

posting an updated version of the Policy on our website. The amended Policy will apply between us whether or not we have given you specific notice of any change. We encourage you to review this Policy periodically because it may change from time to time.

## 1. ABOUT THE POLICY

- 1.1. To ensure that the quality of our service is equal for everyone, download speed for customers within the top 5% category for downloads is moderated.
- 1.2. All unlimited “web only” access plans where data file sharing applications such as Peer 2 Peer, VPN, USENET and other known file sharing data applications are blocked will not be affected by this policy.

## 2. HOW WE MODERATE TRAFFIC

- 2.1. We monitor for large volumes of data downloaded during peak times of the day. We monitor to identify these types of behaviour:
  - 2.1.1. users who are trying to download excessive amounts of data over a small period of time
  - 2.1.2. users who are downloading vast amounts of data constantly during peak times.
- 2.2. These types of behaviour have an adverse influence on our service and will directly impact the majority of other users on our network.

## 3. TRAFFIC MANAGEMENT

- 3.1. We reserve the right to traffic moderate these users during peak times depending on the behaviour of the customers in question.
- 3.2. To ensure that all users receive the appropriate level of service at peak times we will limit customers who have downloaded an excessive amount of data during an one hour period of the peak time frame.
- 3.3. Traffic Management operates from 5pm to 11pm 7 days a week for a consistent user experience. During this period should you download greater than the ‘Threshold’ amount in the specified period, your service will be throttled to a reduced speed.
- 3.4. The service will remain throttled until 12.00 midnight that same day when service will resume full service speed at 12.01am the following day. For example if you have downloaded more than 2GB of data in a 60 minute period between 5pm & 11pm your service will be throttled from the end of that period through to Midnight.

## 4. PEAK TIMES AND THERESHOLD AMOUNTS

All Broadband Services	Provision
Traffic Management Period - Daily	5 pm – 11pm
Excessive usage time during Traffic Management Period	60min
Excessive data used during 60min time period	> 2,000MB
Throttled Downstream Speed	72Kbps
Throttling cease time (same day)	Midnight