



# Satellite Business Internet FAQs

BCN offers a variety of wireless solutions that can be deployed to meet each customer's specific needs. Whether for primary, back-up/failover, or hard to reach locations, BCN will uniquely tailor each solution. Customers with multiple locations can be assured that BCN's range of wireless options means we'll get you connected.

## Plan Features and Terms of Service

### ■ What plans are available for satellite business internet from BCN?

Viasat-based satellite business internet from BCN offers 35/4 Mbps (download/upload) plans to over 96% of the U.S. population. In select areas you can also get 60/4 Mbps and 100/4 Mbps plans. In the few places where 35/4 Mbps is not available, we offer 12/3 Mbps.

### ■ What's special about the business internet plans from BCN?

**Priority Connection** - All business plans are prioritized over residential accounts so that business traffic is not impacted by residential traffic like YouTube, Netflix, gaming, etc.

**Fast Installation** - Once an order is placed, install typically occurs within 3-5 business days.

### ■ Does the BCN solution provide static IP addresses?

A BCN solution provides (3) free persistent IP addresses with each service plan. A persistent IP address is similar to a static IP address in that it is uniquely assigned to each device, is publicly addressable, and once it's assigned to a device it doesn't change.

### ■ What are BCN business internet upload speeds?

Upload speeds are either 3 Mbps or 4 Mbps, depending on the plan you purchase. Viasat's U.S.-based satellite is currently optimized for download speeds up to 100 Mbps and work is ongoing to continuously improve upload speeds.

## Applications, Weather & Latency

### ■ Does VoIP really work over satellite?

BCN satellite business internet service supports most VoIP solutions "out-of-the-box." In rare cases you may need to tune your VoIP configuration. If you experience an issue, BCN engineering resources can help recommend the appropriate settings adjustments.

### ■ Can I use VPN with your service?

VPNs work over satellite. However, performance is impacted because encrypted traffic cannot be accelerated. With IPsec VPNs you will see speeds of ~5/1 Mbps (download/ upload). SSL-based VPNs perform better with the service as these connections benefit from TCP acceleration.

### ■ Does your service support credit card/POS systems?

The service is ideal for retailers and businesses needing to process electronic payments.

### ■ Does your service work with SD-WAN?

BCN satellite business internet is an excellent option for SD-WAN solutions. Because the service comes from space, it is completely diverse from land-based carriers and provides an increased level of redundancy and reliability.

### ■ Is satellite internet a good option for backup?

Satellite business internet from BCN is an excellent first choice for a backup connection. Satellites are located 23,000 miles above Earth, making this a truly redundant service that is not impacted by common terrestrial issues including cut lines, downed poles, fallen trees, construction, or local network outages.

### ■ Does weather impact the service?

Severe weather can impact the service, but it is very rare for a complete interruption of service. Weather nationwide is proactively monitored and the signal strength and waveforms are dynamically adjusted to mitigate storm impact. This is made possible by proprietary features embedded in the satellite network to dynamically transfer service to different access nodes as needed.

### ■ My satellite TV works poorly in bad weather, how does this differ?

Satellite service uses a different band of spectrum for connectivity. It is more powerful and thus allows two-way communication between the ground and the satellite. Satellite TV uses a one-way broadcast that can be interrupted easily by environmental conditions.

### ■ What about latency?

Due to the nature of the service, there is about 600ms RTT latency. That's the time it takes the signal to travel up to space, down to the core node on earth, back up to the satellite in space and then back down to the end user on Earth. This latency is a non-issue for most applications including POS, network management, VPN, and even VoIP. Extremely chatty applications like Virtual Desktop Infrastructure (VDI) and Citrix may experience slow speeds.

## Installation

### ■ How long will it take to get my service turned on?

Service will typically install within just 3 to 5 days after placing your order.

### ■ How does installation work?

Installs are done by Viasat technicians throughout the country, which is part of the reason we are able to install so quickly.

### ■ How is the dish installed?

There are multiple ways a satellite dish can be installed. The most common is the nonpenetrating roof-top mount. Installations can also be done using a pole or side-of building mount. Other options are available as well.

## BCN ADVANTAGE

We have the high-performance solutions, state-of-the-art technology, and exceptional customer care your business deserves. As a communications and technology solutions leader since 1994, BCN understands how to solve your toughest network challenges and build a solution that fits your needs. Our experts guide you to the right solution, then help you secure, manage, and monitor it, ensuring you're always connected to the advanced technologies that can take your business even further.

With over 75 network and technology partnerships and an unshakable commitment to delivering exceptional customer care, your business gets access to best-in-class services and an experience that is second to none.

## WE ARE BCN

A communication technology solutions provider with the flexibility and experience to address every need uniquely. Creating tailored solutions based on the portfolios of 75+ wholesale network & technology partners.



### SINGLE PROVIDER

A single-source for custom-configured solutions.



### UNIFIED BILLING

All services at all locations on one monthly invoice.



### CUSTOMER CARE

Single point of contact for U.S. - based support.



### OUR LEGACY

Decades of experience and thousands of business customers.