

## Fair Usage Policy

Under the Fair Usage Policy, we apply flexible and dynamic 'controls' to your network, based on almost real-time analysis of network usage and capacity. The restrictions imposed will only affect you if you're identified as a heavy user and you are subscribed to our legacy unlimited usage packages. This does not apply to customers who are subscribed to any of our Saver packages or any Internet packages introduced since June 2007.

The speed reductions will be implemented once your Monthly Data Usage exceeds 40GB and will be decreased as follows

Monthly Data Usage Allowance	Speed Restriction
0 - 40GB	No restrictions enforced
40 – 60GB	Speed reduced to fixed rate 2mbps
60 – 75GB	Speed reduced to fixed rate 1mbps
Over 75GB	Speed reduced to fixed rate 512kbps

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

If you exceed the quota, and then modify your network usage and reduce your consumption to below the levels, you'll go back to receiving normal speeds.

The quota levels are significantly higher than most customers usually need. We'll continue to review network usage levels, and will manage the Policy to make sure that a high quality of service is available to all. As a result of this policy the majority of our customers will benefit from faster speeds and an improved service.