

FAIR USE POLICY (FUP)

Pulse Communication is a trade brand of eNetworks (Pty) Ltd.

Pulse Communication's Uncapped Fibre to the Home services on offer are governed by a Fair Usage Policy. This means that we have given some thought about what is deemed a fair amount of bandwidth to consume over our Fibre to the Home packages in a given month. **These values are influenced and will vary based on the speed of the package.**

We have created a fair two-tier threshold based on the consumption of the Fibre service which is unshaped:

1st Tier Threshold

Once a subscriber reaches the first tier, they will be throttled down to 75% of their maximum line speed. They will run at this rate until the second threshold is met.

2nd Tier Threshold

At the second threshold, the service will be throttled down further to 50% of the maximum line speed. This throttling will run until the end of month, at which point it will reset at 00:01 on the first day of the new month. Once reset, full line speeds will once again be achievable.

The following table details the line speeds and associated thresholds:

LINE SPEED	1ST TIER THRESHOLD	2ND TIER THRESHOLD
10Mbps	300GB	700GB
20Mbps	700GB	1000GB
50Mbps	950GB	1250GB
100Mbps	1250GB	1750GB

Here is an example of the applied throttles:

LINE SPEED	1ST TIER THRESHOLD DROPS TO 75%	2ND TIER THRESHOLD DROPS TO 50%
10Mbps	7.5Mbps	5Mbps
20Mbps	15Mbps	10Mbps
50Mbps	37.5Mbps	25Mbps
100Mbps	75Mbps	50Mbps