



Fair Usage Policy (FUP)

The Fair Usage Policy applies to uncapped subscribers using ADSL or FTTH services from 1Mbps to 100Mbps. Actual line speeds could vary on the Telkom network due to certain limitations attributed to ADSL or FTTH.

Subscriber line speed will be reduced as per the table below in a three-tiered manner, based on total data used during a calendar month. Once a subscriber has reached the FUP thresholds, as detailed below, the available line speed will be reduced accordingly.

The service will then continue to be provided at the final FUP rate limit until the end of the month, and will reset on the 1st day of the new month. The 1Mbps uncapped service is FUP-exempt, meaning the line speed on Vox Telecom's network will not be reduced during the month.

Examples:

100Mbps Uncapped: (FTTH only)

- At 1000GB consumed (66% of soft cap) – drop speed to 50Mbps
- At 1250GB consumed (83% of soft cap) – drop speed to 25Mbps
- At 1500GB consumed (100% of soft cap) – drop speed to 10Mbps until end of month

40Mbps Uncapped:

- At 750GB consumed (60% of soft cap) – drop speed to 20Mbps
- At 1000GB consumed (80% of soft cap) – drop speed to 10Mbps
- At 1250GB consumed (100% of soft cap) – drop speed to 5Mbps until end of month

20Mbps Uncapped:

- At 500GB consumed (50% of soft cap) – drop speed to 10Mbps
- At 750GB consumed (75% of soft cap) – drop speed to 5Mbps
- At 1000GB consumed (100% of soft cap) – drop speed to 2Mbps until end of month

10Mbps Uncapped:

- At 200GB consumed (30% of soft cap) – drop speed to 5Mbps
- At 400GB consumed (60% of soft cap) – drop speed to 2Mbps
- At 650GB consumed (100% of soft cap) – drop speed to 1Mbps until end of month

8Mbps Uncapped:

- At 160GB consumed (30% of soft cap) – drop speed to 4Mbps
- At 320GB consumed (60% of soft cap) – drop speed to 2Mbps
- At 520GB consumed (100% of soft cap) – drop speed to 1Mbps until end of month

4Mbps Uncapped:

- At 80GB consumed (30% of soft cap) – drop speed to 2Mbps
- At 160GB consumed (60% of soft cap) – drop speed to 1Mbps
- At 260GB consumed (100% of soft cap) – remain at 1Mbps until end of month



2Mbps Uncapped:

- At 40GB consumed, drop speed to 1Mbps, and remains at 1Mbps until end of month

1Mbps Uncapped: **EXCLUDED FROM FAIR USE POLICY**

Uncapped Data Product	Line Speed	FUP threshold 1		FUP threshold 2		FUP threshold 3	
		Usage Total	Line Speed	Usage Total	Line Speed	Usage Total	Line Speed
Home Uncapped 100Mbps	up to 100Mbps	1000GB	50Mbps	1250GB	25Mbps	1500GB	10Mbps
Home Uncapped 40Mbps	up to 40Mbps	750GB	20Mbps	1000GB	10Mbps	1250GB	5Mbps
Home Uncapped 20Mbps	up to 20Mbps	500GB	10Mbps	750GB	5Mbps	1000GB	2Mbps
Home Uncapped 10Mbps	up to 10Mbps	200GB	5Mbps	400GB	2Mbps	650GB	1Mbps
Home Uncapped 8Mbps	up to 8Mbps	160GB	4Mbps	320GB	2Mbps	520GB	1Mbps
Home Uncapped 4Mbps	up to 4Mbps	80GB	2Mbps	160GB	1Mbps	260GB	1Mbps
Home Uncapped 2Mbps	up to 2Mbps	40GB	1Mbps	80GB	1Mbps	160GB	1Mbps
Home Uncapped 1Mbps	up to 1Mbps	N/A	1Mbps	N/A	1Mbps	N/A	1Mbps