

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.

Some activities involve more usage than others. Watching a high definition video, for example, uses more data than looking at a single web page or sending a short email. The table below shows what type of usage is involved with some common activities:

Type of Activity	Typical Usage
Text only email	0.005 MB
1 Photo	5 MB
Music (1 album, 10 tracks)	80 MB
Online gaming (1 hour)	50 MB
Video Streaming (for example YouTube)	450 MB
Online catch-up TV (for example the BBC IPlayer)	650 MB
Standard definition film (2 hours)	2 GB
High Definition film (2 hours)	4.2 GB

Excessive Usage – Fair Usage Policy (FUP)

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

However, if we feel 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). In extreme circumstances, if the levels of usage do not immediately decrease after the warning, we may terminate or suspend your broadband service immediately.