

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. WIRELESS**

### **A. LITE DATA CONNECTION**

LITE line speed services are an uncapped best effort service. Not guaranteed to the full line speed capacity.

Acceptable line speed specifications:

75 – 100 % line speed Acceptable

60 – 75 % Line speed Requires Attention – log support ticket

below 60 % line speed Not Acceptable - log support ticket

<b>SERVICE</b>	<b>DOWNLOAD SPEED</b>	<b>UPLOAD SPEED</b>	<b>FAIR USAGE</b>
4 Mbps	Up to 4 Mbps	Up to 1 Mbps	200 GB
6 Mbps	Up to 6 Mbps	Up to 1,5 Mbps	400 GB
8 Mbps	Up to 8 Mbps	Up to 2 Mbps	600 GB
10 Mbps	Up to 10 Mbps	Up to 2,5 Mbps	800 GB
15 Mbps	Up to 15 Mbps	Up to 3,75 Mbps	1 000 GB
20 Mbps	Up to 20 Mbps	Up to 5 Mbps	1 200 GB

## B. PREMIUM DATA CONNECTION

Line speed guaranteed on the uncapped premium 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 polices or any restrictions applicable to this package group

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
4 Mbps	4 Mbps	4 Mbps	NO
6 Mbps	6 Mbps	6 Mbps	NO
8 Mbps	8 Mbps	8 Mbps	NO
10 Mbps	10 Mbps	10 Mbps	NO
15 Mbps	15 Mbps	15 Mbps	NO
20 Mbps	20 Mbps	20 Mbps	NO

## C. BRONZE DATA CONNECTION

Bronze line speeds are a uncapped best effort service. Not guaranteed to the full line speed capacity. Acceptable line speed specifications:

75 – 100 % line speed Acceptable

60 – 75 % Line speed Requires Attention – log support ticket

below 60 % line speed Not Acceptable - log support ticket

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
2 Mbps	Up to 2 Mbps	Up to 512 Mbps	150 GB
5 Mbps	Up to 5 Mbps	Up to 1 Mbps	375 GB
10 Mbps	Up to 10 Mbps	Up to 2 Mbps	750 GB
15 Mbps	Up to 15 Mbps	Up to 3 Mbps	1 125 GB

#### D. SILVER DATA CONNECTION

Line speed guaranteed on the uncapped silver packages. Download speed is guaranteed to 100% of the line speed taken. Upload speed is guaranteed, but is limited to 50% of the download speed.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
2 Mbps	2 Mbps	1 Mbps	250 GB
4 Mbps	4 Mbps	2 Mbps	450 GB
6 Mbps	6 Mbps	3 Mbps	650 GB
8 Mbps	8 Mbps	4 Mbps	850 GB
10 Mbps	10 Mbps	5 Mbps	1 050 GB
15 Mbps	15 Mbps	7,5 Mbps	1 600 GB

#### E. GOLD DATA CONNECTION

Line speed guaranteed on the uncapped gold 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 polices or any restrictions applicable to this package group.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
1 Mbps	1 Mbps	1 Mbps	NO
2 Mbps	2 Mbps	2 Mbps	NO
3 Mbps	3 Mbps	3 Mbps	NO
4 Mbps	4 Mbps	4 Mbps	NO
5 Mbps	5 Mbps	5 Mbps	NO
6 Mbps	6 Mbps	6 Mbps	NO
7 Mbps	7 Mbps	7 Mbps	NO
8 Mbps	8 Mbps	8 Mbps	NO
9 Mbps	9 Mbps	9 Mbps	NO
10 Mbps	10 Mbps	10 Mbps	NO
15 Mbps	15 Mbps	15 Mbps	NO

## **2. FIBRE TO THE BUSINESS – FTTB**

### **A. EASYWEB PREMIUM FIBRE**

Line speed guaranteed on the uncapped premium 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 policies or any restrictions applicable to this package group.

<b>SERVICE</b>	<b>DOWNLOAD SPEED</b>	<b>UPLOAD SPEED</b>	<b>FAIR USAGE</b>
10 Mbps	10 Mbps	10 Mbps	NO
20 Mbps	20 Mbps	20 Mbps	NO
30 Mbps	30 Mbps	30 Mbps	NO
50 Mbps	50 Mbps	50 Mbps	NO
100 Mbps	100 Mbps	100 Mbps	NO
150 Mbps	150 Mbps	150 Mbps	NO
200 Mbps	200 Mbps	200 Mbps	NO

### **B. EASYWEB LITE MDU FIBRE**

Line speed guaranteed on the uncapped LITE MDU fibre packages. Download speed is guaranteed to 100% of the line speed taken. Upload speed is guaranteed, but is limited to 50% of the download speed. There are no fair usage policies or any restrictions applicable to this package group.

<b>SERVICE</b>	<b>DOWNLOAD SPEED</b>	<b>UPLOAD SPEED</b>	<b>FAIR USAGE</b>
10 Mbps	10 Mbps	5 Mbps	NO
20 Mbps	20 Mbps	10 Mbps	NO
30 Mbps	30 Mbps	15 Mbps	NO
50 Mbps	50 Mbps	25 Mbps	NO
100 Mbps	100 Mbps	50 Mbps	NO
150 Mbps	150 Mbps	75 Mbps	NO
200 Mbps	200 Mbps	100 Mbps	NO

### C. SEACOM FIBRE

Line speed guaranteed on the uncapped Seacom 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
10 Mbps	10 Mbps	10 Mbps	NO
25 Mbps	25 Mbps	25 Mbps	NO
50 Mbps	50 Mbps	50 Mbps	NO
100 Mbps	100 Mbps	100 Mbps	NO
150 Mbps	150 Mbps	150 Mbps	NO
200 Mbps	200 Mbps	200 Mbps	NO
300 Mbps	300 Mbps	300 Mbps	NO
500 Mbps	500 Mbps	500 Mbps	NO

### D. VUMATEL BUSINESS FIBRE

Line speed service are best effort service on the uncapped Vumatel Business fibre packages. There are no fair usage polies or any restrictions applicable to this package group

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
5 Mbps	Up to 5 Mbps	Up to 5 Mbps	NO
20 Mbps	Up to 20 Mbps	Up to 20 Mbps	NO
50 Mbps	Up to 50 Mbps	Up to 50 Mbps	NO
100 Mbps	Up to 100 Mbps	Up to 100 Mbps	NO

### **3. FIBRE TO THE HOME – FTTH**

#### **A. VUMATEL HOME FIBRE**

Line speed service are best effort service on the uncapped Vumatel Home fibre packages. There are no fair usage polies or any other restrictions applicable to this package group

<b>SERVICE</b>	<b>DOWNLOAD SPEED</b>	<b>UPLOAD SPEED</b>	<b>FAIR USAGE</b>
4 Mbps	Up to 4 Mbps	Up to 1 Mbps	NO
20 Mbps	Up to 20 Mbps	Up to 2 Mbps	NO
20 Mbps	Up to 20 Mbps	Up to 20 Mbps	NO
50 Mbps	Up to 50 Mbps	Up to 5 Mbps	NO
50 Mbps	Up to 50 Mbps	Up to 50 Mbps	NO
100 Mbps	Up to 100 Mbps	Up to 10 Mbps	NO
100 Mbps	Up to 100 Mbps	Up to 100 Mbps	NO
200 Mbps	Up to 200 Mbps	Up to 20 Mbps	NO
200 Mbps	Up to 200 Mbps	Up to 200 Mbps	NO

#### **B. SADV HOME FIBRE**

Line speed service are best effort service on the uncapped SADV Home fibre packages. There are no fair usage polies or any other restrictions applicable to this package group

<b>SERVICE</b>	<b>DOWNLOAD SPEED</b>	<b>UPLOAD SPEED</b>	<b>FAIR USAGE</b>
10 Mbps	Up to 10 Mbps	Up to 10 Mbps	NO
20 Mbps	Up to 20 Mbps	Up to 20 Mbps	NO
50 Mbps	Up to 50 Mbps	Up to 50 Mbps	NO
100 Mbps	Up to 100 Mbps	Up to 100 Mbps	NO

## C. OPENSERVE HOME FIBRE AND ADSL CONNECTIONS

Line speed service are best effort service on the uncapped Openserve Home fibre packages. They are subject to a fair usage polies and Upload speed is limited to 50% of the download speed.

SERVICE	DOWNLOAD SPEED	UPLOAD SPEED	FAIR USAGE
1 Mbps	Up to 1 Mbps	Up to 0.5 Mbps	NO
2 Mbps	Up to 2 Mbps	Up to 1 Mbps	40 GB
4 Mbps	Up to 4 Mbps	Up to 2 Mbps	80 GB
8 Mbps	Up to 8 Mbps	Up to 4 Mbps	160 GB
10 Mbps	Up to 10 Mbps	Up to 5 Mbps	200 GB
20 Mbps	Up to 20 Mbps	Up to 10 Mbps	500 GB
40 Mbps	Up to 40 Mbps	Up to 20 Mbps	750 GB
100 Mbps	Up to 100 Mbps	Up to 50 Mbps	1 000 GB

The Fair Usage Policy applies to uncapped subscribers using ADSL or FTTH services from 1Mbps to 100Mbps. Actual line speeds could vary on the Telkom network due to certain limitations attributed to ADSL or FTTH. Subscriber line speed will be reduced as per the table below in a three-tiered manner, based on total data used during a calendar month. Once a subscriber has reached the FUP thresholds, as detailed below, the available line speed will be reduced accordingly. The service will then continue to be provided at the final FUP rate limit until the end of the month, and will reset on the 1st day of the new month. The 1Mbps uncapped service is FUP exempt, meaning the line speed on Easyweb Internet network will not be reduced during the month.

Examples:

100Mbps Uncapped: (FTTH only)

- At 1000GB consumed (66% of soft cap) – drop speed to 50Mbps
- At 1250GB consumed (83% of soft cap) – drop speed to 25Mbps
- At 1500GB consumed (100% of soft cap) – drop speed to 10Mbps until end of month

40Mbps Uncapped:

- At 750GB consumed (60% of soft cap) – drop speed to 20Mbps
- At 1000GB consumed (80% of soft cap) – drop speed to 10Mbps
- At 1250GB consumed (100% of soft cap) – drop speed to 5Mbps until end of month

20Mbps Uncapped:

- At 500GB consumed (50% of soft cap) – drop speed to 10Mbps
- At 750GB consumed (75% of soft cap) – drop speed to 5Mbps
- At 1000GB consumed (100% of soft cap) – drop speed to 2Mbps until end of month

10Mbps Uncapped:

- At 200GB consumed (30% of soft cap) – drop speed to 5Mbps
- At 400GB consumed (60% of soft cap) – drop speed to 2Mbps
- At 650GB consumed (100% of soft cap) – drop speed to 1Mbps until end of month

8Mbps Uncapped:

- At 160GB consumed (30% of soft cap) – drop speed to 4Mbps
- At 320GB consumed (60% of soft cap) – drop speed to 2Mbps
- At 520GB consumed (100% of soft cap) – drop speed to 1Mbps until end of month

4Mbps Uncapped:

- At 80GB consumed (30% of soft cap) – drop speed to 2Mbps
- At 160GB consumed (60% of soft cap) – drop speed to 1Mbps
- At 260GB consumed (100% of soft cap) – remain at 1Mbps until end of month

2Mbps Uncapped:

- At 40GB consumed, drop speed to 1Mbps, and remains at 1Mbps until end of month

1Mbps Uncapped: **EXCLUDED FROM FAIR USE POLICY**

		Usage Total	Line Speed	Usage Total	Line Speed	Usage Total	Line Speed
Home Uncapped 100Mbps	up to 100Mbps	1000GB	50Mbps	1250GB	25Mbps	1500GB	10Mbps
Home Uncapped 40Mbps	up to 40Mbps	750GB	20Mbps	1000GB	10Mbps	1250GB	5Mbps
Home Uncapped 20Mbps	up to 20Mbps	500GB	10Mbps	750GB	5Mbps	1000GB	2Mbps
Home Uncapped 10Mbps	up to 10Mbps	200GB	5Mbps	400GB	2Mbps	650GB	1Mbps
Home Uncapped 8Mbps	up to 8Mbps	160GB	4Mbps	320GB	2Mbps	520GB	1Mbps
Home Uncapped 4Mbps	up to 4Mbps	80GB	2Mbps	160GB	1Mbps	260GB	1Mbps
Home Uncapped 2Mbps	up to 2Mbps	40GB	1Mbps	80GB	1Mbps	160GB	1Mbps
Home Uncapped 1Mbps	up to 1Mbps	N/A	1Mbps	N/A	1Mbps	N/A	1Mbps