

## Broadband Bonding - Subscription Service Features & Pricing

	Professional	Business
Bonds up to 4 lines	✓	✓
Bonds up to 6 lines	x	✓
Static IP as standard	1	1
Max. Static IP's	2	16
Max. Data Transfer per Month	250 Gbytes	2,000 Gbytes
Free software updates	✓	✓
14-day setup assistance	✓	✓
30 day money back guarantee	✓	✓
Email Support	✓	✓
Telephone Support	x	✓
Service Level Agreement	x	✓

# Service Details

## Requirements

To use the service you will need the following:

- a** Two or more Broadband connections capable of accessing the Internet
- b** Sufficient power sockets / extension leads to power the VeloComms devices and any associated devices, such as switches, modems etc. if relevant
- c** Where you choose to use VeloComms enabled ADSL modems, please ensure you have your ADSL login details (VCI, VPI, username, password, encapsulation type, IP addressing) to hand
- d** Where you choose to use a WAN neutral i.e. Ethernet only VeloComms enabled router, please ensure you have sufficient Ethernet cables to connect to your modems, that your modems are correctly configured
- e** Where you use WAN neutral routers with only one LAN port e.g. the VeloComms Power Router, you will need to use a switch to interconnect the VeloComms routers and your LAN devices
- f** We recommend that where necessary, customers deploy a switch to interconnect the VeloComms routers and LAN devices. Using a daisy-chain method of connecting the devices will work, however if one of the routing devices loses power, all devices on the service may lose connectivity

## Limitations & Considerations

Like all technologies, VeloComms has been designed to work under certain conditions / has service and product limitations. Please read the following when making your purchasing decision:

- 1** VeloComms service can only bond available bandwidth
- 2** Many Broadband networks are contended i.e. can have fluctuating performance depending upon traffic type and time of day. In addition some ISPs implement traffic shaping that can alter the performance of VeloComms
- 3** Depending upon how networks are configured, some ISPs place customers on the same backhaul pipe from a CO / Exchange, or POP. This means in certain circumstances customers lines may be contending with each other, hence reducing throughput
- 4** When using VeloComms service in conjunction with a VPN or firewall, please check that your device is capable of handling the faster speeds delivered by VeloComms. It has been found that certain older VPN/ firewall units can only cope with slow Broadband connections
- 5** Your service will only be available when at least one of your Internet connections is available. If all have failed simultaneously VeloComms cannot be held responsible
- 6** Ensure that your VeloComms routers are installed so that they do not overheat. Stacking them on top of warm equipment in enclosed spaces causes electronic equipment to behave erratically
- 7** VeloComms service can bond up to 6 lines
- 8** VeloComms bonding service periodically adapts to network connections underlying speeds, changing how much data goes down which line. If the line performance fluctuates rapidly and to extremes, it is likely that sub-optimal bonding will be achieved. Most wireless technologies (3G, Wi-Max, Wifi) and some cable connections can have highly fluctuating performance
- 9** VeloComms service has been designed to use Broadband connections where the latency to the aggregation server is <80ms. The service can operate beyond that latency but performance may be sub-optimal
- 10** The service works best when lines of a similar latency are used. Packet re-sequencing and other methods may need to be used to provide optimal performance where line latencies are radically different
- 11** The VeloComms service introduces a small overhead to each packet (approx. 25 bytes) which may require some services such as VPNs to have their MTU lowered
- 12** When deploying a mail server behind VeloComms service, please note that it is likely your mail MX records will need to be changed to point to your VeloComms provided IP address
- 13** All orders / requests for service with 4 or more IP addresses will be subject to approval by VeloComms staff and RIPE / ARIN justification, where necessary. VeloComms will contact you should justification be required
- 14** When speed testing on a PC which has anti-virus software installed, please note that results may report lower due to some anti-virus software hitting processor power limitations. Older or low-spec machines (e.g. Netbooks) are more likely to suffer than newer desktop PCs.
- 15** Due to the shortage of IPv4 addresses all large requests (4 or more IPs) will require justification for such IP usage. At order time an IP justification form will be sent which needs to be completed in a timely manner
- 16** VeloComms service does not at present support IP multicast or IPv6

[www.velocomms.com](http://www.velocomms.com)

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