



A fair usage threshold has been set for the Glemnet product set:

Standard ADSL services (all speeds) are not expected to transfer more than 30 Gigabytes of data during the course of a month.

ADSL Max/ ADSL2+ services are not expected to transfer more than 50 Gigabytes of data during the course of a month.

Data transfer is measured on the total amount of data uploaded and downloaded during a particular month.

What is the process?

MONTH 0 - The total amount of data the user downloads and uploads is measured in Gigabytes (GB).

MONTH 1, Usage Warning - If a user is seen to exceed the relevant monthly limit then we will contact the Customer by e-mail and advise of the excess usage and likely charges

The Customer then has the following choice to make:

EXCESS USAGE PAYMENT

In order for the service to continue to operate at the usual speed the customer can agree to pay for the excess usage over and above the relevant limit. The excess usage charge is set at £1.20 per GB.

Customers must advise Glemnet that they are willing to pay the excess usage charge, by way of return of the original e-mail.

If the customer's usage is over and above the relevant limit the following month, the Customer will again be asked to pay for the excess usage.

To avoid further charges customers should speak with Glemnet Sales sales@glemnet.com to see if there is a more suitable product for their particular usage