

Fair Usage Policy ("FUP")

The FUP* applies to Demon Home 8000, Demon Home 2+, RSL HomeOffice 8000, RSL HomeOffice 2+, Demon HomeOffice 8000, Demon HomeOffice 2+, Demon Business 2000, Demon Business 8000, Demon Business 2+, Demon Business 2+ Pro, Demon Business Lite +, Demon Business Lite, RSL Demon Business 2000, RSL Demon Business 8000 RSL Demon Business 2+, RSL Demon Business 2+ Pro, RSL Demon Business Lite + and RSL Demon Business Lite products. **It does not apply to Demon Business Unlimited, RSL Demon Business Unlimited or Premier Broadband customers.**

It is in place to ensure that we can continue to provide an acceptable standard of service in terms of download speeds, to the vast majority of our customers.

We continually measure the performance of our services and take steps to restrict usage during peak periods which may contribute significantly towards the risk of a reduced quality of service being experienced by the majority of our broadband customers. The peak period is currently 9am to 11pm. The peak period may be subject to change dependent on usage patterns across the network.

Usage will be monitored on a continuous basis. Customers that exceed the permitted data download over a rolling 30 day period will be affected by the FUP. This is currently defined as per the limits detailed below, although we reserve the right to amend these limits in accordance with the terms of your Agreement.

Permitted data download over rolling period of 30 consecutive days

Home 8000 - 50GB of total data download.

HomeOffice 8000 and RSL HomeOffice 8000 - 60GB of total data download.

Home 2+ - 50GB of total data download

HomeOffice 2+ and RSL HomeOffice 2+ - 60GB of total data download

Business 2+, Business 2+ Pro, RSL Business 2+ and RSL Business 2+ Pro - 200GB of peak data download

Business 2000, Business 8000, RSL Business 2000 and RSL Business 8000 - 100GB of peak data download

Business Lite and RSL Business Lite - 200GB of peak data download

Business Lite + and RSL Business Lite + - 60GB of peak data download

We expect that less than 1% of our Demon Home 8000, Demon Home 2+, RSL HomeOffice 8000, RSL HomeOffice 2+, Demon HomeOffice 8000, Demon HomeOffice 2+, Demon Business 2000, Demon Business 8000, Demon Business 2+, Demon Business 2+ Pro, Demon Business Lite +, Demon Business Lite, RSL Demon Business 2000, RSL Demon Business 8000 RSL Demon Business 2+, RSL Demon Business 2+ Pro, RSL Demon Business Lite + and RSL Demon Business Lite customers will be affected by the FUP. Any Customers who are affected will be notified via email if their speed is being restricted. Where possible, we will always endeavour to provide advance notification by email to Customers approaching the limit**

Speed restrictions will only apply during peak periods. Should a Customer's usage return to acceptable levels, adjudged on a rolling 30 day period, speed restrictions will be removed.

A practical guide to the FUP can be found at help.demon.net

* Unless expressly stated otherwise terms used in the FUP shall have the same definition as per the Conditions for Demon's ADSL Product Range.

** In certain circumstances, it may be possible to exceed the limit in an extremely short period of time (e.g. 24-48 hours) and in such circumstances, you may not be notified in advance of the speed of your service being restricted.