

## Internet Access: Fair Usage policy.

### a.) Introduction

Roebucks relationship with its customers, other networks and ultimately its connectivity to the rest of the internet require its customers to behave responsibly. Accordingly, Roebuck cannot permit irresponsible behaviour by its customers which could damage these relationships, Roebucks network or the use of the internet by others.

Compliance with this Fair Usage Policy is a contractual requirement. If you fail to do so, your service may be suspended or terminated.

### b.) Heavy Usage: Heavy users of the service are Customers who in Roebucks reasonable opinion could be seen to be over-using their contended service.

### c.) Fair Usage:

#### i. Products with an allowance:

On products marked with a defined allowance or Max Allowance usage charges will apply per gigabit over the allowance limit at the prevailing chargeable rate.

#### ii. Products with no allowance or unlimited products.

These are governed by Fair Usage Limits below unless this is expressly communicated at the point of sale.

ADSL/FTTC/ANNEX-M; The fair usage limit is 40 GB per month.

SDSL; The fair usage limit is 100 GB per month.

EFM; There are no fair usage limits.

Ethernet over Fibre; There are no fair usage limits

Leased Lines; There are no fair usage limits.

#### iii. Fair Usage Rules.

Any customer with between 100% and 200% of their fair usage limit within one calendar month will be contacted by phone and/or email advising them of their usage. In the event that their average daily usage does not drop to acceptable usage levels within 5 working days their service will be suspended.

Any customer with usage greater than 200% of the fair usage limit for their service within the calendar month will have their service suspended immediately.

Suspended accounts will only be reconnected when the customer confirms in writing their intent to adhere to our fair usage policy. On a second offence within a 12-month period they will be warned that a third offence will result in the automatic termination of their service and the levying of cancellation charges if in contract. On ant third offence we will terminate the service.

### d.) Acceptable Usage; is defined as no more than a 30<sup>th</sup> of the monthly fair usage limit.