

FirstNet Internet Uncapped Fair Usage Policy

1. FirstNet uncapped accounts are designed for either home or business use, and customers need to select the appropriate package designed for their access port speed and type of usage application (for example, for business or home use).
2. FirstNet uncapped products are not capped in the ordinary course. However, FirstNet reserves the right to apply restrictions on an uncapped account if a customer's behaviour is determined to be affecting the user experience of other customers on FirstNet's network. Such restrictions may include but are not limited to throttling a customer's throughput speeds to an appropriate proportion of the actual port speed and / or shaping a customer's bandwidth to limit the use of bandwidth intensive protocols and applications.
3. Examples of customer behaviour which may compromise FirstNet's network performance include, for example, causing network congestion, include running excessive concurrent internet sessions or accessing excessive bandwidth intensive protocols such as peer-to-peer.
4. In the event of such behaviours, FirstNet reserves the right to terminate the account of a customer whose usage is continuously affecting FirstNet's network performance, as a customer of FirstNet uncapped products.
5. In order to assist a customer to be made aware of when his or her behaviour is compromising FirstNet's network performance, FirstNet has a Dynamic Fair Usage Policy that indicates usage severity levels. Usage values and thresholds will be displayed with customer notification messages. Should customers' contact information not be registered correctly, such notification may not reach the customer and customers should ensure that contact information is always up to date in the customer portal.
6. The Fair Usage Policy (FUP) controls will be implemented by FirstNet in addition to those set out elsewhere in this AUP regarding unlawful behaviour.
7. Different severity FUP levels and actions are defined for Uncapped usage volumes;
 - 7.1 FUP Level 1 for customers which are at 50% of predefined usage volume.
 - 7.2 FUP Level 2 for customers which are at 75% of predefined usage volume.
 - 7.3 FUP Level 3 for customers which are at 100% of predefined usage volume.
 - 7.4 Access to firstnet.co.za and banking sites will not be throttled at any level.
8. The following actions are applicable on the various FUP levels;
 - 8.1 FUP Level 1 (50% of quota value)
 - 8.1.1 The customer will be throttled approximately 50% of their product download speed.
 - 8.2 FUP Level 2 (75% of quota value)
 - 8.2.1 The customer will be throttled to approximately 25% of their product download speed.
 - 8.3 FUP Level 3 (100% of quota value).
 - 8.3.1 The customer will be throttled to 1MB for the remainder of the calendar month.