



# [www.bongoo.net](http://www.bongoo.net) A.G. Fairness Usage Policy (FUP) For ADSL and SDSL services

## **1. Introduction**

BONGOO.NET A.G. has recently reviewed the overall network performance and the implementation of necessary tools in order to provide performance that meets the expectations of BONGOO.NET A.G. and vast majority of their end customers. The intention of this document is to address the network integrity and affecting issues, provide information on the implementation of FUP, detail user expectations, and outline overall improvements BONGOO.NET A.G. has and will be striving to achieve.

The BONGOO.NET A.G. FUP is based on the following essentials:

- Traffic for bongoo.net customers is not invoiced on a volume basis
- File sharing is not possible for users as it is blocked due to the fact that most filesharing content is of illegal nature who violates copyrights
- Applications who do require Constant bit streaming, such as VPN, VOIP or Video Conferencing cannot be guaranteed to work in a shared network scenario under all network conditions, as these services do require quite much CIR. Bongoo.net A.G. services are optimized for throughput of bursting protocols such as http, ftp and e-mail and not for protocols who require or block over a quite long time period network resources
- All customers who do require constant bit streaming to get their applications supported and who moreover do have requirement for infrastructural unshared backbone links are recommended to use SDSL services (Symmetric Digital Subscriber line) as those services are based on a dedicated SCPC and not shared technical infrastructure.
- In case of excessive upload or download volume for Fair Use service happens to bongoo.net Fair Use Services, data rate will be temporarily throttled to the following CIR: 8 Kilobit upstream 16 kilobit downstream, 40 possible parallel TCP/IP session
- In case of abuse of the Fair Access Policy, users get immediately informed about their service status via e-mail
- Service is optimized to support best as possible http, e-mail (POP3 and SMTP), FTP and Chat (MSN and Yahoo)
- Unlimited Flat rates are available at higher costs without Fair Use limitation, however Unlimited not means that customers can download "endless" data volume, as by nature each satellite channel booked by the customer has a certain physical limitation.
- The overall bongoo.net network makes use of latest compression technology from S.G: speed – (Second Generation speed). Only with this software operative maximum performance can be guaranteed.

## **2. BONGOO.NET A.G. Network Integrity**

Network integrity remains the highest priority at BONGOO.NET A.G. and we are continually examining changes in the network environment in order to improve the network performance.

In recent years, we have observed that the leading cause of reduced performance is the direct result of extreme usage by a specific group of users. BONGOO.NET A.G. has labelled this category of users "Service abusive Users" and defines such a user as: *any remote site which creates an amount of traffic that substantially exceeds the assumed daily volume appropriate for the Grade of Service or SAR level, on which it is configured.*

Analysis of the networks provided data that confirmed approximately 5% of active sites were Abusive Users. This small percentage of sites was consuming 60% of the available network bandwidth. The result was that the majority of the users were experiencing a decrease in transfer speeds. BONGOO.NET A.G.'s primary goal is to promote fair access to their Internet Business customers, and it has been necessary to apply specific tools to achieve a stable and balanced network that serves the needs of all our customers.

## **3. FUP Implementation**

BONGOO.NET A.G. has defined a Fair Access Policy for services marked as "Fair Use" and has implemented a dynamic set of parameters in software to control the amount of bandwidth made available to a user based on the state of the network and the specific site's network usage. On the other side certain protocols required for users to be used primarily like http, ftp or e-mail will always get handled inside the BONGOO.NET A.G. network in a way that they are performing at maximum network speed.

It is essential to understand that FUP does not limit Internet access and that BONGOO.NET A.G. always has and continues to provide an unlimited service.

FUP is generally not used to disconnect a site or discontinue their service. It is implemented as a traffic controlling and management mechanism used to reduce the flow of traffic when network loading requires as such. FUP is a particularly useful tool for controlling sites and end users that may be on a Grade of Service that does not adequately represent their usage needs. A frequently throttled site indicates a site or user that would be better serviced via a different Grade of Service.

## **4. The User Experience**

In order to assist Distributors in a more comprehensive understanding of how FUP affects sites, BONGOO.NET A.G. has created a series of examples based on different Grades of Service indicating the typical user experience. These can be seen in the table below. A user or site following these usage patterns will typically not experience FUP:

Fair Use ADSL Services (Asynchronous Digital Subscriber Line)

FAIR USE Service	Daily for SAR 1:16	Daily for SAR 1:8	Daily for SCPC TYPE
Home BRONZE	150 MByte	300 MByte	1000 MByte
Small Office SILVER	200 MByte	500 MByte	1500 MByte
Office GOLD	250 MByte	700 MByte	2500 MByte

**Please note that ADSL FLAT USE services and SDSL Services do not have any data volume limitation, such as supply UNLIMITED data volume at one price per month (Flat Rate)**

In general, a user can avoid FUP by being aware of their usage patterns. Ensuring that a system is not virus infected will help avoiding FUP. Most importantly, a user should choose a Grade of Service that reflects his actual usage. In addition, FUP functions on a per-site basis meaning that only the entire traffic of the site is measured when using FUP and not the individual data transferred per computer connected to the modem.

## **5. Protocol prioritisation**

In order to ensure most efficient way of data delivery, bongoo.net prioritizes certain protocols against others. Standard protocols like http, ftp, e-mail and Chat do have the highest network priority, whereas less important protocols do have a lower network priority. File sharing is generally NOT supported in bongoo.net networks, as these protocols are dramatically decreasing the overall network performance. VOIP services are available for Office type users on request. VPN services may work but it cannot be guaranteed to the customer that individual VPN types are supported.

## **6. Further Improvements**

Those users who are operating their systems within these guidelines will generally experience network performance within the levels described by BONGOO.NET A.G. and representing the expectations of the customers.

BONGOO.NET A.G. regularly measures the performance of the network and each Grade of Service and the results of these measurements can be seen in the statistics BONGOO.NET A.G. makes available to all Distributors. Network performance will continue to remain the highest priority at BONGOO.NET A.G.. For this reason, we will continue to analyze the network and implement tools that facilitate improvements in performance and overall integrity of the network.

[www.bongoo.net](http://www.bongoo.net) A.G.  
Management, 1<sup>st</sup> of July 2008

**Bongoo.net A.G.**  
Crystal/ OT Center  
Victoria Mahe  
Republic of Seychelles

**General Manager:**  
Anne Lesperance

**Registered:**  
48491  
Republic of Seychelles

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is a trademark of  
bongoo.net A.G.

**Contact Details:**  
Tel: +27 114 613 -160  
<http://www.bongoo.net>  
e-mail: [sales@bongoo.net](mailto:sales@bongoo.net)