

VelocityNet – Fair Use Policy (FUP)

Effective Date: 11th December 2025

Last Updated: 11th December 2025

This Fair Use Policy (“Policy”) applies to all VelocityNet broadband, wireless, mobile, hosting, voice, and related services (“Services”).

By using VelocityNet Services, you agree to comply with this Policy.

VelocityNet may update this Policy periodically. The most recent version will always be available on our website.

1. Purpose of this Policy

The purpose of this Fair Use Policy is to:

- Ensure all customers receive consistent, reliable service,
- Prevent activities that negatively impact the performance of VelocityNet’s network,
- Ensure the Services are used in a manner consistent with typical, reasonable customer usage.

Fair Use is applied so that no single customer’s behaviour unfairly affects the experience of others.

2. General Fair Use Principles

All VelocityNet plans—whether “Unlimited”, capped, residential, business, wireless, fibre, or mobile—are subject to Fair Use.

“Fair Use” means:

- Usage that aligns with what an average, reasonable user on the same plan would normally consume.
- Usage that does not interfere with the stability, performance, or security of the network.
- Usage that does not place excessive or disproportionate load on shared network resources.

3. Unreasonable or Excessive Use

Use may be considered **unreasonable** if it:

- Significantly exceeds the average usage pattern of similar VelocityNet customers,
- Causes congestion or degrades performance for other users,
- Involves continuous, automated, or unattended high-volume data transfers,
- Uses peer-to-peer or file-sharing software at levels that impact network integrity,
- Involves hosting high-traffic servers (web, email, game, streaming, or similar) on residential connections,

- Resells, redistributes, or shares your connection outside your household or business without written authorisation,
- Uses business plans in a manner inconsistent with the intended plan purpose.

VelocityNet reserves the right to determine, at our discretion, what constitutes unreasonable use.

4. Unlimited Plans

“Unlimited” means no fixed data cap; however, it **does not** mean:

- Unrestricted, 24/7 continuous maximum-rate downloading or uploading,
- Operation of high-traffic servers without permission,
- Usage that materially impacts the network for other customers.

Unlimited plans are still governed by Fair Use to ensure network fairness.

5. Managed Traffic and Performance Controls

To maintain network quality for all users, VelocityNet may, when necessary:

- Manage traffic during peak periods,
- Prioritise essential services,
- De-prioritise specific high-load traffic categories (e.g., P2P),
- Apply temporary speed adjustments,
- Shape or limit certain data types if required for network stability.

VelocityNet aims to use the least intrusive measure needed and will not unnecessarily restrict service.

6. Business and Corporate Services

Business customers generally have higher usage thresholds; however:

- Usage must still be reasonable for the business type and plan,
- High-demand operations (data centres, content delivery platforms, hosting providers, etc.) may require specialised connections or dedicated circuits.

VelocityNet may recommend transitioning to a more suitable plan if usage regularly exceeds the expected level.

7. Action VelocityNet May Take

If your usage is considered excessive, unreasonable, or impacts network performance, VelocityNet may:

1. Contact you to discuss your usage,
2. Request that usage be reduced or changed,
3. Recommend a more appropriate plan,
4. Apply temporary traffic management or speed controls,
5. Restrict, suspend, or terminate your service for repeated or severe breaches.

Where possible, VelocityNet will give prior notice before taking action, unless immediate steps are required to protect the network.

8. Contact and Questions

If you have questions about this Fair Use Policy or need help choosing an appropriate plan, please contact:

VelocityNet Customer Support

Support@velocitynet.co.nz

www.velocitynet.co.nz