

FAIR USAGE POLICY

INTRODUCTION

At Wicotel we always pride ourselves in providing a superior Internet experience to our customers. Due to the large quantity of clients that require more affordable service, but still want a fast Internet connection, users need to be contented more.

In order to provide an exceptional Internet experience on a contented network, users need to adhere to a set of rules, so that a single user does not overload the network and thereby negatively influence all other users. Please note that WDSL and NewQ are both packages aimed at typical average residential / home users.

Power users should rather consider Wicotel's supreme Internet packages, where the Fair Usage Policy (FUP) is not applicable. Our FUP is structured so that the average user will be mostly unaffected by it.

APPLICABLE DOCUMENTATION

Wicotel reserves the right to revise, amend or modify this FUP from time to time, without notice, by posting a new version of this document to the Wicotel website at <http://www.wicotel.co.za> (or any successor URL(s)).

All revised copies of the FUP are of immediate effect upon posting and supersede previous versions.

Customers and users of the service should regularly visit our website and review this FUP to ensure that their activities conform to the most recent version of FUP documentation.

In the event of a conflict between any subscriber or customer agreement and this FUP, the terms of this FUP will govern. It is the responsibility of all WDSL and NewQ Internet customers to comply with this FUP and all Wicotel policies. Failure to comply with these or any other policies could result in the suspension or termination of the service.

If you do not agree to the terms and conditions stated in the FUP, you must immediately stop use of the service and notify Wicotel so that your account can be stopped.

Wicotel reserves the right to terminate the service and the subscriber agreement immediately.

UNCAPPED RULES

Wicotel provides uncapped Internet: no soft capping, no fine print and no surprises. Wicotel will not render your Internet semi-useless if you "abuse" your connection.

However, users may be restricted on how they use the Internet. Users can always switch to Wicotel's Supreme Packages where the FUP is not applicable.

Both WDSL and NewQ are aimed at :

- Prioritizing network protocols
- Shaping network protocols that affects overall network performance
- Identify and restrict network intensive traffic so that high priority traffic do not suffer

Wicotel's Quality of service:

- Wicotel will NEVER implement soft capping. In other words we will never detune your connection after you used a certain amount of data - Your internet experience remain as good at the end of the month, as in the beginning of the month, irrespective of the amount of data used
- Wicotel will NEVER monitor usage - No such concept as putting a clamp on the top "abusers"
- Wicotel will NEVER charge you anything more than you signed up for - Fixed monthly fee irrespective of how much data is used

The following restrictions apply for NewQ:

- NewQ uses intelligent traffic management per account to prioritize different kinds of traffic. Once traffic is prioritized, the traffic with the lowest priority gets detuned in order to enhance the available bandwidth for the higher priority traffic types. The idea is that something like a background download does not affect browsing experience or result in buffering on streaming services.
- NewQ does not allow any kind of peer-to-peer traffic from 7:00 to midnight

The following restrictions apply for WDSL:

- Unlike NewQ, WDSL does not classify or prioritize traffic
- WDSL utilizes the leaky bucket algorithm to guard against network abuse. In short this means that should excessive use be detected, the user's performance may be detuned. However, whenever this excessive process completes or stops, network speed will be tuned back to normal

In General:

- Wicotel reserves the right to shape, throttle or block any source or destination IP, port, service or application where excessive, hazardous, unsolicited, damaging or unsafe traffic is observed
- Unlike Wicotel's Supreme Packages, the throughput of WDSL or NewQ traffic is not guaranteed
- Wicotel reserves the right to do whatever it takes to ensure traffic flows for the bigger crowd, and restrict a single user or process from killing the network for everybody