# DYNAMIC SUSPEND

AIRTIME CASE STUDY

EXAMPLE CASE STUDY

The Axxess Marine client portal gives you the flexibility to upgrade, downgrade, suspend and reactivate as you please. You're able to select a smaller contract and whenever guests or owners are on board, or more bandwidth is required, you simply select an upgrade via the Axxess Marine Client Portal for that period of time. Upgrades are active within a few hours, so with very little planning you can avoid any interruptions to services for guests & crew.

That's the theory, so as a practical example let's use this existing customer profile below with a typical usage pattern;

Motor Yacht "ANONYMOUS" (90m) Plan details:

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Customer's VSAT contract:	**MBR 4096kbps / 1024kbps** **CIR 1024kbps / 256kbps**
Cellular (4g/LTE-A):	**250GB per month included**
Contract Period:	**12 active months + 6 DynamicSuspend months**
DynamicSuspend:	**145 days remaining from 6 months (183 days) purchased**
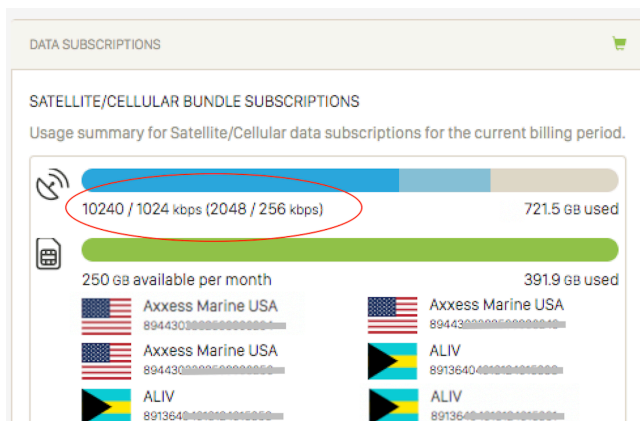
As you can see their plan detail is contracted at a relatively low MBR 4mb/1mb and CIR 1mb/256kb for normal use.

However, when the owner or guests are onboard they select an upgrade, via the portal, to a higher plan to allocate their budget to those days when there's high demand onboard. *(red circle on the screenshot.)*

Then, when the owner or guests leave they just suspend their service, or reduce it back down to the contracted 4mb/1mb (1mb/256kb).

Note: the VSAT we offer is unlimited! The blue bars on VSAT line in the screenshot above show the efficiency/optimum performance of the VSAT and not the volume. The closer the darker blue shading compared to the lighter shade, the better, but if it's completely blue that means the client probably needs a higher plan as VSAT is running at near 100%.

Axxess Marine is confident that the services provided are the best available, and clients will be achieving the contracted MBR. Therefore we are absolutely transparent with all service related data and we display this on their portal account where captains, ETOs can review this with their owner or management company against budget plans. You can access key details such as; VSAT utilization, overall usage, NOC incidents, plan history, VSAT SLA, VSAT quality, etc.
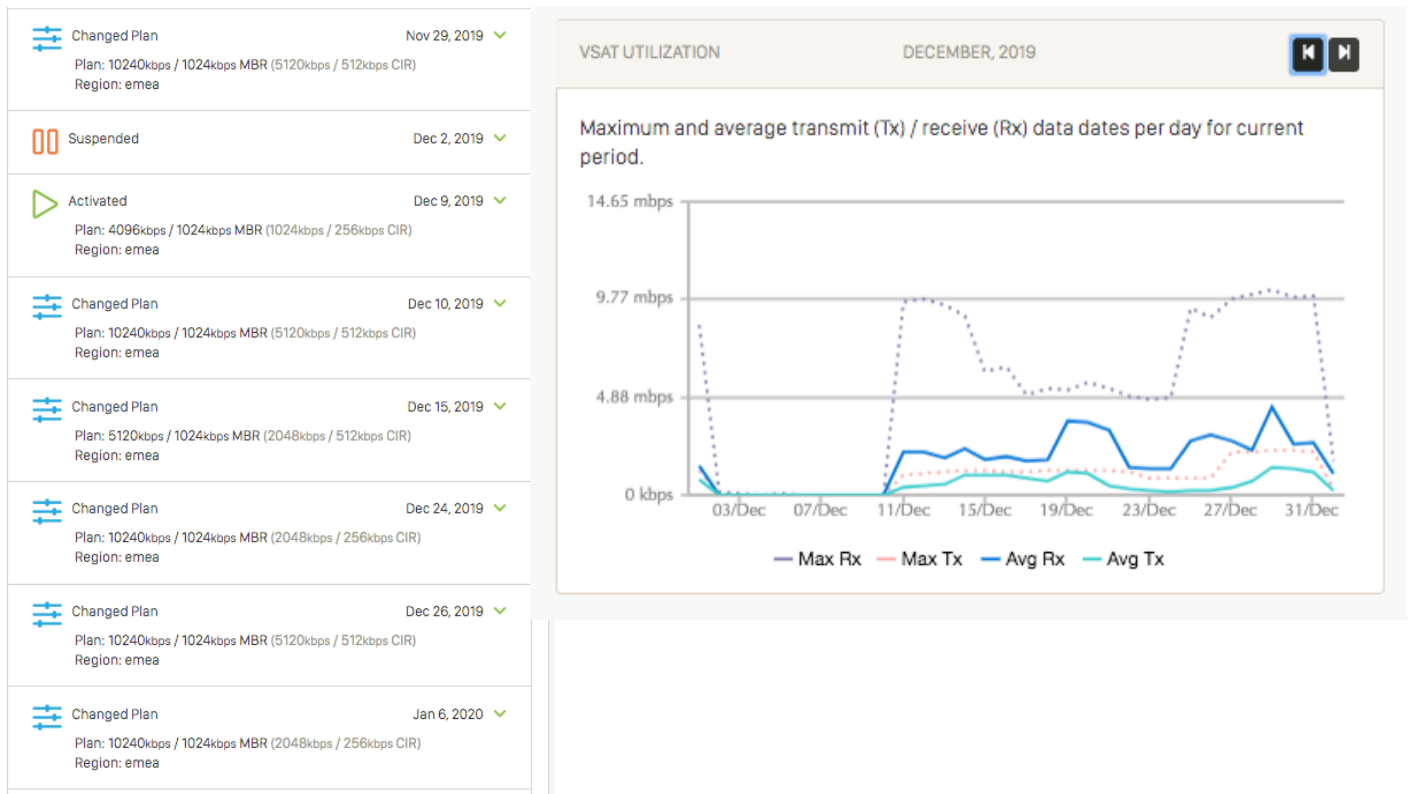
And, our invoicing is also flexible – we review a client's previous month and we invoice only for the days they have had an active service.

E.g. if "M/Y Anonymous" had 10 days contracted service, 5 days upgraded VSAT, 16 days suspended and they've been using LTE for only 10 days during the month, then their invoice will reflect the amounts credited and only the net amount owed.

Invoices are always available on the client's portal account, as well as many other useful features, such as AxxessCare Hardware subscription or Axxess Cybrsecure.
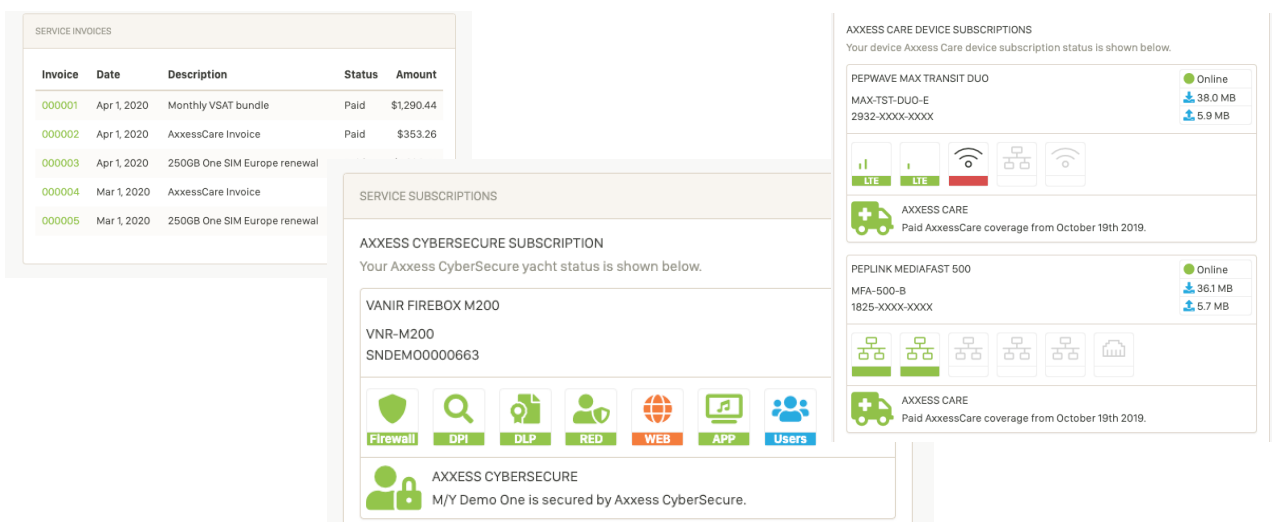
CONTACTS, LOCATIONS

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