



## **AFRICA ONLINE'S FAIR USE POLICY FOR INFINET**

### **Introduction**

1. Africa Online's Fair Use Policy is designed to make sure your broadband service is quick and reliable whenever you use it. A very small number of customers use bandwidth excessively when they
  - use peer-to-peer file sharing software
  - send large unsolicited bulk email
  - get infected by Internet worms and viruses.
2. Peer-to-peer software sends and receives large files such as for video. Mass emailing applications are also used by certain users to send advertisements and other undesirable content to large numbers of email users. Internet worms also try to infect other network computers online, generating large volumes of traffic in the process.
3. These activities significantly reduce the speed at which other customers can access the internet during peak hours. Approximately 1% of customers can use more than 50% of the available bandwidth during peak hours. We do not believe this is fair to the vast majority of our customers.

### **Peak hours**

4. This fair usage policy automatically identifies the very small number of extremely heavy users and manages their bandwidth to protect the service for all our other customers.
5. Outside peak hours, the performance impact as a result the use of our network by these heavy users is insignificant. We think this is the fairest approach. It protects the quality of service for the majority of our customers when they most use the service, while at the same time allowing the extremely heavy users to continue to send and receive outside of peak hours.

### **How do I know if I am likely to be affected by the Fair Usage Policy?**

6. If you regularly update your Operating System and your anti-virus software, do not use peer-to-peer or file sharing software and do not send out bulk unsolicited mail, it is unlikely you will ever be affected by this Fair Usage Policy. If you do use peer-to-peer or file sharing software, all we ask is that you use this software considerately and send and receive large files outside of peak hours.

If you are affected, we will contact you by email (or by telephone) to let you know that your usage is excessive and is affecting other customers. The email will be sent to both your Africa Online email address and your contact email address (if different) and will contain advice on how to reduce your usage.

7. If your usage is still excessive, we will contact to advise you that we will be restricting your bandwidth for the good of all other customers. This restriction will only apply during peak hours.

### **How can I manage my usage?**

8. Simply ensure that any file sharing, sending and receiving of large file is done outside of peak hours. Ensure that your operating system software is properly patched and your anti-virus regularly updated.

### **What happens if you are affected by the Fair Usage Policy?**

9. Customers affected by the fair usage policy will share bandwidth with each other and will be separated from other customers. The amount of bandwidth available for affected customers to share, will be such that all other unaffected customers will experience an acceptable level of service.
10. The speed affected customers experience when downloading will therefore depend on what these customers are doing. If they are all web-browsing and reading emails, they will experience normal broadband speed. If on the other hand they are using Peer to Peer or file sharing software they will experience slow broadband speed.

---

I confirm I have read and understood Africa Online's Fair Use Policy.

**Customer's Name:** \_\_\_\_\_

**Date :** \_\_\_\_\_