

## Fair Usage Policy

### Introduction

amatis Networks is a Business-only Service Provider and is committed to providing high quality, fast xDSL connectivity for all clients.

We have introduced an anti packet loss tool which will reduce the headline rate of your ADSL / FTTC circuit at certain times of the day to ensure that individual users do not degrade the service for all users. The tool will automatically ramp up the individual bandwidth as capacity becomes available. In practice users will see an up to 10% reduction in headline performance, however zero packet loss, ensuring that real-time applications are unaffected.

Our policy of providing clean, zero packet loss, fast access bandwidth across our network makes our service very attractive to professional business customers. However, if a small group of customers uses a disproportionately large amount of bandwidth on an ongoing basis this may have a significant impact on the bandwidth available to our other xDSL customers. To avoid this, we have implemented the following Fair Usage Policy.

Our Fair Usage Policy is designed to combat the very small number of customers who use the service inappropriately in the context of its design, specification, capability and intended purpose. Typically, this category will include users who download very large files, high volumes of video traffic and/or utilise peer to peer and file sharing software. These activities can affect the performance of the network for all users meaning that everyone experiences slower connection performance.

Our Fair Usage Policy is therefore unlikely to affect customers using their circuit for normal business purposes unless they are using file sharing, peer to peer, or are regularly uploading/downloading large volumes of video or very large files.

## Fair usage details

- ADSL 2+ and Annex M services are not expected to transfer more than 120 Gigabytes of data during the course of a month
- FTTC (VDSL) services are not expected to transfer more than 180 Gigabytes of data during the course of a month

Data transfer is monitored for all xDSL customers and is measured on the total amount of data downloaded during a particular calendar month.

Our Fair Usage Policy is unlikely to be enacted unless a user is in the top 3% of users who are using the connection inappropriately.

Should the policy outlined above be breached, the steps we will take include the following:

- Contacting a high use customer to inform them that they are an excessive user and to establish why they are using so much bandwidth. In many cases a business is unaware that a staff member is using the Internet connection to such an extreme – for instance downloading films or watching videos; or there may be a virus that is causing problems.
- If usage is not brought within acceptable limits we will agree to charge a premium for excess usage or restrict bandwidth available.
- We may then suggest that the client moves onto a more suitable aggregated circuit or a dedicated circuit such as Ethernet.
- We may also apply a restrictive traffic profile to the service to ensure that there is no service degradation to other users.
- Should any customer persistently (more than 3 consecutive months) breach the above policy, we reserve the right to terminate the connection and contract. In this circumstance the customer will still be liable to pay any outstanding minimum term.