

TERMO DE ACEITE TÉCNICO

Solicitante: VIVO

NOC/Operador: Alexandre Cruz

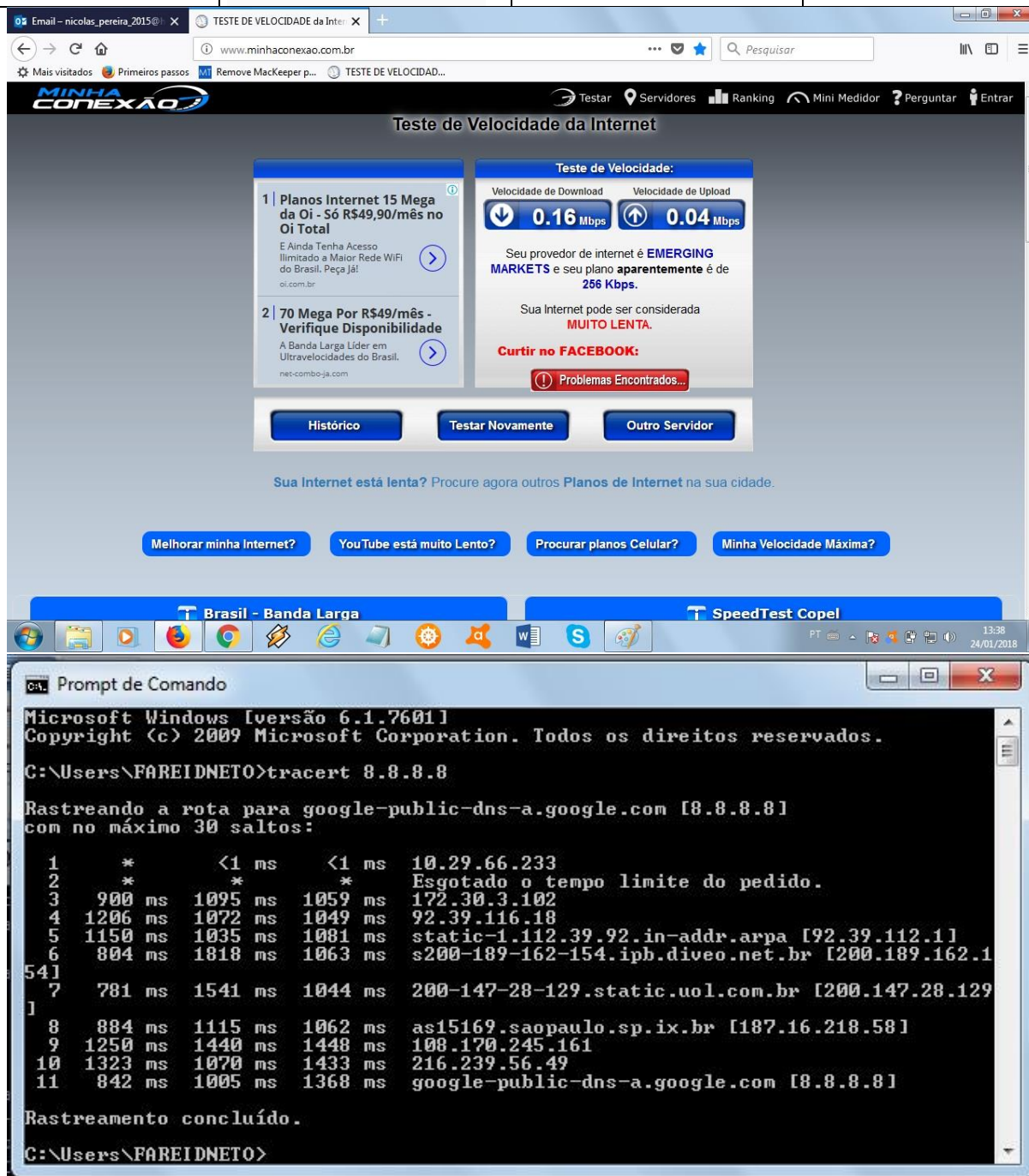
Cliente: VIVO

Empresa
EMC Brasil

VSAT-ID
VIVO-PER-23005963-
CE

Link kbps
256k/128k

Plataforma VSAT



The screenshot shows a web browser window with the URL www.minhaconexao.com.br. The page displays a speed test result for a VIVO internet plan. The download speed is 0.16 Mbps and the upload speed is 0.04 Mbps. The test result indicates that the internet is very slow (MUITO LENTA) and suggests checking for problems or contacting the provider.

Below the speed test result, there is a section titled "Sua Internet está lenta? Procure agora outros Planos de Internet na sua cidade." with buttons for "Melhorar minha Internet?", "YouTube está muito Lento?", "Procurar planos Celular?", and "Minha Velocidade Máxima?".

At the bottom of the browser window, there is a Windows command prompt window showing the output of the `tracert 8.8.8.8` command. The output shows the route from the user's computer to the destination IP address (8.8.8.8) via Google Public DNS.

```

Microsoft Windows [versão 6.1.7601]
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C:\Users\FAREIDNETO>tracert 8.8.8.8

Rastreando a rota para google-public-dns-a.google.com [8.8.8.8]
com no máximo 30 saltos:

 1  *          <1 ms    <1 ms    10.29.66.233
 2  *          *          *          Esgotado o tempo limite do pedido.
 3  900 ms    1095 ms    1059 ms    172.30.3.102
 4  1206 ms   1072 ms    1049 ms    92.39.116.18
 5  1150 ms   1035 ms    1081 ms    static-1.112.39.92.in-addr.arpa [92.39.112.1]
 6  804 ms    1818 ms    1063 ms    s200-189-162-154.ipb.diveo.net.br [200.189.162.1]
 7  781 ms    1541 ms    1044 ms    200-147-28-129.static.uol.com.br [200.147.28.129]
 8  884 ms    1115 ms    1062 ms    as15169.saopaulo.sp.ix.br [187.16.218.58]
 9  1250 ms   1440 ms    1448 ms    108.170.245.161
10  1323 ms   1070 ms    1433 ms    216.239.56.49
11  842 ms    1005 ms    1368 ms    google-public-dns-a.google.com [8.8.8.8]

Rastreamento concluído.

C:\Users\FAREIDNETO>
  
```

```
10.29.66.233 - PuTTY
Login: install
Password: dvbrcs

SatLink 2000
- Main board ID 120026, Revision R6.2
- SW ID 120208, Revision 16.0.1 Build 57
# dvb tx show

Satellite (DVB) TX Configuration
-----
Auto start           : Enabled
IDU Output Power     : -20 dBm
IDU Max Output Power : 0.0 dBm
Default CW Frequency : 14.125990 GHz
ATM mode             : VC-Mux
Header Compression   : None

Satellite (DVB) Transmitter Status
-----
State                : On (DVB-RCS2)
IDU Output Power     : -19.9 dBm
Es/No                : 9.5 dB
Header Compression   : Disabled
Timing correction    : -150 us (247897 us)
Frequency correction : 60 Hz
#
```

```
10.29.66.233 - PuTTY
Frequency correction: 60 Hz
# dvb rx show

Satellite (DVB) RX Configuration
-----
Auto start           : Enabled
Max Traffic MODCOD    : 23 16APSK-9/10
RX watchdog           : 15 minute

Idx Pri SymbRate[Mbps] Freq[GHz] Mode PopId SatId Pos SatName
Name Enable
* 0 0 30.000000 12.050000 DVB-S2 102 0 0.0 E
Yes
1 1 25.333333 12.050000 DVB-S2 4 0 0.0 E
Yes

Satellite (DVB) Receiver Status
-----
Rx State              : On
DVB State             : Forward link up
Network               : 1326, T14R Beam
Frequency              : 12.050023 GHz
Symbol Rate           : 30.000219 Mbps
S2 ModCod
- receiving           : 22 16APSK-8/9
- current max         : 22 16APSK-8/9
Pilot                  : On
Frame length          : Short
DVB S2 Mode           : ACM
DVB S2 Stream type    : MPEG-TS
Roll off               : 0.20
SNR                    : 15.4 dB
Input Power           : -35 dBm
#
```