

## **Astron Communications Reasonable Usage Policy**

### **Telephone services**

Astron offers customers, on some plans, free calls, discounts or “capped value” and for these benefits, makes these plans subject to our **Reasonable Use Policy**.

This Reasonable Use Policy is designed to ensure that all customers who select the plans get a fair go and receive acceptable service quality. They are to ensure that no one customer over uses the service by making excessive calls. Excessive calls are defined as:

- Where the number of calls significantly varies from the average number of calls for the customers in the local area.
- Where call usage behaviour differs significantly from normal calling patterns for that customer in any given month.

It is not considered Reasonable Use if a non standard telephone product or device (e.g. auto-dialers) is connected to any registered line nor if the customer “on sells” any of the calls made over the registered lines.

Customers in breach of the above will have their service(s) suspended immediately without prior notice.

### **Internet services**

Astron provides **Internet services** (ADSL or Dial Up) to customers subject to our **Reasonable Use Policy**.

This policy will avoid excessive use and ensure the service quality to our customers is maintained at an acceptable level. Excessive use is defined as:

- If any particular customer's traffic profile for uploading & downloading is not similar to the average use of the customers in their local area or if it exceeds 10G or the monthly plan limit (ADSL service) where applicable, in any month, then Astron reserves the rights to “traffic shape” the customer's service to conform with the average use of the customers in their local area.

Astron reserves the right:

- To suspend individual Astron customers, if they commit online crimes such as DOS attack or SPAM.
- To block inbound ports so customers cannot host services. If the customers are using any ports for hosting servers related to Games, FTP, file sharing e.g. Kazza, Web Hosting, Mail Relay, Web Servers etc. and any other incoming ports related services which could affect the overall Astron Services for customers as a whole or if the port affects any external user on the WWW, or Astron is requested to by another TIO member, or external law enforcement agency then Astron will block the ports.  
If we choose to block these ports we will advise our customers on the nominated email address after such blocking has taken place.
- Not to allocate static IP's (for ADSL service) and we reserve the right to change the IP address at our discretion at any time without notice.