

February 2022

**SURE CHANNEL ISLANDS AND ISLE OF MAN
CONSUMER BROADBAND AND 4G BROADBAND FAIR USAGE POLICY**

What is broadband usage?

Broadband usage is how much data a customer downloads or uploads from and to the internet. There are two main factors that govern the total amount of usage on any given broadband connection:

1. The number of devices that are used to access the internet (for example computers, mobile phones, tablets, games consoles and smart TVs);
2. The kind of activity and the length of time the broadband service is used for.

The table below gives examples of the typical usage involved with certain activities:

Activity	Data used
Browsing the internet	10-25MB/hr
Reading/sending an email	Approx 0.1MB
Browsing Facebook	Approx 20MB/hr
Downloading an HD movie	4GB
Watching Netflix	1GB/hr for SD, 3GB/hr for HD
Listening to music on Spotify	Approx 0.1GB/hr
Watching YouTube	Approx 0.25GB/hr
Online gaming	Approx 2GB/hr

Excessive Usage – Fair Usage Policy (FUP)

Sure's consumer broadband and 4G broadband services do not have a limit on the monthly network usage.

Excessive use of the Sure network can lead to speeds being impacted for other users in the area. To prevent excessive usage of the 4G unlimited service, data speeds will be reduced based on the volume of data used to ensure a consistent service for all customers.

If, in our sole discretion, we have reason to believe that your activities are excessive for home usage such that other customers are detrimentally affected, we may give you a written warning (by email or otherwise). If the excessive levels of usage do not immediately decrease after the warning, we may terminate or suspend your broadband service immediately.

Speed restrictions in place for 4G Unlimited Services

20MBps service

- First 600GB of mobile data usage has unrestricted speeds of up to 20Mbps
- Mobile data usage in excess of 600GB is limited to up to 5Mbps

40MBps service

- First 12GB of mobile data usage has unrestricted speeds of up to 40Mbps
- Between 12 - 20GB mobile data usage speeds will be limited to up to 15Mbps
- Between 20 - 28GB mobile data usage speeds will be limited to up to 10Mbps
- Between 28 - 40GB mobile data usage speeds will be limited to up to 5Mbps