



## Fair Usage Policy

If you are subscribed to an unlimited package then there is no limit on the amount you can download without any extra charges. If you are subscribed to a limited package then if you exceed your quota then you will incur extra charges.

We have a fair usage policy which is designed to ensure your service is fast and reliable at all times. A very small number of customers use an excessive amount of the network bandwidth at peak times; to the extent it can impair the performance for others. For this reason non-time critical traffic, such as BitTorrent or Peer-to Peer sharing, is monitored and may be controlled. These services often involve huge files being uploaded and downloaded, which can cause network problems.

If we find that a customer's Internet activities are so excessive that other customers may be detrimentally affected, we may warn this customer and should the levels of activity not immediately decrease after the warning, we may apply speed reduction to the customer's service.

This allows other users a fair share of the available bandwidth.

