

Fair Usage Policy

What is Fair Use Policy?

We want our customers to enjoy surfing the internet and our Fair Use Policy is there to make sure our customers have the best experience possible. There might be some customers who use so much data that it might adversely affect the network quality & deteriorate surfing experience for majority of our users. We also want to make sure everyone gets the experience from their chosen price plan.

So to make sure everything is running smoothly, we continuously monitor our internet usage of our subscribers each month or during the validity period. A Fair Use Policy given in Gigabytes (GB) of data applies on all internet services.

Why do we have a Fair Use Policy?

At peak times, a lot of customers use the shared network bandwidth at any one time.

A very small number of our customers use internet service inappropriately, for example when sending or downloading very large files, or 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. Peak times may fluctuate between 5pm and midnight, Monday to Sunday.

The vast majority of our customers use their service considerately and their usage levels during peak hours don't 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 the service. Our Fair Use Policy manages inappropriate use and makes sure the service can be used fairly by everyone.

How does the Fair Use Policy work?

Under the policy we have defined fair usage levels for unlimited data transfer plans and needless to mention, the usage levels are set above normal usage such that most customers will not be affected by the Fair Usage Policy.

On reaching the fair usage level, the plan speed would be rationalized (reduced from the normal speed of the plan) for the rest of the validity period / bill cycle. The fair usage level and the reduced speed usually vary from plan to plan and these details are mentioned along with the plan itself.

The speeds would be upgraded to the normal speeds once the validity of recharge expires.

How do I know if the Fair Use Policy affects me?

Fair Usage Policy is applicable only on select plans. The plan detail on this website will carry if your plan is covered under Fair Usage Policy or not.

While Fair Use Policy applies to all our customers on the select plans, it'll only actually affect you if you're one of the very few customers who make inappropriate use of our service.

If you don't use peer to peer, file sharing or other inappropriate software and you're not, for example, constantly downloading or uploading: videos or very large files, you're unlikely to be affected by our Fair Use Policy.

What's the impact of Fair Usage Policy on data transfer limits?

Under Fair usage policy, data transfer limits of the plans are not changed; the data transfer limits remain as is. (e.g. an unlimited plan will continue as an unlimited plan).

Post consuming a certain amount of GB/MB on the plan you have, the speeds will be rationalized. The level of usage after which the speed would be rationalized varies from plan to plan and the details of these levels are mentioned along with the plan itself.

The speed of the network also varies depending on the availability of the network during that time and the number of subscribers who are latched onto the network at that point of time.

Our Rights

- Where you are in breach of this Fair Use Policy, Idea may contact you to discuss changing your usage so that it conforms to this Fair Use Policy.
- We reserve the right to vary the terms of the Fair Use Policy from time to time without prior notice or intimation.
- If, post reaching the levels of usage mentioned against your tariff plan in the FUP policy, Your excessive or unreasonable use continues, ISP may, without further notice to you.
- Suspend or limit the Service (or any feature of it) for any period We think is reasonably necessary; and/or

Can I recharge a top-up to get my previous speed?

Once you have reached the limit for your FUP Plan, the speed will go down and in case you are looking to get the same speed as before, then you will need to purchase a top-up. Call and discuss with us.