

Guidelines for Responsible Resource Usage

This section provides guidelines for what VoIPex deems reasonable in reference to AUP Point 4.

"4. RESPONSIBLE RESOURCE USAGE

VoIPex requires you to act responsibly in your use of resources on the VoIPex Network and systems. If you use unreasonably excessive resources on VoIPex's Network and systems, your access may be suspended, terminated, or limited at any time, without notice. Unreasonably excessive resource usage is at the discretion of VoIPex.

The service is provided for interactive use. However, if automated programs or programs that maintain a persistent connection to a remote service are used, they must only be used when you are physically present at the computer. These activities include (but are not limited to) automated file downloading, IRC 'bots', continuous streaming media and peer-to-peer file sharing applications. "

The guidelines below in no way affect the current AUP, they merely provide an understanding of the current level of discretion that has been extended under the AUP by VoIPex. We reserve the right to change any of the guidelines at any time without notice.

1. At this stage customers downloading greater than 2GB in any 24 hour period may have their service speed limited in the event of network degradation.
2. If any peer-to-peer program is used then the maximum download speed should be set within the program to not more than 20 Kilobytes per second.
(Please note that it is at the discretion of VoIPex that we are allowing customers to breach part 4 of the AUP in relation to persistent connections. We reserve the right to change this guideline at any time without notice.)
3. Continuous downloading at 20 Kilobytes per second in 24 hours represents a total of approximately 1.7GB or 50GB per month.

| | | | |
|---------------------------------|----------|-----------|------------|
| Download Speed | 256kbps | 512kbps | 1536kbps |
| Acceptable Monthly Use | 1 - 5 GB | 5 - 15 GB | 15 - 30 GB |
| Unacceptable Monthly Use | + 10GB | + 25Gb | + 50GB |

Network Degradation

Should the network be adversely affected at any time, for any reason, then VoIPex will impose a 48 hour temporary limit on services that are in the top 10% of users or in the very high users spectrum.

VoIPex's AUP policy is considered fair for 100% of it's customers and it does not consider it reasonable that customers in the 90% customer base, paying exactly the same as the very high users, be affected by the internet usage of customers in the 10% very high use customer base.

Download Usage Information (based on information available from www.broadbandnow.gov.au)

| User Type | Very Low | Low | Medium | Medium High | High | Very High |
|----------------------|----------|-------|--------|-------------|------|-----------|
| Data Use | 200MB | 500MB | 5GB | 10GB | 20GB | +30GB |
| Bandwidth Use | 5% | | 45% | | 50% | |
| Customer Base | 90% | | | | 10% | |




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User Type: Used to describe the type of internet user you are.

Data Use: The amount of data downloaded every month.

Bandwidth Use: Shows, as a percentage, how much bandwidth the type of user consumes.

Customer Base: Shows, as a percentage, which types of users make up the customer base.

| Downloads Per Day | Internet Usage |
|---|---|
|  0 to 1GB | <ul style="list-style-type: none">• Some Web Browsing• Sending & Receiving E-mails, some with attachments• Anti-Virus and Operating System updates• Some music and video streaming or downloading• Online Chat• Online Gaming |
|  1GB to 2GB | <ul style="list-style-type: none">• Frequent Web Browsing• Sending & Receiving many Emails with many attachments• Anti-Virus and Operating System updates• 2+ hours of music and video streaming or downloading• Online Gaming• Peer to Peer File Sharing within AUP guidelines |
|  2GB + | <ul style="list-style-type: none">• Constant Web Browsing• Sending & Receiving many Emails with many attachments• Anti-Virus and Operating System updates• 6+ hours of music and video streaming or downloading• Online Gaming• Peer to Peer File Sharing breaching AUP guidelines |