNs.
  - Multisite Layer 3 Satellite Aggregation with routing from the BCX Core network with SD-WAN features and SLAs.
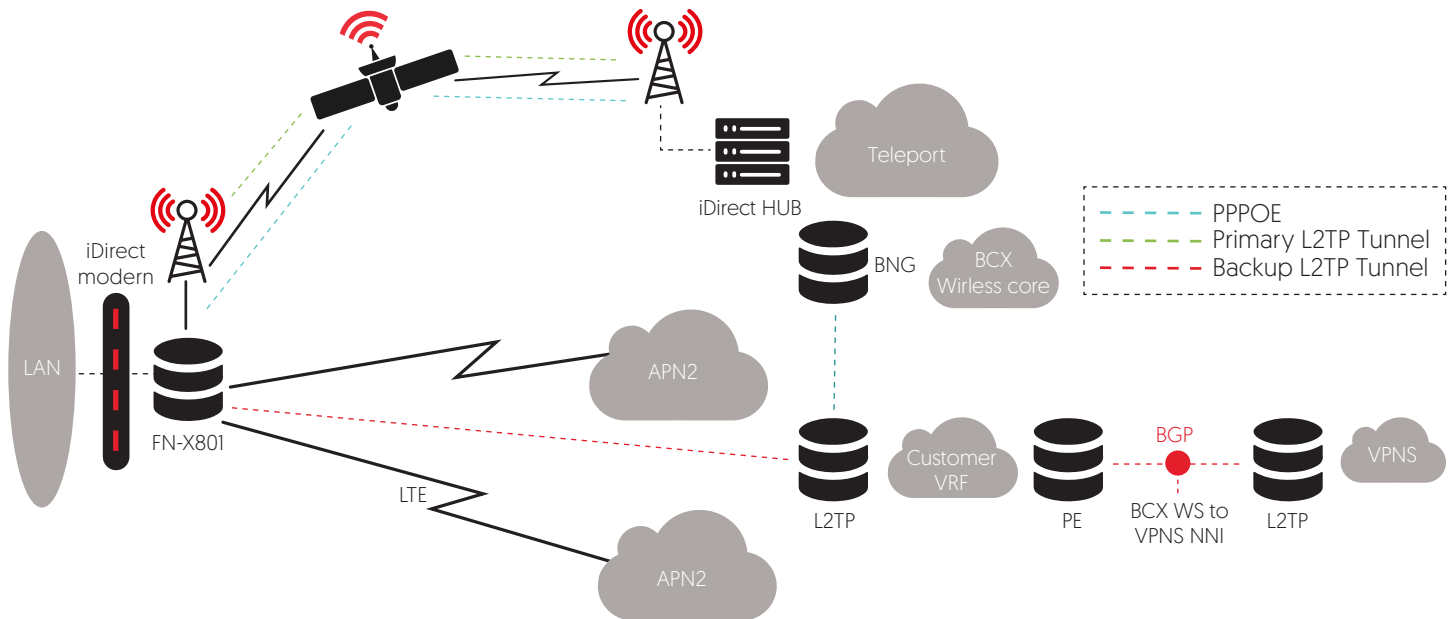
HOW IT WORKS

The VSAT Broadband end to end network has three major components:

a. CPE
b. Satellite
c. Network and ISP

SKYLINK BROADBAND ACCESS

WWW

IP Gateway

BACKHAUL ROUTER

Local teleport

IFL CABLE

TOTAL INBOUND

TOTAL INBOUND

TOTAL INBOUND

TOTAL INBOUND

Satellite dishwith dome

IDU

Site

SKYLINK VSAT ACCESS TO SDE

iDirect modern

LAN

FN-X801

iDirect HUB

Teleport

BNG

BCX Wirless core

LTE

APN2

APN2

L2TP

Customer VRF

PE

BGP

BCX WS to VPNS NNI

L2TP

VPNS

- - - - PPPOE
- - - - Primary L2TP Tunnel
- - - - Backup L2TP Tunnel

WHY CHOOSE BCX?

- Compatible with SD-WAN/Layer 2/Layer 3/VPNS.
- We utilise the latest next-generation platforms as well as high throughput satellites.
- Your business traffic lands in South Africa.
- Low contention business broadband solution.
- Full-service model.
- 99.5% availability.
- No additional out bundle charges.

FEATURES

SERVICE FEATURE	BCX	COMMENT
Installation cost	Fixed fee	Fixed fee for anywhere in South Africa with no additional travel or material charges.
Equipment cost	Once-off or Rental	The solution allows you to purchase the equipment for lower monthly costs or select a rental option.
Equipment support	Included	Equipment repair and replacement are included in the rental model.
Support services	Included	Site support services are available for support by our countrywide field network and all support call-out charges are included. This includes an option for 24/7 reactive monitoring and service alert notifications.
Service quality	No contention	The solution provides the quoted data rates at the quoted data volumes. This is a business service with QoS, public IPs, Customer network IPs.
SD-WAN Express	Compatible	Tested using the SDE network and provides a seamless network access option.
Uncapped service	Uncapped	While the data rates reduce after the data volumes are used it remains active to support Voice calls and Financial transactions as well as with minimum browsing.
Free Zone	24h00 – 06h00	During this period, the data used is not added to your measured volume bundle.
Signal Coverage	All Africa	Operates on the Intelsat EPIC constellation that ensures 100% signal coverage anywhere in South Africa and Africa.
Voice services	Fully supported	implemented end-to-end quality-of-service to ensure voice services for business operations.
Point-of-Sales Services	Fully Supported	Is certified by banks and financial institutions for retail and business transactions. This testifies to both the quality of the network as well as business credibility.
Network Integration	Layer 2 or 3	Provides VSAT access to SDE option for seamless integration with existing core networks to complement enterprise access solutions.
Network core location	South Africa	The core network is in South Africa for better service delivery vs. core networks located in Europe.
Engineering	Q-KON	The Q-KON engineering team has full end-to-end access and control to ensure optimum customer service delivery.
Credibility	+30 years	The product is a fourth-generation satellite access platform developed by the Q-KON team who has more than 30 years' experience in providing specialist telecommunication services.

BENEFITS

- Access is provided anywhere in South Africa.
- Reliability for data access networks with high availability.
- VSAT is the ideal way to distribute IP content.
- Ideal backup solution for terrestrial networks.
- Reduced access costs associated with many other wireless technologies.
- A highly scalable solution that can support thousands of customer sites.

PRODUCT OPTIONS

- **Skylink VSAT Broadband 2Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 15GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 10Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 75GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 15Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 300GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 4Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 30GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 10Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 100GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 20Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 400GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 6Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 45GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 15Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 200GB.
  - Throttling of line once daily limit is reached.

- **Skylink VSAT Broadband 20Mb**
  - Unlimited Internet from site.
  - FUP will be applied at 500GB.
  - Throttling of line once daily limit is reached.

SERVICE COMPONENTS

1. Access is provided anywhere in South Africa.
2. Reliability for data access networks with high availability.
3. VSAT is the ideal way to distribute IP content.
4. Ideal backup solution for terrestrial networks.
5. Reduced access costs associated with many other wireless technologies.
6. A highly scalable solution that can support thousands of customer sites.

Response Times for Remote Sites per Incident	Business Hours	After Business
1st Line remote site monitoring	CUSTOMER	
mTTr **Maximum-Time-To-respond When the CUSTOMER reports** a fault by email, the BCX Service Team will acknowledge receipt of the Trouble Ticket by return email within 30mins for incidents logged during business hours and within the 1st hour of the next business day for incidents logged after hours.	30 Minutes	1st Hour Next Business Day
mTTi **Maximum-Time-To-investigate:** Within 60 minutes of receiving the email Trouble Ticket the BCX Service Team will have completed all remote investigations, diagnostics, and corrective action via remote access if possible. If the service cannot be restored a technician will be dispatched to site.	1 Hour	1st Hour Next Business Day
mTTS **Maximum-Time-To-be-on-Site** A technician will be onsite within 8 business hours. This excludes the following travel time allowances for sites outside the country capital city: • 4 Hours for sites within 100km radius of the capital city. • 8 Hours for sites within 300km radius of the capital city. • 16 Hours for sites further than 300km from the capital city.	8 Hours	Excluded
mTTR **Maximum-Time-To-Repair** The service will be fully restored after 4 business hours from the time the technician has reached the remote site, excluding any time period required to obtain access to the premises. Measurement & Communication Times: Response times will be measured using BCX's help desk system and will start after acknowledgement of receipt of the Trouble Ticket logged by the Customer and will end upon the closing of the ticket when the problem is resolved.	4 Hours	Excluded

AVAILABILITY

The BCX Skylink VSAT Access solution is available nationwide. For more information, speak to your Account Manager or send an email to **info@bcx.co.za.**