

## **SYMMETRY BROADBAND – FAIR USE POLICY**

### **1. What is a monthly usage guideline?**

This is the total amount of data you can send (upload) and receive (download) through your broadband connection each month.

### **2. How does it work?**

Everything you send or receive over the Internet is bits of data, whether it's a web page, an email, a music track or a video clip. Each bit of data is a different size and is measured in Kilobytes (KB), Megabytes (MB) or Gigabytes (GB). The average email is around 4KB, a digital photo is around 1MB and a music track is around 5MB (1MB=1024KB, 1GB=1024MB).

Your monthly usage guideline lets you download (receiving emails, web pages and files) or upload (sending emails and files) whatever data you want, up to the GB allowance that you choose.

### **3. What happens if I exceed my monthly usage guideline and I'm an Option 1 or 2 customer?**

Should you exceed the usage guideline associated with your Broadband Option by a large amount then we will contact you to remind you of our Fair Usage Policy, your usage guidelines and any further actions we may take.

If you then exceed your usage guideline for a consecutive month, we will contact you informing you that we will move you to a more appropriate product for your usage.

Remember, the vast majority of our customers find that the usage guideline for their product is suitable for their needs. If you do not exceed your guideline, or only exceed the guideline by a small amount, we won't contact you.

### **4. What happens if I exceed my monthly usage guideline.**

Should you exceed the usage guideline associated with Symmetry Broadband (40 Gig) by a large amount then we will contact you to remind you of our Fair Usage Policy, your usage guidelines and any further actions we may take.

If you then exceed your usage guideline for a consecutive month, we will contact you informing you of the charge we will apply to your bill for your excess usage. The charge will be £2.00 exc. VAT per GB. We will continue to give you warning of related charges if this happens on a recurring basis.

Remember the vast majority of our customers find that the usage guideline for their product is suitable for their needs. If you do not exceed your guideline, or only exceed the guideline by a small amount, we won't contact you.

### **6. Why does Intelesis have usage guidelines?**

Usage guidelines help match customers to the most suitable product for them. In the past, lighter users of broadband have been paying the same price as a small minority of exceptionally high users. To resolve this, Intelesis has introduced usage guidelines, enabling us to offer our customers the best prices for what they use. Therefore, relatively light broadband users can still enjoy super-fast broadband for a low monthly price. Under the new usage guidelines, well over 96% of our customers are within the usage guideline for their product.

### **7. How will I know I have exceeded my monthly usage guideline?**

We will contact you to let you know that you have exceeded the usage guideline for your product in the previous month

and let you know of any further actions we may take if this occurs in a consecutive month.

If you exceed the usage guideline for your product in a consecutive month, we will contact you again informing you of any actions we may take – see sections 3 & 4.

**8. Will I still be able to monitor how much I use?**

No, under our new approach we'll monitor how much you use for you, so you don't have to worry about it. In the unlikely event that you exceed your usage guideline we will then inform you of your usage (as per section 3 & 4).

If you wish to monitor your own usage, we recommend that you install any of the widely available SDSL usage monitors.