

CABLE & WIRELESS COMMUNICATIONS

CHANNEL ISLANDS AND ISLE OF MAN

FAIR USAGE POLICY

High Speed Internet is a shared service and the activities of some users can impact the services available to other users. In an ideal environment, all users would obtain an equal percentage of the available bandwidth. Unfortunately, some users take a disproportionately greater share of the available bandwidth and, as a consequence, other users suffer a diminished experience. Particularly at Internet peak usage times, data rates may be reduced by contention within the C&W local access network and the public Internet.

In order to preserve the quality of our High Speed Internet delivery services, we require that all customers comply with this Fair Usage Policy ("FUP"). The FUP is intended to ensure that the users of excessive bandwidth-consuming applications do not use their service to the detriment of other High Speed Internet customers.

In order to implement our FUP, we monitor the performance of our network. In doing so, we may reduce the bandwidth allocated to users of applications that download unusually large files during peak times so to ensure this excessive usage does not affect other High Speed Internet customers. If a High Speed Internet customer exceeds the usage associated with the relevant High Speed Internet package that such user is on, C&W will not be liable to such user for the quality, integrity or continuation of the High Speed Internet service.

Whilst the purpose of this FUP is to avoid any unfair disruption of service resulting from extreme peer-to-peer usage, other file-sharing software and downloading of very large files during peak usage times, we do not prevent the use of such applications or downloads. Furthermore, if you do not use peer-to-peer or file-sharing software or if you don't download excessively large files continuously at such peak times, then it is unlikely you will be affected by this policy. However, if you use the following applications you are more likely to break the Fair Usage Policy: peer-to-peer (P2P) file sharing software, P2P TV, streaming video services or software update services. Many of these applications continue to send and receive data constantly in the background. Even if you're not downloading a file, these applications may still be transferring data.

Additionally, as C&W continues to upgrade its High Speed Internet distribution capabilities, users will be able to experience different content enabled by the higher access speeds. We may from time to time to introduce download limits to some High Speed Internet packages in order to enable us to manage the High Speed Internet customer experience. Obviously, we will communicate such limits as well as any available upgrade option or charges for excessive usage and provide you with the relevant tools to measure your usage. In order to understand the amounts of data that you will typically transfer, you may find the following guidance useful:

type of data	size of data (megabytes)
Text only email	0.005
Average web page	0.05
MP3 Music file (4 minutes)	5
Movie trailer (3 minutes)	30
Word document	0.05
Online gaming	20 per hour
Streaming audio (128k speed)	60 per hour
Streaming audio (300k speed)	140 per hour

If, in our reasonable opinion, we establish that you are using any of our services in a way for which it was not intended we may ask you to modify your usage pattern – and in extreme circumstances, we may limit the speed of, or block your access to the High Speed Internet service

On all Mobile services we impose a Fair Use Limit of 500 megabytes a day. On all other services, there is no limit and taking action against a user will depend on their individual activities and will be at our discretion. By enforcing this Fair Use Policy, we can ensure that a superior quality service will be experienced by all our customers.