

## Fair Use Policy (FUP)

The SaneChoice Fair Use Policy (FUP) has been implemented so that we can deliver a broadband service that is fast and reliable to all our customers. Some customers usage is in excess of that expected from normal use and this impacts on the service level to others particularly at busy times. This may be due to high use of file sharing software or heavy downloads of music and films.

SaneChoice monitor the performance of our network and may restrict the amount of bandwidth available to very heavy users to ensure that the majority of the customer base has a good experience. This applies to all customers using our SaneChoice broadband services including unlimited broadband.

In addition we will contact customers who frequently use excessive bandwidth to the detriment of others to advise them of this, ask them to change their behaviour and offer them alternative courses of action. In some cases if their usage remains high we will suspend or close their account. This will enable us to offer a fair service to the rest of the customer base.

If your broadband usage is occasionally very high, we're unlikely to be concerned. However, if your usage is frequently high and impacts our network, and the experience of other customers, in a negative way then we will get in touch with you to ask you to change your behaviour. Failure to change your behaviour may result in the suspension of the service and closure of your account. Of course, we want to avoid this happening and ask for your support in ensuring a good service for all SaneChoice customers.

**Please note:** by signing up for any of our services you agree to be bound by all SaneChoice Limited terms and conditions.