-- COMPUTER & PERIPHERAL SALES. SUPPORT & REPAIRS -- CONSOLE REPAIRS & SALES -- CONSUMABLES -- WEBSITES --

Fair Usage Policy – November 2015

Uncapped Network Policy

Dynamic shaping is applied by default. This means that downloads shape dynamically on the network and run completely unshaped during times of minimal network load, and download protocols shape dynamically when the network is under load.

Usage between midnight and 6am does not count towards the Fair use policy (FUP) usage.

Once an FUP is breached, the account is deprioritised, meaning that during times of network load or contention, these accounts will be the first to shape high usage network protocols. Browsing is not affected once FUP is breached and should spare network capacity be available, the account will be unaffected.

Capped Network Policy

Capped is offered as unshaped. Once gigs are used, customer must upgrade to next available package until the top-up mechanism is available.

Unlimited Midnight Express Bolt-On

This product is allows a customer to add unlimited gigs between midnight and 6am which do not count towards their cap. Because Telkom only submit radius packets to ISPs every hour and do so at random timing intervals for all customers, it is impossible to strip a session usage that begins before the midnight period and is only updated by Telkom after midnight. If this occurs, our system will allocate an additional session to the usage for that day for unlimited use. The only alternative is for the customer to disconnect the session and reconnect after the midnight hour to guarantee that the session data is calculated correctly. The ISP cannot force this disconnection on all bolt-on customers as this can and will cause problems for those who do not wish to be disconnected during this time. The option to add this forced disconnect is being considered. The only guarantee is to schedule these downloads to fire off from 1am onwards rather than midnight.