

Starlink services

# Satellite internet for business continuity

**GNX**

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## What is Starlink?

Starlink is a **satellite-based internet service** that delivers **high-speed broadband** via a constellation of Low Earth Orbit (LEO) satellites. Unlike traditional connectivity solutions that rely on ground infrastructure, Starlink bypasses terrestrial limitations, making it **ideal for remote locations, backup connectivity, and last-mile diversity**.

Starlink offers:

- Download speeds of up to 220 Mbps (best effort)
- Quick installation and setup
- Wide geographic availability—even in hard-to-reach places

It's an innovative solution, but with some important trade-offs: **slightly higher latency** than fiber (which may impact call quality) and **no guaranteed bandwidth**—performance is variable and best effort.

## What is the GNX solution?

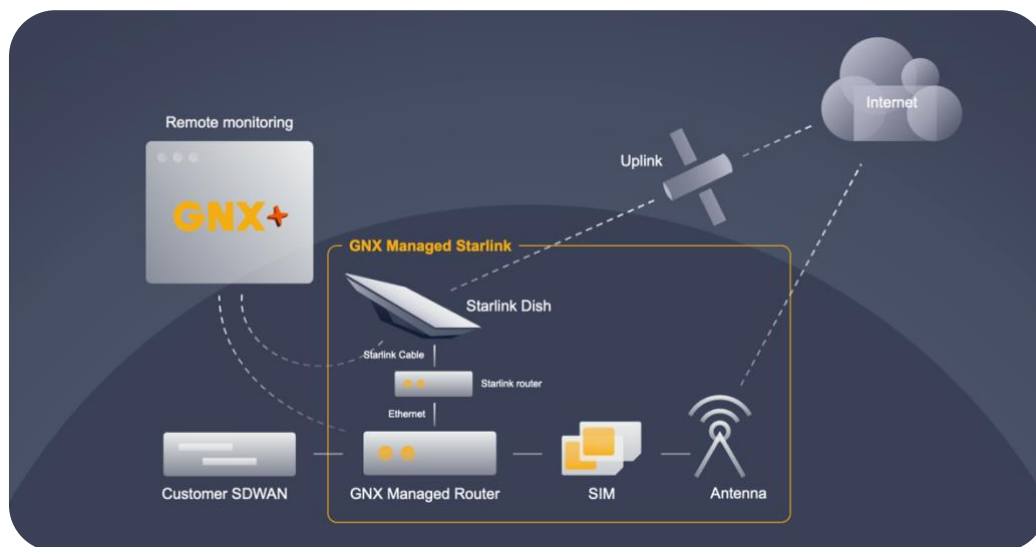
While Starlink provides the raw connectivity, GNX takes it further—turning it into a reliable, managed business solution. **GNX Starlink** is a fully managed, enterprise-grade satellite internet service, ideal for companies looking to improve resilience, increase network diversity, or connect hard-to-reach sites quickly.

With us, you get:

- Proactive 24/7 support via **GNX+**
- End-to-end service management
- Real-time monitoring insights via **GNX+**
- Expert installation services, including on-site surveys (available globally)
- Optional 5G backup and static IP configurations

**No existing GNX services required.** No hidden dependencies. Just smart, secure, global connectivity made simple.

Here's a quick look at **GNX Managed Starlink Standard** — how it works and what's included.



## Service levels

Every business needs connectivity that fits the way it works. The base Starlink service is reliable but comes with a limited SLA and no installation support. GNX layers **two flexible service levels** on top, from a simple backup line to a fully resilient setup with advanced IP options. Below are our two distinct service levels— so you can choose the one that works best for your business.

### GNX Managed Starlink

#### Standard

- Basic Starlink internet
- 24/7 monitoring & support
- Managed via GNX+

**Ideal for:** Businesses seeking quick deployment and basic managed backup connectivity.

### GNX Managed Starlink

#### Premium

- Everything in Standard
- 5G backup for failover resilience

**Ideal for:** Branch offices or sites needing dual-path redundancy.

**Add-on:** Need consistent access to your own network or hosted tools? Add **static IPv4 and IPv6 addresses** for a fixed, reliable connection every time.

## Service overview

Each GNX Managed Starlink service includes a **high-priority 50GB/500GB data plan** by default. Once that limit is reached, data is billed per 50GB of overage. For users who prefer cost control, an **overage opt-out** option is available—bandwidth is then throttled to **1 Mbps download and 0.5 Mbps upload**, and charges are limited.

At the core of every setup is the **Starlink Enterprise dish**, paired with one installation mount (various mounting options available). The Enterprise dish delivers broader coverage and maintains connections with multiple satellites simultaneously, ensuring a **smoother roaming experience** compared to the standard consumer dish.

Bandwidth is provided at **maximum available speeds—220–240 Mbps download and 25–35 Mbps upload**. These are the highest rates currently supported, with no further bandwidth upgrades required or available.

Each service also includes a **Peplink B One CPE** equipped with a **5G SIM card**. Peplink remains the only supplier certified for Starlink installations, allowing GNX to fully manage deployment and provide detailed insights into bandwidth, latency, and data usage. In the **GNX Managed Starlink Premium** service level, the Peplink's 5G SIM can also serve as a **backup connectivity option**.

## Installation specifics

The Starlink equipment draws quite a bit of power, which means it can run warm — around **30–40 watts when idle**, and over **100 watts** in colder conditions when the dish heats itself to clear frost or snow. As a result, both the power brick and the Starlink gateway can get noticeably hot. We recommend placing the gateway on its **own shelf** and keeping the **power brick clear of other equipment** for proper ventilation.

Each setup comes with a **Mount** by default — the go-to choice for flat rooftops. Other mounting options are available on request.

As part of the GNX solution, we provide expert installation services, including on-site surveys globally.

# SLA

All **GNX Managed Starlink plans** come with a **99.9% Network Availability SLA**, measured monthly per service. Here's how it works: an outage only counts if the connection is down for **60 consecutive seconds or more**. Once that threshold is hit, the full duration — starting from that first minute until reconnection — is counted as "Outage Time." If total outage time for the month exceeds **0.1% of the billing period**, you'll automatically receive a **20% service credit**.

This differs from standard ISP SLAs in several ways. Traditional SLAs often treat every brief disconnect as downtime and use tiered credit systems based on severity. Starlink's **60-second rule** filters out the short signal drops that come with satellite connectivity — like weather blips or satellite handoffs — focusing instead on **real, sustained outages** that affect your business.

And because this is a **managed service**, the included router automatically tracks and reports outage time. There's **no need to raise a ticket** or chase credits — it's all handled for you.

## Pricing for GNX managed Starlink

The GNX Managed Starlink service is billed in **\$ USD** and consists of two components, Non-Recurring Cost and Monthly Recurring Cost. Cost specifications can be requested via your Sales contact person.

## Why GNX?

GNX delivers more than just a connection. We provide **managed internet that's built for business**.

- **Installation expertise** – Global delivery, fast setup, and local field support
- **Monitoring & incident management** – Proactive, centralized monitoring with insight into bandwidth usage and data bundle consumption through **GNX+**
- **Short MTTR** – We reduce downtime with industry-leading resolution times
- **No vendor lock-in** – Starlink can be used independently, but is even better with GNX

## So, when to use Starlink?

Starlink is **not** meant to replace high-performance fiber, but it's a powerful **tertiary or backup solution** for businesses that value:

- Network path diversity
- Remote or rural site coverage
- Fast time-to-connect
- Simple setup without deep infrastructure investment

To use GNX Starlink, you'll need a clear mounting location for the satellite terminal. We provide on-site surveys globally, for low one-time additional costs that vary per country.

### Interested?

Let's connect. Request a custom quote or site survey via our website, [gnx.net](https://gnx.net) or contact us directly via [contact@gnx.net](mailto:contact@gnx.net)

The background features several abstract, three-dimensional blue geometric shapes, including rectangular prisms and cylinders, arranged in a dynamic, overlapping composition. A large, dark blue curved shape sweeps across the left side of the frame.

**Straightforward connectivity**  
**Anywhere on earth**

**GNX**