



## Everus Equitable Usage Policy

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Everus will, within the standard pricing contract, allow the following total amount of traffic (the cap) per month to flow to and from each customer:

	Residential	Business
Basic	15 gigabytes/month	20 gigabytes/month
Prime	20	40
Edge	35	60

Once the customer has exceeded the cap for their service plan, Everus will charge \$7.95 per gigabyte of traffic in excess of the cap.

To help you understand the terms and levels better, we offer the following:

For the vast majority of customers, this cap is invisible; the amount of traffic flowing to and from most customers does not exceed the cap.

Our network technology, policies and pricing have all been designed around the "normal-use" customer but there are a small number of customers who use an extraordinary amount of bandwidth on a reasonably continuous basis, thereby loading our network well beyond its design limits and causing performance issues for the rest of (the majority of) our residential and business customers. For these few customers who use the extraordinary bandwidth, Everus needs to invest in substantially more network technology. It is our policy that the few users who use the extraordinary amount of bandwidth will be the users who pay to have the extra network technology put in place.

For those who want a technical background,

- 1 byte contains 8 bits
- 1 kilobyte contains just over 1,000 bytes (8,000 bits)
- 1 megabyte contains just over 1,000,000 bytes (8,000,000 bits)
- 1 gigabyte contains just over 1,000,000,000 bytes (8,000,000,000 bits)

Note that the cap level is set at gigabytes per month, which is different than the speed rating which is normally in megabits per second. Note also that the total traffic passed is the upstream and downstream traffic added together.

For reference, here are the average usage patterns for different activities which will contribute to the bandwidth usage: (figures given are for the average file size using modern compression methods)

Use	File Type	File Size	# activities to get 10 gigabytes per month
Downloading movies	Video	750 Mb	13 movies (about one movie every 2 days)
Downloading songs	Audio	3.5 Mb	2,800+ songs (just under 100 songs a day)
Sending email	Text or html	.005 Mb	2,000,000 emails (over 60,000 per day)

Additionally, web surfing will normally consume less than 10Mb per hour so you could surf for 1,000 hours per month (over 30 hours per day) and not exceed the 10 gigabyte cap.

We realize that in many cases, the person causing the extraordinary usage may not be the person paying the bill. For example, one of the parents may have subscribed to Everus and is using the connection normally but the extraordinary usage is because another member of the family is running a peer-to-peer file - sharing program (like Lime-Wire, Bit Torrent or Kazaa) on a home computer without the parents' knowledge. On-line gaming for extended periods of time or extensive streaming of video files (applications like YouTube, FaceBook) can also create considerable, above-average, usage patterns. If you have a wireless router that has not been securely configured, someone outside your household could be using your service connection. It is also possible that the over-usage could be due to malware or a virus/trojan that was put on to the home computer by a hacker.

Because of this, we will notify offenders ONCE that their usage pattern, if not changed, will cost them extra. This gives the subscriber a chance to correct the situation before we charge them extra. If the usage pattern does not stop we will charge for the extra consumption. If the full invoice, including the over-use charge, is not paid the connection will be terminated .

As you can see, we are not imposing unreasonable limits on what our residential or business customers can do in a month within the service plan to which they are subscribed. We are, however, trying to identify those who are consuming extraordinary amounts of network capacity, creating a loaded network and problems for the 100s of other customers who just want to use the system normally. It is these, extraordinary-use customers who we will be charging for the extra network technology required, not the "normal-use" customers..

This is an attempt to be equitable and fair to all our customers.