



## Fair usage policy for Residential Customers

Primus's policy towards Fair Usage is aimed towards Customers achieving the usage of the service in an appropriate manner to meet their needs.

The number of customers using an excessive amount of the network bandwidth at peak times, which may impair the performance of others, is very small. Primus's Fair Usage Policy is designed to provide the most effective service to all our Customers.

The Fair Usage Policy will allow us to identify the very small number Customers with very heavy usage. We will communicate with these Customers to try and establish the factors that are driving the high usage and how individual usage patterns and habits can be modified to the benefit of all. In extreme cases, Primus may be required to apply established management techniques to reduce the impact of the heavy usage Customers on the service performance of other Customers.

### **What Level of usage is allowed?**

Customers on Primus Broadband products, downloading data well in excess of 100GB per month are likely to be impacted by the Primus Fair Usage Policy.

This is the equivalent of downloading more than ten movies a week, or watching streaming content for more than 6 hours every day.

The Primus Fair Usage Policy will adversely impact less than 0.5% of the Customers on the network. All Customers on usage capped products (where the usage is limited to a certain level), downloading in excess of their monthly usage cap/allowance may also be impacted by the Primus Fair Usage Policy. A typical usage allowance on Primus products is 40GB per month which is enough to download approximately 8000 songs or 132 1-hour TV episodes every month.

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

Primus Fair Usage Policy is highly unlikely to affect our Customers if they are not using Peer to Peer file sharing software or stream video for extended periods. In case the Customers decide to use these applications, we request that you use these applications considerately and keeping in mind what is set out in the Primus Fair Usage Policy; and send and receive large files outside of peak hours.

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

If at any point the Customer is affected by the Fair Usage Policy, a Primus representative will contact the Customer by email to let him/her know that their usage at peak hours is excessive and is affecting other Customers. The email will be sent to both your Primus email address and your contact email address (if different) and will contain simple advice on how to reduce your usage. If the usage is still excessive, we will contact you again to ask you to reduce your usage during peak hours. If your usage still remains excessively high, we will contact you a third time to advise you that we will be reducing your capability to consume bandwidth at times of congestion and or peak hours, without any further notice to you.