

Important!

Take into account that the connection in Afghanistan might be slower than the connection you may be used to.

Be therefore considerate towards each other and use the network as it is intended (contact with home) thus keeping it accessible to everybody.

The availability of the connection depends on:

- Weather influences in both the Netherlands (where the other side of the satellite-link is situated) and Afghanistan
- Power supply
- Black hole situations
- Consideration towards each other

e-Welfare is operated by SkyXS.

When e-Welfare was set up, the basic principle of Defence was that the service had to be carried out on a commercial basis. We are a civilian company and are using scarce and expensive satellite connection. The bandwidth we offer is based on an estimated number of users. If everyone takes the 10 steps for optimum access to the internet to heart, sufficient bandwidth will be available to everybody.

The more users, the better!

- More users means more possibilities
- More users means more facilities

Information for the home front.

Telephony

Not just the soldier can contact the home front, but the home front can also reach the soldier directly.* The soldier needs an e-Welfare account for this, which will give him/her a personal VoIP telephone number, starting with 89. For you to reach a soldier by phone, you need to create a 12Connect VoIP account (this is not an e-Welfare account), see further information on www.e-welfare.nl or www.12connect.com.

Be aware that the connection may always fall away suddenly.

Internet access

The satellite connection in Afghanistan is many times slower than the connection the soldier might be used to and is actually only meant for contact with home. In addition to the tips drawn up by us for the soldier, the home front can also do its part for a best possible connection. For example, when sending photographs. If these are first reduced in size, the upload will take less time and it will be possible to receive the photographs relatively quickly.

* Superfluously, perhaps, but nevertheless we wish to emphasize that the soldier will regularly be in a position where he/she will not be able to answer the phone.

!VENT
Informatievoorziening en -technologie

SKYXS
connecting anywhere

Telephony

Internet access

on the military base

!VENT
Informatievoorziening en -technologie

SKYXS
connecting anywhere

SKYXS

Mercuriusstraat 40 | 3133 EN
Vlaardingen | The Netherlands
T +31 (0)10 890 00 64 | F +31 (0)10 462 72 79
E info@skyxs.nl www.skyxs.nl

e-Welfare

In the Afghan desert there is hardly or no electricity or running water, let alone an internet or telephone connection. But when you are away from home for months and in a distant and hostile environment, you would probably want to contact home and for them to contact you. Due to our satellite connection, it is nevertheless possible, therefore, to call and access internet right in the middle of the Afghan desert. This communication with the home-front is comprised in the e-Welfare services.

The e-Welfare package:

Telephony

- Wireless connection, using a Wi-Fi telephone
- Wireless connection, using your laptop
- Fixed connection via the phone centre, located near the Dutch ECHOS Home

Internet access and chatting

- Wireless internet
- Desktop computers via the internet pub, located near the Dutch ECHOS Home

We have chosen for a wireless network, to provide you the freedom of using your computer wherever you want. However, the chance that failures occur due to external influences is larger than when using a fixed connection.

Before calling or accessing internet, you must first create an account via www.e-welfare.nl.

How do I create an account?

1. Start up your internet browser, the hotspot page will appear first.
2. Open www.e-welfare.nl, at no charge, to create your account.
3. After receipt of your confirmation mail, you need to upgrade your account first, before you can access internet.

How can I upgrade my account?

Visit www.e-welfare.nl and select payment via credit card, bank transfer or prepaid voucher. This voucher can be purchased at the Dutch ECHOS Home.



How do I get access to the internet?

Start up your internet browser and enter your 12-figure e-Welfare pin code followed with a dash-sign (#) on the (hotspot) page that appears. Do not forget to log out at this same website (hotspot.skyxs.net) after use! This is the user's own responsibility. Please note: a PIN code differs from the code on prepaid vouchers.

What is the cost?

Telephony

- Free of charge from a VoIP e-Welfare account (soldier) to a VoIP 12Connect account (home front).
- Rates per country from a VoIP e-Welfare account (soldier) to a regular phone number are available after logging in at www.e-welfare.nl.

Internet access

- € 0.06 per minute

10 Steps for optimum access to the internet.

1. Save the SkyXS hotspot page in your favorites, to log out easily.
2. Close programs that you do not use but that try to use the internet.
3. Indicate at Windows Vista, after making connection, that it concerns a public network. Vista will then limit the network use of Windows elements.
4. SkyXS recommends FireFox as browser, in combination with AdBlock Plus to block advertisements.
5. Use one protection program. SkyXS recommends AVG Free, you can download the virus updates for this program without logging in.
6. Do not use a webcam, because it consumes considerable bandwidth.
7. Prepare emails and messages via websites beforehand in a text-editor. After writing the message, log in and send it. This will decrease the time you need to be online.
8. Please reduce the size of photographs using compression before sending. This will reduce network load and will speed up sending.
9. Make sure your network card and pc have the correct settings. Power management could cause a weaker signal.
10. Should you experience problems while using e-Welfare internet and this explanation does not help, report this though sending a ticket on www.e-welfare.nl.

For a more detailed explanation of these tips, see www.e-welfare.nl.

How can I report an issue?

An issue has to be reported through the online ticket system. This ticket system is available after logging in on www.e-welfare.nl. Click left on Ticket/Payments to create a new ticket and follow the further instructions.