

# Fair Usage Policy (FUP)

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This Policy forms part of the Agreement between the Client and Centracom and is binding on the Clients using certain Centracom's Connectivity services.

Centracom is bound, through its Wholesale Agreements with various connectivity providers, to each Wholesale Suppliers Fair Usage Policies (FUP).

The following FUP's are specifically documented below, with other wholesale suppliers' FUP's being available on request:

## 1. Liquid's NeoBroadband Fibre

When a Liquid NeoBroadband Fibre Clients monthly 'Soft Cap' limit is reached, their line speed will be halved for the remainder of the month. No further restrictions or limitations will be placed on your line while it is rate-limited. The link will remain uncapped and unshaped during this period. At the beginning of each new month of service, the link speed will revert to its base profile.

Speed Up To	Soft Cap	Rate Limit
5 Mbps	750	2.5 Mbps
10 Mbps	1 500	5 Mbps
15 Mbps	2 250	7.5 Mbps
20 Mbps	3 000	10 Mbps
30 Mbps	4 500	15 Mbps
50 Mbps	7 500	25 Mbps
100 Mbps	15 000	50 Mbps
200 Mbps	30 000	100 Mbps
500 Mbps	50 000	200 Mbps
1000 Mbps	100 000	250 Mbps

## 2. Vodacom Broadband Wireless

The Vodacom AUP is designed to assist in protecting the Vodacom Network, the service, our Users and the Internet community as a whole from improper and/or illegal activity over the Internet, to improve service and to improve service offerings. As stipulated in this policy Vodacom reserves the rights to monitor usage and apply certain restrictions if need be.

Customers that reach their monthly usage limit on Broadband Connect Wireless Premium will be placed in a scavenger class of bandwidth reserved for customers



that have reached their limit for the month where they will be throttled to 25% of their subscribed line speed. This will negatively affect their throughput depending on how many customers they have to contend with for the available bandwidth in the scavenger class. The monthly usage limit will reset at the start of every month. Please refer to the table below for the AUP limit indicators;

Speed Up To	Soft Cap	Rate Limit
2 Mbps	279	25 %
4 Mbps	334	25 %
8 Mbps	440	25 %
10 Mbps	495	25 %
20 Mbps	894	25 %
30 Mbps	1204	25 %
40 Mbps	1432	25 %
80 Mbps	2148	25 %

