

FAIR USAGE POLICY FOR WICOTEL FIBRE

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.

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 on 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

Some fine print:

- Wicotel's fibre solution is dependent on OpenServe. OpenServe is an entity on it's own and Wicotel has no control over their service offering. Wicotel will be limited by whatever limitations may be imposed by OpenServe, and thus be limited by the rules, terms and conditions as imposed by OpenServe
- Wicotel may prioritize network protocols. 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. This can be imposed on a per user or global level
- 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 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