

Fair Usage Policy (TE Data ADSL)

What is the Fair Usage Policy?

FUP is implemented to give all customers optimum service by allocating to each subscriber a monthly usage allowance based on the speed he is subscribed to. This way each customer can get fast and reliable ADSL connection at all times.

Will this FUP be implemented on the customer immediately?

The Fair Usage Policy will be implemented on a monitoring basis to current subscribers and shall apply to new subscriptions and offers only. During the 'Monitoring' phase, the necessary statistics will be derived to be evaluated without taking any measures against the subscribers. The Board of Directors of NTRA, after 2 months of testing the new system, will meet to evaluate the situation, take decisions and will produce the final rules and regulations for the current subscriptions. This decision will, of course, take into consideration the rights and needs of the customers in Egypt. It will also take into consideration any needs for expanding the network services, increasing its efficiency and the possibility of the companies to meet its commitments to its customers.

Why is TE Data applying the Fair Usage Policy?

TE Data was instructed to apply the Fair Usage Policy by the National Telecommunications Regulatory Authority (NTRA). This policy applies to all licensed Internet Service Providers in Egypt and not just TE Data. The reason why the decision was made to implement it is to ensure that customers are not subject to low quality network experience. Some customers misuse the unlimited speeds; for example, some people acquire one subscription and extend it to their neighbors or to others around them whether through cables or WiFi which is an illegal act that burdens the networks and affects all users of that subscription not to mention the effect it has on those using the network legally. Although the illegal users represent only 5% of our users yet they are consuming a very large portion of our capacity which is affecting the remaining 95% of the customers. The Fair Usage Policy monitors the usage of the unlimited ADSL users to help control the abuse that is happening on the networks.

How does the Fair Usage Policy work?

A certain quota has been assigned to the different speeds we provide. Traffic volume for each ADSL speed is counted on monthly basis. When this traffic/data reaches the set quota (indicated below for each speed) the speed automatically drops to 128 kbps till the end of the subscription period. The speed goes back to normal at the beginning of the new period.

What is the traffic volume allowed by the Fair Use Policy?

Traffic volumes vary from one speed to another. For every speed there is a certain allowance, so you can choose the speed that best suits your usage based on the below:

- 25GB for the 512 Kbps speed
- 40GB for the 1 Mbps speed
- 60GB for the 2 Mbps speed
- 80GB for the 4 Mbps speed
- 120GB for the 8 Mbps speed
- 180GB for the 16 Mbps speed
- 250GB for the 24 Mbps speed

To monitor your usage, you can use a search to find and download an online-usage meter; search for 'Internet Usage Meter'.

Am I likely to be affected by the Fair Use Policy?

The GB allowance is big. It allows you to download a number of full length movies, hundreds of songs, browse the internet for endless number of hours and send/receive thousands of emails each month! So if you don't share your ADSL line with others then it's very unlikely you'll be affected by this Policy.

The following table gives an indication of the size common users activities on the internet:

File/activity type	Approximate size
Email	4KB
Digital photo	1MB
Music track	4MB
Movie	700MB
High Definition Movie	4GB

Those most likely to be affected by a Fair Usage policy are:

- Users of peer-to-peer networks with excessive uploading and downloading of multimedia files.
- Subscribers sharing their line with friends and neighbors (wired or wireless)
- Subscribers sharing their user name and passwords (provided by TE Data) with other subscribers, in this case the usage is deducted from the allowed quota of the original subscriber.
- Any other excessive downloading or illegal activities.

To find out how to secure your connection to avoid illegal sharing please call 19777 and our representatives will be happy to help you.

How does calculating the usage works?

Everything sent or received over the internet consists of bits of data. The amount of data is measured in kilobytes (KB), megabytes (MB) or gigabytes (GB) where 1MB=1024KB, 1GB=1024MB.

The total amount of data you send and receive each month is your total amount of usage, and at the end of the month we compare this with the monthly usage allowance of your selected speed.

My usage is higher than I expected. What can I do?

If the allowed monthly quota according to the FUP is not satisfying your requirements or you are regularly exceeding your allowed limit, we suggest that you upgrade to the higher speed which has a higher allowance that will be adequate for your needs. But before doing so, we will need to check if your line will support the higher speed to ensure that it will work efficiently.

What if my line cannot support the higher speed?

In that case, we will ask our technical team to try and fix that for you, but if they are unable to do so, then unfortunately, you will have to remain on your current speed.