



Unitron Systems & Development Ltd

Fair Usage Policy

**Unitron Systems & Development Limited**

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## Fair Usage Policy (Wireless Network)

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Unitron Wireless Internet Products offer our customers the flexibility of unlimited downloads per month; however, in order to provide a fast and reliable service to all our customers, this feature is subject to our Fair Usage Policy.

We will only impose a limit on the use of Wireless Broadband to prevent unusual use and abuse. If a customer downloads or uploads in excess of the Fair Usage Level (FUL), which is detailed in the table on the following page, we reserve the right do one or both of the following:

(a) Ask you to moderate your use;

(b) If the customer does not modify their usage but continues to exceed the FUL, we will apply traffic shaping to your connection to limit certain types of heavy use traffic. In severe cases, where in any calendar month the usage exceeds double the FUL or a limit otherwise reasonably determined by us, Unitron reserve the right to suspend or terminate the customer's service.

Where we suspect abuse or breach of this Fair Use Policy, we will try to contact you before taking any action in accordance with the above by sending an email to the registered email address and by calling the registered telephone numbers.

In addition, we monitor the network to make sure that very heavy users do not impact the majority of our customers. Only a very small number of customers will be defined as "heavy users". We may restrict their upload or download speed to ensure that all of our customers receive a consistent and reliable connection.

In certain areas it may be possible to apply extensions to a service to increase the fair usage level, pricing can be obtained by emailing [salesteam@userve.net](mailto:salesteam@userve.net) or calling 0333 8000 873.

**Our mission statement is - To be a market leader in providing internet services and hosting solutions to the business world whilst building our reputation based on innovative solutions**

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## Fair Usage Limits

Home	Home Extra	Home Extreme	Business	Professional	Ultimate
100GB	150GB	250GB	200GB	300GB	400GB