

UNCAPPED - FAIR USAGE POLICY

In order to maintain a fair service to all customers, every uncapped service is subject to a Fair Usage Policy (FUP) which is managed by our backbone provider, Internet Solutions. This FUP 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.

Shaping is applied dynamically and is intensified or relaxed based on two factors; the individual account's data usage over the past 10 day rolling period, which determines the depth of shaping to be applied (see below) and the current overall network demand.

As network demand increases (ie. during peak times) shaped accounts receive lower network priority than unshaped accounts.

How shaping is applied:

- On an hourly basis the system calculates an average data usage per product (ie. 1Mbps, 2Mbps, 4Mbps, etc) from the past ten days.
- It then determines which accounts should have shaping applied and to which degree this shaping should be applied, by comparing the account's usage over the past 10 days against that of the average usage for the same product.
- The shaping profile (see below) which is applied to the account is determined by how much more usage the account has consumed when compared to the average for that product.
- Once the account's usage falls back in-line with the average for the subscribed product, shaping is removed.

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 at all times

Lite Shaping:

- File sharing protocols are shaped and the account receives slightly lower network priority

Moderate Shaping:

- All downloads are shaped and the account receives an even lower network priority

Shaped:

- All protocols are shaped and the account receives lowest network priority

Concurrent Session Usage:

While these accounts do allow two concurrent sessions (ie. they can be shared by two ADSL lines concurrently), speeds will be halved between the two ADSL lines.

Eg. If two ADSL lines are connected to one 10Mbps account, each will be limited to a maximum of 5Mbps, irrespective of their physical line speeds and/or whether or not they are actively using the service.

Note: the usage from both lines would be used as a total when calculating the 10 day usage amount by the shaping system.