



Fair Usage Policy

Data Volumes and Line Speed

Fair Usage Policy (FUP) The Fair Usage Policy applies to uncapped subscribers using FTTH services from 4Mbps to 200Mbps. Actual line speeds could vary on the network due to certain limitations attributed to 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.

200Mbps Uncapped:

- At 1000GB consumed (66% of soft cap) – drop speed to100Mbps
- At 1660GB consumed (83% of soft cap) – drop speed to50Mbps
- At 2000GB consumed (100% of soft cap) – drop speed to 20Mbps until end of the month

100Mbps Uncapped:

- At 1000GB consumed (66% of soft cap) – drop speed to50Mbps
- At 1250GB consumed (83% of soft cap) – drop speed to25Mbps
- At 1500GB consumed (100% of soft cap) – drop speed to 10Mbps until end of the month

40Mbps Uncapped:

- At 750GB consumed (60% of soft cap) – drop speed to20Mbps
- At 1000GB consumed (80% of soft cap) – drop speed to10Mbps
- At 1250GB consumed (100% of soft cap) – drop speed to 5Mbps until end of the month

20Mbps Uncapped:

- At 500GB consumed (50% of soft cap) – drop speed to10Mbps
- At 750GB consumed (75% of soft cap) – drop speed to5Mbps
- At 1000GB consumed (100% of soft cap) – drop speed to 2Mbps until end of the month