



FIBRE UNCAPPED AND ACCEPTABLE FAIR USAGE POLICY

To ensure the quality and availability of our internet services Easyweb has implemented several systems to ensure fair usage on all uncapped Internet products. Easyweb makes use of bandwidth shaping and / or throttling to slow down Internet speeds where a customer's behaviour is determined to be excessive or is affecting the user experience of other customers on Easyweb's network.

Customer behaviour which may cause an internet service to be shaped or throttled includes using bandwidth intensive protocols such as peer-to-peer, network news transfer, or performing unattended downloads of large files.

During peak network traffic times Easyweb may also block bandwidth intensive protocols such as peer-to-peer or network news transfer to ensure the user experience of other customers on Easyweb's network is not effected. In the event of such customer behaviour being detected, Easyweb reserves the right to suspend the account of a customer whose usage is continuously affecting Easyweb's network. It is the responsibility of the customer to ensure they have the appropriate package for their type of use.



A Line speed that is supplied to client's premises is for the entire network, not per an individual user within the client's premises.

Example: If you take a 10 Meg line for a premises that has 4 users. You get 10 Megs for all 4 users, not 10 Megs per each user.

1. Fibre To The Home - Lite (FTTH-L)

Contention Ratio: 1:15

Home Uncapped services are managed according to the last 7 days usage projected to 30 days as well as the available capacity on the network at all times. There are predefined thresholds set and when exceeded the account speed will be managed down to a maximum of 50% of the account speed. Should the demand on the network exceed available capacity these thresholds may be managed more aggressively by the Axxess Protocol Manager and differ to the table below. Any user that is found attempting to bypass or circumvent the Easyweb Protocol Manager will be suspended and could have their service cancelled.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
4 Mbps	Up to 4 Mbps	Up to 1 Mbps	80 Gig
8 Mbps	Up to 8 Mbps	Up to 2 Mbps	100 Gig
10 Mbps	Up to 10 Mbps	Up to 2.5 Mbps	120 Gig
20 Mbps	Up to 20 Mbps	Up to 5 Mbps	200 Gig
40 Mbps	Up to 40 Mbps	Up to 10 Mbps	400 Gig
100 Mbps	Up to 100 Mbps	Up to 25 Mbps	800 Gig

2. Fibre To The Home - Premium (FTTH-P)

Contention Ratio: 1:10

This is an uncapped service that is prioritised for Business Users based on available network capacity where high priority is required for typical business protocols. Business protocols such as VOIP, Terminal Services, Web Browsing and Email are unshaped. Clients deemed to be continuously uploading/downloading or using the service for unattended automated processes or non-typical business protocols (such as but not limited to NNTP, Peer-to-Peer, Https Downloading and Torrents) will be managed by the Easyweb Protocol Manager. The Easyweb Protocol Manager may be used to manage clients by rate limiting (slowing down speed) and limiting or preventing service using specific protocols or ports. Easyweb reserves the right, to at its discretion manage non typical business protocols such as but not limited to NNTP, Peer-to-Peer, Https Downloading and Torrents and/or rate limit service speed. We reserve the right to use the Easyweb Protocol Manager to manage services in order to protect the integrity of our network according to the available network capacity, we assure our clients that we will do this in a responsible manner should the need arise. Any user that is found attempting to bypass or circumvent the Easyweb Protocol Manager will be suspended and could have their service cancelled.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
4 Mbps	Up to 4 Mbps	Up to 1 Mbps	160 gigs
8 Mbps	Up to 8 Mbps	Up to 2 Mbps	200 gigs
10 Mbps	Up to 10 Mbps	Up to 2.5 Mbps	240 gigs
20 Mbps	Up to 20 Mbps	Up to 5 Mbps	400 gigs
40 Mbps	Up to 40 Mbps	Up to 10 Mbps	800 gigs
100 Mbps	Up to 100 Mbps	Up to 25 Mbps	1 600 gigs

3. Fibre To The Business - Lite (FTTB-L)

Contention Ratio: 1:2

Line speed service is guaranteed on the business fibre packages. Download speed is guaranteed to 100% of the line speed taken. Upload speed is guaranteed to 50% of the line speed taken. There is a fair usage polies applicable to this package group.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
4 Mbps	4 Mbps	2 Mbps	1 050 gigs
8 Mbps	8 Mbps	4 Mbps	2 100 gigs
10 Mbps	10 Mbps	5 Mbps	2 875 gigs
20 Mbps	20 Mbps	10 Mbps	3 650 gigs
40 Mbps	40 Mbps	20 Mbps	6 850 gigs
100 Mbps	100 Mbps	50 Mbps	10 250 gigs

4. Fibre To The Business - Premium (FTTB-P)

Contention Ratio: 1:1

Line speed service is guaranteed on the business fibre packages. Download speed is guaranteed to 100% of the line speed taken. Upload speed is guaranteed to 100% of the line speed taken. There are no fair usage polies or any restrictions applicable to this package group.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
4 Mbps	4 Mbps	4 Mbps	No FUP
8 Mbps	8 Mbps	8 Mbps	No FUP
10 Mbps	10 Mbps	10 Mbps	No FUP
20 Mbps	20 Mbps	20 Mbps	No FUP
40 Mbps	40 Mbps	40 Mbps	No FUP
100 Mbps	100 Mbps	100 Mbps	No FUP