



Service Plan	Trust Threshold	Typical Speeds	Trusted FAP Parameters							Untrusted (Reduced) FAP Parameters						
			Max Speeds (kbps)			Bucket Sizes (Mb)		Leak Rate		Max Speeds (kbps)			Bucket Sizes (Mb)		Leak Rate	
			Monthly	kbps	Normal	Soft throttled	Hard throttled	Soft throttle	Hard throttle	kbps	MB/h	Normal	Soft throttled	Hard throttled	U-STHR	S-HTHR
Home 500	1.5 GB	300	768	150	40	36	72	40	17.58	512	150	40	12	24	40	17.58
Office 500	2.5 GB	300	768	150	50	75	150	50	21.97	512	150	40	25	50	40	17.58
Office 500M	4 GB	300	768	150	50	75	225	50	21.97	512	150	40	25	75	40	17.58
Office 1000	5 GB	600	1024	250	75	150	300	75	32.96	1024	250	50	50	100	50	21.97
Office 1000M	7.5 GB	600	1024	250	75	150	450	75	32.96	1024	250	50	50	150	50	21.97
Office 2000	10 GB	1200	2048	400	150	300	600	150	65.92	2048	400	60	100	200	60	26.37
Business 2000	15 GB	1200	2048	400	150	300	900	150	65.92	2048	400	60	100	300	60	26.37
Business 2000M	25 GB	1200	2048	400	150	300	1500	150	65.92	2048	400	60	100	500	60	26.37
Business 500S	15 GB	400	512	409.6	102.4	15	92	102.4	45.00	512	409.6	40	5.12	30.72	40	17.58
Business 1000S	25 GB	750	1000	800	200	30	180	200	87.89	1000	800	50	10	60	50	21.97
Business 4000	75 GB	3000	4000	3200	800	120	720	800	351.56	4000	3200	150	40	200	150	65.92

All traffic, no matter where it comes from, is measured. That includes web browsing, emailing, web camera usage, VoIP, network gaming and so on. In a few words it includes everything that can be done on the Internet. Trusted download is the amount of data measured during peak hours 0800-2000 CET. Off peak download is also monitored but is not accounted on the trust threshold.

Each site has a monthly trusted download threshold as seen on the table above. At the start of each month, trusted FAP parameters are set (each site may be set to begin it's month on a different date to avoid large usage at the start of every calendar month). If a site reaches it's threshold before the end of the month, it will be reverted to untrusted and reduced FAP parameters will be set. At the start of the following month, trusted FAP parameters are reset.

Every site has a bucket that is filled during Internet usage but is constantly leaking. This means that if the download speed is higher than the leak rate, the bucket size will increase, whereas if it is lower it will decrease. The throttling state of the site depends on that size. If the bucket is between 0 and U-STHR bytes the site will be unthrottled, between U-STHR and S-HTHR bytes, soft throttled and above S-HTHR bytes, hard throttled. Max speeds on each state are UTHR, STHR and HTHR respectively. A minimum 10 minute stay applies in every state to prevent the site from constantly changing throttling states.

Note: The numbers on the table are the current values set on the network. Hughes reserves the right to modify these parameters, without notice, depending on network load and performance.