

# Traffic Management Policy

Current under Terms and Conditions of Use July 2010



## Unlimited Internet Connections

The term “unlimited” in our Internet plans refers to the lack of excess data charges or fixed-limit data caps on our services. Our Internet plans are offered on a “burst” basis which means that the speeds quoted are the maximum available. Internet usage is subject to our Acceptable Use Policy, which prohibits certain activities. The clarification that we wish to make is that our Internet service is not “infinite”; it is “unlimited” within the design constraints of the network.

Our Internet connections are shaped to a fixed rate and to a certain level of contention within our network and the combination of these factors sets a natural limit on the amount of data that you are able to download. These are not data caps as such; they are the result of the way that our wireless service is provisioned.

As of July 2010, the normal usage range on our connections is calculated as follows:

Plan	Data volume (monthly)
Home Bronze	1.6-8GB (offpeak) + 1.2-9GB (peak) = 2.8-17GB
Home Silver	1.6-8GB (offpeak) + 2.4-12GB (peak) = 4-20GB
Home Gold	3.2-16GB (offpeak) + 4.8-24GB (peak) = 8-40GB
Studentzone	25-125GB
WOP	15-75GB
5Mbps	32-160GB

The burst nature of our service results from the level of contention set in our network and the data volumes achievable will vary in practice according to the load on our network. If your usage exceeds the normal usage range indicated above, we may take action as indicated in our terms and conditions of use.

We reserve the right to alter the contention ratio on any or all services and will adjust this document accordingly.

## Residential Complexes

If you are a tenant within a residential complex for which we provide Internet connectivity, you will receive a share of the available capacity on the Internet connection. Generally all tenants are given an equal share of the bandwidth and this will be indicated in the terms and conditions associated with your lease.

Again, if your usage consistently and significantly exceeds this share, then we will decrease the amount of capacity available to you as an individual.