

HYMAX NDC Internet Uncapped

We would like to thank you for taking the time to view our Fair Use Policy (FUP). The purpose of this policy is to protect both you, our clients, and Hymax NDC by highlighting what forms of conduct Hymax NDC views as unacceptable.

Fair Use Policy

To improve the user experience of all Hymax NDC Internet uncapped customers, Hymax NDC will apply the Fair Use Policy (FUP)

Affordable Internet. Today.

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

What is the Fair Use Policy?

In terms of the Hymax NDC FUP, We reserve 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 Hymax NDC network. Examples of customer behaviour which may compromise Hymax NDC'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 Hymax NDC in terms of the Hymax NDC Internet FUP include, but are not limited to, limiting a customer's throughput speeds to limit the use of bandwidth intensive protocols and applications.

FUP levels explained

Fair use policies are fairly common, but what does fair internet usage actually mean to you and your browsing and downloading habits?

Fair use and contention ratios

Customers share internet connections. The number of people sharing a connection is called the 'contention ratio', and it can be up to 15 people per line. So if one user is constantly downloading, it will slow the connection for the other users who are on at the same time.

Fair usage policies limit the usage of one user over another at peak times so that the performance is not affected for the rest of the group. These restrictions are imposed to ensure that the best quality of broadband is available to the maximum number of customers.

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

You will not receive any notification whilst online once you reach such FUP level, as per example below:

FUP Allowance - Level 1

Customers running excessive concurrent internet sessions for more than 24 hours, will be limited to 75% of their actual speed

FUP Allowance - Level 2

Customers that reach 75% of the FUP and still run excessive concurrent internet sessions for more than 12 hours, will be limited to 50% of their actual speed.

FUP Allowance - Level 3

Customers that reach 50% of the FUP and still run excessive concurrent internet sessions for more than 6 hours, will be limited to 25% of their actual speed.

Once FUP level 3 is reached, a customer's recover time will be changed. A **recover** time is the time it takes for your

Hymax NDC Internet uncapped account to recover to its full actual speed. The standard recover time is the **2hours**.

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 Hymax NDC 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 0514037100 | **Click** www.hymax-bloemfontein.co.za | **Speak** to your Business Consultant today

Standard Terms and Conditions apply.