Vox Gaming Quality of Service Terms and Conditions

THESE PRODUCT-SPECIFIC TERMS AND CONDITIONS NEED TO BE READ IN CONJUNCTION WITH THE GENERAL TERMS AND CONDITIONS. WHERE ANY DISCREPANCY OCCURS, THE PROVISIONS OF THESE PRODUCT-SPECIFIC TERMS AND CONDITIONS SHALL APPLY.

1. DEFINITIONS AND INTERPRETATION

1.1. References to 'you' and 'your' are references to the "Customer" as defined in the General Terms and Conditions.

1.2. Capitalised words not defined herein have the meaning given to it in the General Terms and Conditions.

1.3. **Gaming device** means a gaming console or personal computer used for gaming.

1.4. **Gaming QoS** means the Vox-developed gaming-optimised configuration that is installed on the customer's Vox-supplied and managed Mikrotik router, as itemised in a Subscriber Agreement;

1.5. **Gaming traffic** means all UDP packets routing to and from the gaming device, and not necessarily towards gaming servers. Thus, other UDP based applications running on the Gaming device are at risk of being identified as gaming traffic (Bittorrent, VoIP, etc).

1.6. **Service** means the installation, rental and maintenance of the Gaming QoS on the customer's Mikrotik router. The service is only supported on routers that are fully managed by Vox. If, for some reason, your router was not auto-provisioned and under full Vox management today, it would need to be re-provisioned to gain access to this service.

2. SERVICE DESCRIPTION

2.1. The Gaming QoS service is the configuration of the Vox Gaming Quality of Service (QoS) settings on your Vox-supplied and managed Mikrotik router.

2.2. The Gaming QoS is a configuration that is installed on the Mikrotik router supplied with your subscription to a Vox Fibre to the Home (FTTH) circuit.

2.3. The configuration will limit TCP traffic on the Mikrotik router, as described in 2.7 and 2.8, to free up capacity for UDP traffic sent and received by your gaming devices.

2.4. Gaming traffic (UDP traffic) sent and received by your gaming devices will flow across the Gaming QoS portion of your Vox FTTH circuit. The benefit to you is that:

2.4.1. Latency spikes will be eliminated, and

2.4.2. Jitter (variance in latency) will be minimised.

The benefit will be most apparent when the available bandwidth becomes saturated by other devices that are excluded from the Gaming QoS configuration on your network.

2.5. The installation of the Gaming QoS means that the portion of your available bandwidth that is allocated to the Gaming QoS will not be available for non-UDP internet traffic;

2.5.1. You will be sacrificing this portion of your bandwidth for non-gaming internet traffic,

2.5.2. This is a persistent setting that will be in effect even while you are not gaming.

2.6. The Gaming QoS configuration can be removed at any time with 1 months' notice being given to Vox.

2.7. The portion of bandwidth allocated to the Gaming QoS is determined by the total available upload and download bandwidth on your FTTH circuit:

2.7.1. 50 Mbps or greater Upload / Download circuit will have a 2 Mbps limit on the Gaming QoS.

2.7.2. Less than 50 Mbps Upload / Download circuit will have a 1 Mbps limit on the Gaming QoS.

2.8. To clarify how the Gaming QoS configuration will be applied on your router, four examples are provided below:

2.8.1. Example 1: 100 / 20 (Download / Upload) circuit the Download limit will be set at 98 Mbps and the Upload to 19 Mbps.

2.8.2. Example 2: 50 / 50 (Download / Upload) circuit the Download limit will be set at 48 Mbps and the Upload to 48 Mbps.

2.8.3. Example 3: 25 / 10 (Download / Upload) circuit the Download limit will be set at 24 Mbps and the Upload to 9 Mbps.

2.8.4. Example 4: 25 / 25 (Download / Upload) circuit the Download limit will be set at 24 Mbps and the Upload to 24 Mbps.

2.9. The Mikrotik feature FastTrack will be disabled on your router as the Gaming QoS will not take effect if the traffic is routed through the FastTrack rules.

2.9.1. Consequently, the Gaming QoS configuration cannot be installed on 500Mbps or greater FTTH circuits, as a 500Mbps or greater circuit requires FastTrack to be enabled.

2.10. The Gaming QoS configuration does not in any way guarantee your bandwidth at any moment in time, it only ensures that the handling of your gaming traffic by your Vox-supplied and managed Mikrotik router is optimised and shielded from other non-UDP internet traffic flowing across your Vox FTTH circuit,

3. ACTIVATION OF THE GAMING QOS

The activation of the Gaming QoS requires that:

3.1. You have an active and valid subscription to a Vox FTTH circuit, and

3.2. That you are using the Vox-supplied and Vox-managed Mikrotik router.

3.3. Your actual attainable line speed must match your subscription line speed. If your link is underperforming, the QoS policy will not work.

3.4. The installation of the Gaming QoS requires the MAC address of your gaming devices to be entered into the configuration settings on your Mikrotik router:

3.4.1. Once your Gaming QoS subscriber agreement has been accepted by Vox, you will be contacted by Vox,

3.4.2. You will need to supply Vox with the MAC addresses of your gaming devices in order for the Gaming QoS configuration to be installed on your router,

3.4.3. The Gaming QoS will be activated as soon as the configuration data has been saved to your Mikrotik router,

3.4.4. There is a limit of 10 devices that you can add to the Gaming QoS service.

4. COMMENCEMENT OF CONTRACT AND DURATION

4.1. The service shall be deemed accepted by you if no objection has been raised by you within two (2) business days following the configuration of the QoS, which shall then be the Commencement Date.

4.2. You will be renting the Gaming QoS on a month-to-month basis until the service is terminated by either Vox or yourself giving 1 calendar months' notice of termination.

5. SECURITY

5.1. You acknowledge that the logical and physical security measures in relation to the Service is your sole responsibility. You agree that Vox will not be held liable for any losses arising out of security breaches (including loss or theft of your personal information) resulting from a breach of security via the Gaming QoS service.

6. WARRANTY

6.1. Vox makes no warranty that the service will meet your requirements.

6.2. Vox makes no warranty that the service will be compatible with your equipment or any end user equipment.

6.3. No advice or information, whether oral or written, obtained by the customer from Vox through the services shall create any warranty.