

Intelvision Ltd: Fair Use Policy

What is a Fair Use Policy?

We want our customers to enjoy surfing the internet and our Fair Use Policy is intended to ensure that all our customers have the best experience possible and that some customers do not use our services in an unreasonable, illegal or fraudulent manner, hinder our network operations, and in this way, impact the quality and reliability for other customers. We also want to ensure that everyone gets the experience from their chosen plan. Most of our customers will not be impacted by this fair usage policy.

Customers are responsible for ensuring that their use of their internet account complies with this policy.

Why do we need a Fair Use Policy?

During peak times, many customers share the network bandwidth simultaneously. A very small percentage of our customers may use the internet service inappropriately, e.g. sending, uploading or downloading very large files, streaming "peer to peer" (P2P) TV or other video services, or using 'peer to peer' (P2P) and file sharing software (which may be sending and receiving large files constantly). This means that service quality for all users is affected, making it slower for everyone to access the internet or send and receive emails, especially during peak hours, which fluctuate between 5pm and midnight.

Our Fair Use Policy manages inappropriate use and makes sure the service can be used fairly by everyone.

How does the Fair Use Policy work?

If you use the following applications, you are more likely to break the Fair Use Policy:

- peer-to-peer (P2P) file sharing software
- P2P TV; or
- streaming video 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.

Intelvision monitors user behaviour. If you abuse the service in a way that violates our Fair Use Policy, we may limit the speed of, or block your access to data services, or we may disconnect you.

Intelvision Ltd reserves the right to change this Fair Use Policy at any time, the most current of which will be available on www.intelvision.sc.