

FUP – Fair Usage Policy

Definitions

“Bandwidth” means – The speed of your connection to the internet measured in Mbps.

“FUP” means – Fair use policy.

“Mbps” means – Megabits per second.

“Rolling Period” means – A predetermined number of consecutive days

“Service Provider” means – The company providing your internet service / connection.

“Shaped or Shaping” means – The limitation or blocking of data traffic for a certain period based on the type of data traffic.

“Thresholding” means – Setting of certain usage limits after which a FUP will apply and line speed Throttled.

“Throttling” or “Throttled” means – Rate limiting the maximum amount of bandwidth and is used to control usage during a certain period.

“Uncapped” means – No limit on the total data usage.

“Unshaped” means – No restriction according to the type of data traffic uploaded or downloaded.

FUP is designed to make Uncapped Unshaped internet services more affordable to consumers who require only light to moderate data usage but still want the option of not having to buy extra data should they exceed their normal usage from time to time. Services with a FUP puts less strain on the total available bandwidth of the Service Provider and can therefore be offered at a reduced price.

FUP refers to limitations placed on your normal maximum bandwidth speed after a predefined amount of data usage over a Rolling Period of days as determined by the type of service or your Service Provider. The connection to the internet is never blocked which means you can continue to use data. Data usage for a determined period of days is calculated each day and an algorithm to enable or disable Throttling is calculated and applied. There is NO calendar month limit on data usage under the FUP. Data is not Shaped according to type, i.e. browsing, torrent downloading, streaming etc.

Example of calculation of a 7-day FUP rolling period:

Just after the start of the 8th day of any 7-day rolling period, total data usage for the previous 7 days is calculated and if the total of the previous 7 days usage is more than the FUP Threshold limit of the specific service selected, the pre-determined Threshold will have been reached, and connection speed of the service will be Throttled (reduced) by the percentage as indicated by that specific service type. Else, if the total data usage for the previous 7 days is less than the FUP limit of the specific service selected and the FUP Throttling had been applied, the connection speed will be restored to the normal speed of the specific service selected. This calculation is done daily for the previous 7 consecutive days and Throttling is applied or removed on a daily basis. There are no monthly/daily data limits and the 7-day calculation is done daily irrespective of the day of the month or year, only for the previous 7 consecutive days. The service bandwidth / speed, when Throttling is active, will not be reduced more than the respective Threshold level of the service selected, in other words, there will not be additional speed reduction once a service is Throttled and the data usage calculated the following day still exceeds the FUP Threshold limit.

Bandwidth Throttling Applied

Hero Bronze:50% reduction of normal service speed. This apply to upload and download speed. These services are asynchronous meaning the upload speed is set to not less than 25% of the download speed of the service. Example: Hero Bronze 4Mbps has a download speed of 4Mbps and an upload speed of 1Mbps and once Throttled,this change to a download of 2Mbps and an upload of 0.5Mbps.

Hero Silver: 25% reduction of the standard service speed. This applies to the upload and download speed. These services are asynchronous meaning the upload speed is set to not less than 33% of the download speed of the service. Example: Hero Silver 6Mbps has a download speed of 6Mbps and an upload speed of 2Mbps and once Throttled this change to a download of 3Mbps and upload of 0.975Mbps.

Hero Gold:No reduction of speed (No FUP). Service upload speed is set to not less than 33% of download speed. Example: Hero Gold 4Mbps has a download speed of 4Mbps and an upload speed of 1.3Mbps. Speeds are never throttled.

Data Type Shaping

All Hero Bronze, Hero Silver and Hero Gold services are Uncapped & Unshaped. Your service will never be disconnected or blocked (capped) according to total data usage and you can use as much data as possible over the respective service speeds. Data is not shaped (restricted) according to the type of data (torrents, downloads etc.) or the time of day you use / download. If reference is made to the word shaping of one of these services, it would be meant as a synonym of thresholding and refer to a speed limitation and **NOT** data type limitation.

Summary

Hero Bronze	Hero Silver	Hero Gold
Uncapped Unshaped	Uncapped Unshaped	Uncapped Unshaped
Asynchronous Speed: Upload is approximately but not less than 25% of Download Speed	Asynchronous Speed: Upload is approximately but not less than 33% of Download Speed	Asynchronous Speed: Upload is approximately but not less than 33% of Download Speed
7-day rolling period	7-day rolling period	No limit
FUP: 75% speed reduction of upload and download speed.	FUP: 25% speed reduction of upload and download speed	No FUP. Use as much data as you require
No Cap: Use as much data as possible, even at Throttled speed	No Cap: Use as much data as possible, evenat Throttledspeed	No Cap – No Threshold, therefore no Throttling : Use as much data as you require