

Spitfire Network Services – Fair Usage Policy

Spitfire is a Business Internet Service Provider – our aim is to provide high quality fast internet access for all clients. Spitfire have a policy of not restricting our core bandwidth at any time – this means that whatever bandwidth you can get on your particular circuit and exchange is the speed you will receive across our network and out to the internet. This is one of the key benefits of using Spitfire, we have no artificial restrictions or traffic shaping policies that other ISPs sometimes use to save money.

Our policy of providing clean, fast bandwidth across our network makes our service very attractive to super-high use customers who want to download huge amounts of data. This can have a significant impact on the bandwidth available for our normal business customers.

Our fair use policy is designed to combat the very small number of customers who wish to use the service for inappropriate usage, which includes people who download very large files, using file sharing software, downloading large amounts of video traffic or using peer to peer software. This type of activity can affect the performance of the network for all users meaning everyone has slower connections to the internet.

Only around 4% of our customers use inappropriate amounts of bandwidth and in order to protect the other 96% of customers we will take steps to restrict usage in these instances.

The steps we will take include the following:

- Contacting a high use customer to inform them they are an excessive user and do they know why they are using so much bandwidth. In many cases a business is unaware that a staff member is using the internet connection to such an extreme – for instance downloading films or watching videos; or there may be a virus that is causing problems.
- If usage is not brought within acceptable limits we will restrict bandwidth available.
- We will then suggest that the client moves onto a dedicated circuit such as Ethernet or moves their circuit to another provider.

Our Fair Usage Policy is unlikely to affect you unless you are in the top 4% of users. If you are using your for normal business purposes it is extremely unlikely that you will be affected unless you are using file sharing, peer to peer, or are regularly uploading/downloading video or very large files.