

# Powernet - Fair Usage Policy

## Why do you have a Fair Use Policy for broadband?

As the Internet matures and grows, there are more and more uses for broadband connections, placing a higher demand on the network to service those needs. In order to ensure you receive a high level of service at a reasonable price from Powernet, we have found it necessary to introduce a fair use policy for broadband.

## Will this Fair Use Policy affect me?

Most of our broadband customers will not be adversely affected by this. In fact, the opposite is true - the fair use policy means that most of our customers will have a consistently high speed connection that is not compromised by a small number of high usage customers. If you make consistent high use of your broadband connection then you may be affected during peak hours.

## So what happens?

During peak hours we will be restricting the amount of bandwidth available to high usage customers. If your broadband connection falls into this category you will see a reduction in your download and upload speeds at peak times. If usage remains high, even at this reduced speed, you may find the speed reduces further until usage drops to an acceptable level.

## What exactly is high usage?

We periodically review the usage patterns of our customers to determine what amount of bandwidth is typically required by them. The volume of data transfer is measured for each customer, and after a pre-defined limit is reached over a given period of time, the amount of bandwidth available to that customer is reduced during peak hours. Usage continues to be monitored, and when it is seen to drop sufficiently, the amount of available bandwidth is returned to normal. Acceptable limits are subdivided into medium for customers on a Basic Service Level, high for customers on an Enhanced Service Level and very high for those on the Premier Service Level. Again, for the majority of customers, their usage will always fall short of these levels.

## How do I know if my usage is being restricted?

If you notice a marked decrease in transfer speeds, it is possible that your usage has automatically been restricted. Our support department will be happy to confirm with you if this is the case.

If you have restricted my usage, how long is this likely to last?

We monitor usage over a rolling period. If your usage has reduced significantly, it could be that your broadband is back to full speed within 24 hours.



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