



Uncapped – Fair Usage Policy

In order to maintain a fair service to all customers and to protect the integrity of the network, our shaped uncapped accounts are subject to a Fair Usage Policy (FUP). This policy ensures that every customer is provided an equal opportunity to use the service fully, without being hampered by network degradation caused by a small portion of high-end users.

Internet access shall be made available subject to the SoftCap applicable to the relevant Virtual Comms Internet Service. Once a Customer has reached the Cap, the Customer's Internet Service will be converted to SoftCap internet usage mode.

When your Soft Cap for the month has been reached, your line speed will be halved for the remainder of the month. There will be no further restrictions or limitations placed on your line while it is rate limited and your connection remains uncapped for this period. Line speed will reset to full account speeds at the beginning of the following month. These packages are best effort packages and cannot add any additional data.

Shaping is implemented via download throttling and priority control. Shaped packages have business protocols prioritized first, peer-to-peer and Torrents are low priority. Any attempt to bypass shaping policies may result in termination of the uncapped account.

Virtual Comms reserves the right to amend this Fair Usage Policy as necessary to ensure optimal performance across our network for the majority of our customers.