



**Sure SA Limited (St Helena)**  
**Broadband**  
**Internet**

**FAIR USAGE**  
**POLICY**

Broadband is a shared service and the activities of some users can impact on the services available to other users. In an ideal environment, all users would obtain an equal percentage of the available bandwidth. Unfortunately, some users take a disproportionately greater share of the available bandwidth and, as a consequence, other users suffer a diminished experience. Particularly at Internet peak usage times, data rates may be reduced by contention within the Sure local access network and the public Internet.

To preserve the quality of our broadband delivery services, we have implemented a Fair Usage Policy (“FUP”). The FUP is intended to assure that the very few users of excessive bandwidth-consuming applications do not use their service at the detriment of other broadband customers.

In order to implement our FUP, we will monitor the performance of our network, and in doing so, we may restrict the amount of bandwidth available for use by:

1. Applications that upload or download large files during peak times
2. Applications that provide peering services between internet users

Whilst this FUP is mainly aimed to avoid any unfair disruption of services resulting from extreme peer- to-peer usage during Internet peak usage times, we do not prevent the use of such applications or downloads. Furthermore, if a customer does not use peer-to-peer or file-sharing software or if a customer does not download very large files continuously at such peak times, then it is unlikely the customer will be affected by this policy.

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1 October 2023