

Grameenphone Fair Usage Policy

The Grameenphone Fair Usage Policy is implemented to make sure that our Internet Service offers all the internet subscribers optimum value in terms of speed and reliability, wherever & whenever they use it.

Benefits of having a Fair Usage Policy

At peak times, a lot of customers use the shared network bandwidth at any one point. A very small number of our customers use their internet service inappropriately, for example using 'peer to peer' and file sharing software (which may be sending and receiving video and other large files constantly). This means that service quality for all users is affected, making it slower for everyone to access the internet or send and receive emails, especially at peak times.

The vast majority of Grameenphone's customers use their service considerately and their usage levels do not disproportionately affect the shared network capacity. Even though only a very small number of our customers use the service inappropriately, their activity does greatly affect overall service.

The Grameenphone Fair Usage Policy manages inappropriate use and makes sure the service can be used fairly by everyone.

Impact of Fair Usage Policy

Subscribers who are heavy or excessive users generally use Peer-to-Peer (P2P) software or file sharing software, they are usually the ones who upload and download large files, such as movies and music, to their computer on a daily basis. These users take up excessive bandwidth, slowing the connection down for everyone else. Grameenphone believes that this sort of activity, if done continuously, unfairly affects other users of the service (within the same base station). Considering the above, GP has taken the responsibility to restrict the data transfer rates of the heavy users (through Fair Usage Policy) to maintain the overall experience of the other subscriber base.

If such a subscriber (heavy user) continues to use Grameenphone internet services inappropriately or Violates the standard conventions of use, Grameenphone reserves the right to terminate their agreement after giving them adequate notice in advance.

How does the Fair Usage Policy affect a Customer:

Grameenphone's Fair Usage Policy applies to all subscribers of Grameenphone Internet Service but it will only actually affect an individual if they are one of the very few subscribers who make inappropriate use of Grameenphone service. The subscribers those are most likely to be affected by a fair usage policy are:

- Users of peer-to-peer networks engaged in uploading and downloading lots of films and music
- Online continuous gamers
- Any other heavy downloader's

Accepted level of Usage:

Grameenphone's Heavy Internet Browsing Packs are designed for subscribers who do not want to receive a bill beyond a certain amount and for those who wish to enjoy unlimited access to their internet. However, in the event that usage exceeds the regular acceptable levels in accordance with the Fair Usage Policy, subscribers shall not be charged for their excess usage. Instead, a restriction shall be placed on their data transfer rates beyond their regular usage in order to ensure the quality of service for all regular customers.

Heavy Internet Browsing Packs subscribers who regularly exceed the accepted level of usage will be affected by this Fair Usage Policy. Under the terms of GP's Heavy Internet Browsing Packs, no charge will be applied for excess usage, however upon exceeding the stipulated volume limit, the subscriber's speed shall be restricted for the remaining period within their current bill cycle or validity period or that particular day depending on the package they are using. Normal service speed shall be restored from the first day of the next bill cycle or subscription renewal.

Accepted level of usage for different plans:

- P2 (Heavy Internet Browsing Pack—prepaid & postpaid) 5 GB/bill cycle or 30 days validity period
- P3 (Night time Heavy Internet Browsing Pack – prepaid & postpaid) 2 GB/bill cycle or 30 days validity period
- Smart Plan 299 for Prepaid and Postpaid : 400MB or 30 days validity period
- Smart Plan 499 for Prepaid and Postpaid : 500MB or 35 days validity period
- Smart Plan 699 for Prepaid and Postpaid : 650MB or 35 days validity period

The Fair Usage Policy shall only affect a very small minority of users on the network. Grameenphone reserves the right to amend the Fair Usage Policy from time to time.

Last Updated: September 04, 2013