Farmside Fair Use Policy

1. **Introduction**

1.1 It is important to us that all eligible Farmside customers are able to access the network services we use. For this reason, and to ensure the provision of a quality service, a Fair Use Policy applies to our services.

1.2 All Services are subject to our Fair Use Policy. We may apply our Fair Use Policy where in our reasonable opinion your usage of our Services is excessive and/or unreasonable as detailed in this paragraph.

1.3 We have developed our Fair Use Policy by reference to average customer profiles and estimated customer usage of our Services.

1.4 If your usage of our Services materially exceeds estimated use patterns over any month, or is inconsistent with normal usage patterns, then your usage will be deemed excessive and/or unreasonable.

1.5 As examples, the following uses would be considered to breach this Fair Use Policy auto dialling, continuously call forwarding, tele marketing, call centres, and use of Cellular Trunking Units (CTUs).

1.6 If your usage is excessive and/or unreasonable we may contact you to advise you that your usage is in breach of our Fair Use Policy.

1.7 We may then request that you moderate or alter your usage to come within our Fair Use Policy.

2. **Excessive or Unreasonable Usage**

2.1 If your excessive or unreasonable usage continues after receipt of a request to moderate or alter the nature of such usage, we may without further notice, apply charges to your account for the excessive and/or unreasonable element of your usage; suspend, modify or restrict your use of the Services or withdraw your access to the Services.

3. **Managing Network Resources**

3.1 Farmside reserves the right to manage network resources to ensure the overall customer experience (in particular for core usage such as web-browsing and email services) is maintained at broadband speed and is not adversely affected by high bandwidth applications such as peer to

peer or file sharing.

Use of such applications by customers at peak periods may be subject to network prioritisation by Farmside, where controlled allocation of bandwidth resources is necessary to minimise congestion.