



## **Home Uncapped - Fair Usage Policy**

In order to maintain a fair service to all customers every Home Uncapped account is subject to a Fair Usage Policy (FUP) which is managed by our backbone provider, Internet Solutions. This policy ensures that every customer is provided an equal opportunity to use the service fully, without being hampered by network degradation caused by a small portion of high-end users.

While there is no set limit on the amount of traffic that is allowed to be transferred using these accounts, shaping is applied to high-usage accounts. The FUP employs a dynamic shaping system whereby shaping is applied over certain protocols and at varying degrees of intensity based on the individual account's usage profile in relation to all other peer accounts within the same service class, as well as overall network demand.

Shaping is applied "dynamically", meaning that shaping on these accounts is intensified and relaxed based on two factors, the first being the individual account's usage profile, which determines the depth of shaping to be applied (see below) and the second being the current overall network demand. As network demand increases (ie. during peak times) shaped accounts will receive lower network priority than unshaped accounts. The more intense the shaping profile applied, the lower the priority received.

### **Shaping Profiles:**

Shaping is implemented via download throttling and user relative priority control

*Unshaped:* No protocols are shaped and the account receives full network priority

*Lite Shaping:* File sharing protocols are shaped and the account receives slightly lower network priority

*Moderate Shaping:* Additional protocols are shaped and the account receives an even lower network priority

*Shaped:* All protocols are shaped and the account receives lowest network priority

### **How shaping profiles are determined and applied by the system:**

- The dynamic shaping system checks the entire network on an hourly basis and calculates an average usage amount per service class (384K, 512K, 1024K, 4096K) over a ten day rolling period from the given hour (usage profiles are not reset on the 1<sup>st</sup> day of the month).
- The system then determines which accounts should be shaped and to which degree they should be shaped by measuring the individual accounts against the average usage figures.
- Shaping applies to 384K, 512K and 1024K accounts that fall above **80%** of their respective usage averages and to 4096K accounts that fall above **50%** of the respective usage average.
- The shaping profile (Lite, Moderate, Shaped) is determined by how high above the percentage benchmark the account's usage falls.
- Shaping profiles are once again relaxed in the same way they are applied, as the account's usage falls lower and back in line with the respective averages.

### **Concurrent Session Usage:**

While these accounts do allow two concurrent sessions (ie. they can be shared by two ADSL lines concurrently), speeds will however be halved between the two ADSL lines where two lines are connected simultaneously. Eg. two ADSL lines connected to one 4096K account will each be limited to 2048K.