

# TELKOM INTERNET UNCAPPED

## **Fair Use Policy**

To improve the user experience of all Telkom Internet uncapped customers, Telkom | Business Connexion will commence applying the Fair Use Policy (FUP) from December 2016.

**Telkom** | **Business  
Connexion**

*Meet the future. Today.*

The following information will assist you in managing your uncapped experience and ensuring that you make the most out of your Telkom Internet.

# What is the Fair Use Policy?

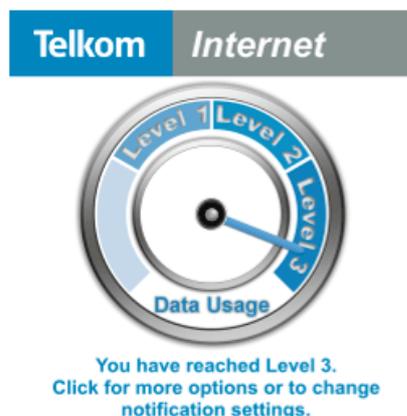
- ▶ In terms of the Telkom FUP, Telkom reserves the right to apply restrictions on an uncapped account if a customer's behaviour is deemed to be affecting the user experience of other customers on the Telkom network. Examples of customer behaviour which may compromise Telkom's network performance include, amongst other, causing congestion, running excessive concurrent internet sessions or accessing excessive bandwidth intensive protocols such as peer-to-peer. Restrictions which may be applied by Telkom in terms of the Telkom Internet FUP include, but are not limited to, throttling a customer's throughput speeds and/or shaping a customer's bandwidth to limit the use of bandwidth intensive protocols and applications.

Examples of customer behaviour which may compromise Telkom's network performance include, amongst others:

## FUP levels explained

- ▶ The FUP is dynamic and customers that reach the FUP levels, will be throttled during specific peak traffic times on a daily basis. No throttling will take place for the remainder of the day. What does throttling mean? Throttling allows internet browsing, but at a reduced speed. Please be advised that each uncapped product has allocated FUP threshold parameters.

You will receive an in browser notification whilst online once you reach such FUP level, as per example below. Please note that when you close the notification box, it will be removed and you will not receive the notification again.



▶ **FUP Allowance - Level 1**

Customers that reach 50% of the FUP will be throttled between 19:00 and 21:00.

▶ **FUP Allowance - Level 2**

Customers that reach 75% of the FUP will be throttled between 18:00 and 22:00.

▶ **FUP Allowance - Level 3**

Customers that reach 100% of the FUP will be throttled between 7:00 and 24:00.

Once FUP level 3 is reached, a customer's rollover date will be changed. A **rollover** date is the monthly start date of your Telkom Internet uncapped account. The standard roll over date is the 1st of every month. The new date will be one of the following: 8th, 15th or 21st, depending on which date is the closest to the date that the FUP level was reached. The new roll over date will remain in place whilst the customer subscribes to the uncapped product.

Usage

FIXED USAGE

MOBILE USAGE

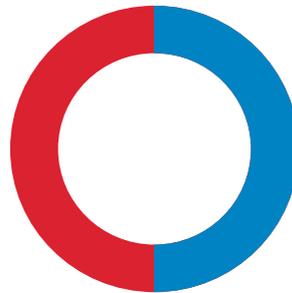
**Fixed Usage Overview**

Uncapped 4Mbps

Lock Status: **Enabled**

Usage Reports: **Registered**

FUP level 1 - Browsing at reduced speed from 19h00 to 21h00



**Uncapped 4Mbps**

FUP level 1  
50GB used



**Night Surfer**

0.05GB used



**Priority Pass**

PRIORITY PASS ▶

# Priority pass

- ▶ Customers qualify for two priority passes per month. A priority pass offers you one hour of internet surfing, at normal speed, once you reach a FUP level.

**States**

2 Priority pass left

PRIORITY PASS ▶

1 Priority pass left

PRIORITY PASS ▶

0 Priority pass left

PRIORITY PASS ▶



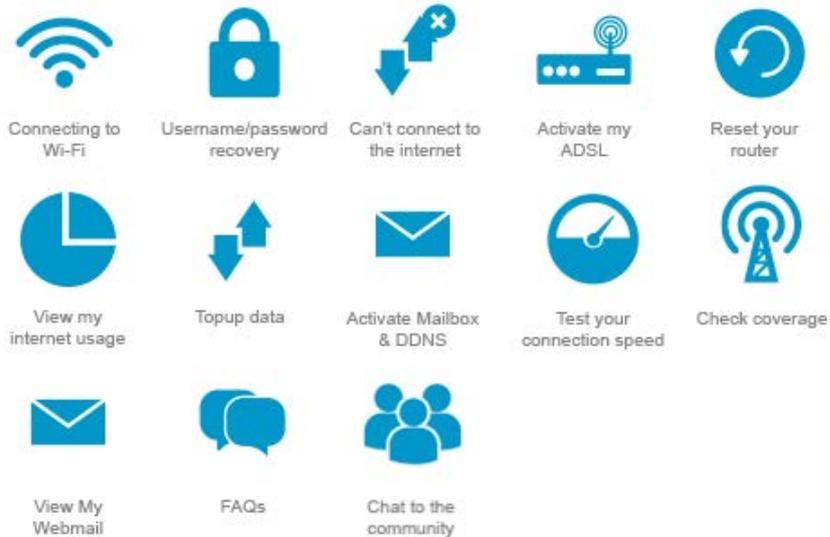
**Priority Pass**  
not active



**Priority Pass**  
expire in 60min

► **Self-help portal**

Various self-help functions are available via [telkom.co.za](http://telkom.co.za), including a password management tool and usage tracker.



Alternatively Go to <http://www.telkom.co.za/today/help/personal/> and select Internet & WiFi.

**Reminder: If you schedule your downloads for between 12:00 am and 07:00 am, it will not count towards the FUP!**

## Contact Us

- We trust that the information will assist with the understanding of the Telkom Internet Uncapped FUP in order to maximise your uncapped experience. Do not hesitate to contact us should you require further information.

[For more information](#)

**Call 10214 | Click [Telkom.co.za](http://Telkom.co.za) | Speak to your Business Consultant today**

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