



Nomis Connections Ltd – Internet Fair Usage Policy

1 Why is there a need for a Fair Usage Policy?

Nomis is committed to providing their customers with a very high quality and low contention service at a price that reflects true value for money.

We don't add any additional contention to the service over that experienced on the access network; we don't restrict data types or modify usage across our network; we will provide the bandwidth that the customer's line can support at all times. We carefully manage our capacity and will ensure that, in line with the number of customers on the network and **a usage profile that fits business customers**, enough capacity is provided.

However, as with all broadband offerings the network is shared; if a group of users use a disproportionately large amount of bandwidth (i.e. transfer a disproportionately large amount of data) then this will drive up the cost of supplying the service to ALL users. It is a well-known fact among ISPs that 1% of customers can easily utilise in excess of 30% of the available bandwidth if there are no usage policies in place.

To ensure we can provide a high quality and low contention service at a competitive price, a **FAIR USAGE POLICY** applies to the use of the service.

2 How will this policy affect your company?

The majority of companies that will be affected by this policy are those using file sharing software such as peer-to-peer, who regularly stream media (music, TV or videos) or those who regularly download very large media files (like movies). Peer-to-Peer software can be left running throughout the day and can consume inordinate amounts of bandwidth – this is unreasonable use of the internet and is, in many cases, illegal.

Companies using their broadband service for sending e-mails, browsing web-pages and other typical business applications will not be affected.

3 What is the policy?

We offer a selection of charging models.

- 1) 10GB Fair Use – customers must not transfer more than 10GB of data in any given month
- 2) 100GB Fair Use – customers must not transfer more than 100GB of data in any given month
- 3) 150GB Fair Use – customers must not transfer more than 150GB of data in any given month

- 4) Unlimited – for these services, there is no fair use policy. Users can transfer as much data as they wish, but usage must be in accordance with our [Acceptable Use Policy](#).

4 What is the process?

For 10GB, 100GB or 150GB services:

The usage counter is reset to 0GB on the 25th of each month.

MONTH 0 – The total amount of data downloaded and uploaded that month is measured in Gigabytes (GB).

MONTH 1, Usage Warning –

We will send email notification once your company has reached 60%, 80% and 100% of your usage allowance

If your company is seen to exceed the relevant monthly limit (100GB or 150GB) then we will send your company an E-mail advising that excessive use has been recorded and that it should be rectified immediately.

MONTH 2, Excess Usage Payment - If your company's usage does not change by the end of the next month and following the warning, we will charge your company for the excess usage seen on your company's service. The excess usage charge is set at **£1.50 per GB**. On breaching the limit an E-mail will also be sent as above.

For example:

Your Company has a Nomis 150GB Business 2+ service and transfers 170GB in month 1. Despite being issued a warning, in month 2 they once again exceed the fair usage limit and transfer 180GB. The excess usage for month 2 was therefore 30GB (180GB minus 150GB) and the excess usage charge raised for month 2 was £45.

If your company's usage is over and above the relevant limit the following month (month 3), your company will again be charged for the excess usage.

4.1 Re-grading

Your company can re-grade their service to make use of a higher limit (e.g. from 100GB to 150GB). However, if a warning has already been issued and the customer breaches the limit in month 2, you will still be required to pay the excess usage charge or the service will be restricted until the migration completes. **Once a service has been re-graded then any restriction in place will be lifted.**

5 What can a customer do with 10 Gigabytes of data transfer?

A customer can:

- 1) send and receive a total of 100,000 emails (without attachment)
- 2) view over 100,000 standard web pages
- 3) transfer over 10,000 1mb files, or

- 4) make 80,000 minutes worth of IP Telephony calls (@ G729)

Applicable Products

The Fair Usage Policy applies to all ADSL variants, but **does not apply to SDSL, EFM and Lease Line products.**

Please contact Support@nomisconnections.co.uk with any questions regarding our fair Usage policy