REAL IMAGE INTERNET

Real Image unCapped ADSL Fair Usage Policy

1. Real Image believes that all users of the Internet should be responsible in their unCapped ADSL usage, and how it affects other users of the network.

2. Real Image broadband type products (ADSL, wireless) are, as for all other ISPs, **"contended"** services in order to make them affordable. Although your connection is permanently on, contention means that the available bandwidth is shared by all customers active at a particular point in time. This has no effect on the average customer.

3. Because broadband is a "contended" service, specific contention ratios are applied, based on the type of user consuming the service. In the case of Real Image, broadband contentions are set as follows:
   a. 1:12 for business
   b. 1:15 for home

4. Real Image actively monitors the broadband network to ensure that services are always operating below the maximum contention rates.

5. To better understand just how much data can be used, we have included an illustration of typical singular activities that can be undertaken using 10GB data:

	per/month
Emails without attachments (total number)	*7,000*
Emails with attachments (total number)	*2,000*
Downloading Songs (mp3 - 3.5mins long)	*1,500*
Gaming at 128kbps (hours)	*180*
Watching a video (minutes)	*2,600*
Transferring digital photos (6m Pixels)	*1,600*
Hours of surfing	*800*

6. With regards to unCapped broadband, i.e. broadband without monthly data limits (capped), our systems are designed to monitor our users' data usage in real-time over a period of 30-days, and automatically apply the appropriate Fair Usage Policy (FUP) and traffic prioritization. These techniques are applied to ensure fairness to the other users of the broadband network.

7. All unCapped broadband services from Real Image are sold with a FUP. The FUP quota level is package specific. You can use your broadband connection when you want, and as much as you like, however when the FUP is reached (measured within a

30 day period), your access speed will be automatically reduced by 50%. This will stay the case until the account renews at the beginning of the following month.

You can always override an active FUP by loading a top-up voucher, which will reset the line speed back to its original speed. This override will stay active as long as you have data left on the top-up voucher.

8. Our FUP levels are based on analysis we conduct of our users data usage behaviours. As long as your data usage stays within these benchmarks, no action will be taken on your connection. If your usage goes in excess of the FUP, your line-speed is automatically reduced by 50%.

Home unCapped Packages (1:15)	FUP (per month)
realWireless Express	40GB
realWireless Premium	50GB
realWireless NightSurfer	60GB
realWireless Weekender	80GB
realWireless NightSurfer PLUS	70GB

Business unCapped Packages (1:12)	FUP (per month)
realWireless Express	60GB
realWireless Premium	70GB