

## **A. Frequently Asked Questions**

### **1. What is the satellite internet connection offered by SATDATA?**

SATDATA is a business unit of ONOMA TECHNOLOGIES that aims to offer quality combined satellite internet services, with constant high speeds, anywhere in Greece, no matter how remote or isolated. Because both satellite reception and transmission are data-only, the SATDATA connection does not require any telephone, cable, microwave, or other connection. All you need is visual access to the sky, with a relatively southerly orientation.

### **2. What kind of equipment do I need?**

All you need is a satellite dish, along with its accessories (stand, modular connectors, connection cables with special connectors, special frequency converter, etc.) as well as a special modem/router. You do not need to install additional software on your computer, nor any other special requirement in order to access the Internet through SATDATA.

### **3. Why choose a satellite internet connection on SATDATA?**

For so many reasons. Because where your installation is, there is no connection via cable or fiber optics. Because the existing connection is very "poor" i.e., with very low speeds, with great instability i.e., it's very easily affected by the weather conditions, etc. Because even the existing 4G network with the unlimited data has no quality signal at the point where you are or when it picks up a signal, the speeds are only 4G speeds, nor is the data really unlimited. Because at times, for example, in the summer, with several hundred users simultaneously connected to the same node, the internet at the point where you are "is crawling", etc.

In addition, the connection to SATDATA is the only one that gives you really constant speeds, without limiting the amount of data transferred through it. So, there are no volume charges, data/volume boosters, data add-on packages, etc.

Last but not least, the satellite connection can act as a back - up connection to companies operating in developing areas (usually in the suburbs) where due to water supply, sewerage, gas, underground wiring, etc., the internet cable can be cut. As a result of it, companies risk being left without internet & telephone for days.

### **4. What are the speeds of internet plans you offer?**

SATDATA offers real and stable speeds that reach today (2022) 50Mbps in download and 10Mbps in upload (from 2023 there will be packages up to 250Mbps - for some lucky customers of 50Mbps internet plans, the speeds can be triple - at a minimum cost of a few extra euros per month - up to 150Mbps). There are generally [three categories of internet plans](#) we offer.

For example, maximum plan can easily support the needs of a business, an organization, etc. For those who need even higher speeds today, they can make 2 or 3 simultaneous connections to Satdata and enjoy - through a special router and programming we do - the sum of the speeds of the individual connections.

To have an indicative picture of the type of connection you will need, you can visit the following link (which has nothing to do with our company) and edit various connection scenarios. <https://oneringnetworks.com/bandwidth-calculator/>



( connection screen from one of our many facilities, in May 2022)

##### **5. Do I need a telephone/cable connection?**

No, SATDATA connections do not require a telephone or cable connection.

##### **6. Are there any minimum requirements for the computer I will use?**

In general, no. Any computer running Mac, Windows, or Linux OS that has a built-in network card (10/100/1000Mbps) can connect to the satellite modem. Most importantly, no additional computer hardware or software is required. However, we suggest that the operating system will be at least Windows 10 (Home or Pro) so that modern security requirements are met.

### **7. Can I also have a Wi-Fi wireless connection with the equipment you provide?**

It depends. Depending on the internet plan you choose, the connection to SATDATA can be made either with a simple modem/router (in the packages of 30 and 40Mbps) or with a modem/router that incorporates an access point for wireless access (in the package of 50Mbps). In any case, you can extend the connection using your own equipment.

### **8. What kind of equipment can be connected to the satellite connection?**

Everything! Laptops, smartphones, tablets, video streaming decoders, internet TVs, audio streaming systems, IP cameras, IP alarms, IP call centers, access control systems, automation and control systems, KNX, video conference devices, etc. Thanks to the built-in static internet address (static IP) that is present in every package offered by SATDATA, the remote access, control, configuration, and downloading-uploading data to any device that operates with the IP protocol is absolutely immediate and possible in real-time. The only category of devices that is not suitable to connect to the Satdata network, is online gaming. The reason is because of the time lag that exists in the transmission of the satellite signal (transmission twice at 36,000 kilometers - satellite latency), there is no immediacy in the execution of commands (lag of 0.6 seconds).

### **9. What other services can I get through SATDATA's connection?**

SATDATA connection in conjunction with the services offered by the parent company Onoma Technologies could be the "gateway" to a range of additional services such as cloud telephony, (based on cloud telephony technology through VoIP), offering Wi-Fi wireless connection to customers of tourist accommodation, business guests, etc., with pre-requisite registration in a personalized connection portal (hotspot via captive portal), etc. All the above at very competitive prices.

### **10 . Can I use the new SATDATA's connection to connect to my work or my office via VPN?**

Note there is nothing that prevents you from connecting to your company's corporate VPN in the service we offer. Especially since we provide free static IP in all our internet plans. There is only one case where some professional firewalls (Sophos, Checkpoint, Cisco, Watchguard, Fortigate, etc.) want a special configuration due to a specific type of IPsec VPN. If the administrator or the IT team that manages your network can not do it, then we can implement it in cooperation with them (with extra charge).

Note that we use a special packet acceleration technology to help the data distance traveling to and from your system more efficiently. With some VPN connections, information is encrypted and therefore acceleration cannot be applied. Therefore, you may experience some performance, deceleration, or system malfunction. If you tell us about types - models of equipment used, there is a chance that we can inform you from the beginning. In any case, in cooperation with our support team, we almost always find the solution that suits you.

### **11. How can I upgrade/downgrade my internet plan?**

Just contact the customer support team by phone or email. Upgrading and downgrading within the plans offered by SATDATA is very easy and is done relatively quickly, with the payment of a small administrative fee. Please note that for speed downgrades, a management fee equal to the cost of one month will be charged to your current internet plan.

### **12. How can I cancel my new internet plan?**

We want all our customers to be happy with our service, from the first moment. So, if there is anything we can do to help, contact us to look into it and resolve it. However, if you have finally decided that satellite broadband is not for you, then call us to proceed with the relevant procedural steps. We remind you that our new customers can make use of the withdrawal period of 15 days from the moment of activation of their initial connection. This is a great opportunity to try us out before starting your regular 12-month contract.

### **13. How is invoicing done and how is the bill paid?**

Invoicing is done by the supplier once every three months, no later than the first ten days of the coverage quarter. Exceptionally, if the agreement enters into force at a time between 2 quarters, an interim invoice is issued, with a proportional charge, for the period until the beginning of the first quarter of normal invoicing. The method of payment of the invoiced amounts is with advance payment per calendar quarter, with payment of the supplier within 10 days from the invoicing date.

**Conclusion: Flexibility, reliability, efficiency, excellent value for money and responsibility, are the key features offered by the Satdata satellite internet implemented by our company Onoma Technologies, putting at your disposal all the accumulated experience of three decades. At the same time, do not forget that as the experience of the time has shown in this area, when for any reason (earthquake, war, sabotage, destruction of intermediate nodes by lightning, cyber attack, etc.) the terrestrial communications "cut", the SATDATA satellite connection will always be there!**

