

Fair use policy

Why is there a need for a Fair Usage Policy?

Overline is committed to providing their customers with a very high quality and low contention service at a price that reflects true value for money.

We don't add any additional contention to the service over that experienced on the access network; we prioritise business critical applications; we will provide the bandwidth that the customer's line can support at all times. We carefully manage our capacity and will ensure that, in line with the number of customers on the network and **a usage profile that fits business customers**, enough capacity is provided.

To ensure we can provide a high quality and low contention service at a competitive price, a FAIR USAGE POLICY applies to the use of the service.

How will this policy affect you?

The majority of customers that will be affected by this policy are those using file sharing software such as peer-to-peer, who regularly stream media (music, TV or videos) or those who regularly download very large media files (like movies). Peer-to-Peer software can be left running throughout the day and can consume inordinate amounts of bandwidth – this is unreasonable use of the internet and is, in many cases, illegal.

Customers using their broadband service for sending e-mails, browsing web-pages and other typical business applications will not be affected.

What is the policy?

We offer a selection of charging models.

- 1) 50GB Fair Use – customers must not transfer more than 50GB of data in any given month
- 2) 100GB Fair Use – customers must not transfer more than 100GB of data in any given month
- 3) 150GB Fair Use – customers must not transfer more than 150GB of data in any given month
- 4) 200GB Fair Use – customers must not transfer more than 200GB of data in any given month
- 5) Unlimited – for these services, there is no fair use policy. Users can transfer as much data as they wish, but usage must be in accordance with our Acceptable Usage Policy

Customers who exceed Usage above allowance of their package will be charged at £2.25 per GB