



## **Qwest® Broadband Understanding the Excessive Use Policy (EUP)**

Qwest Broadband connects customers to the people, things and information important to them. Whether downloading music or photos, watching videos or TV shows online, e-mailing or any number of other activities, Qwest Broadband, is fast, reliable and full of features to help customers navigate the Internet.

The majority of Qwest Broadband customers make great use of their high-speed service and comply with the Qwest Broadband Service Agreement. An extremely small percentage use Qwest Broadband excessively, or at such extreme high volumes, that they violate the terms of the Qwest Broadband Subscriber Agreement. While this high volume use is very rare, Qwest makes it a point to talk to these customers and help them find a broadband solution to better meet their needs.

Below, you can find answers to some commonly asked questions about excessive or high volume use associated with Qwest Broadband service.

### **What is the definition of “usage” vs. “bandwidth”?**

“Bandwidth” is the available connection speed of your broadband service. For example, Qwest Connect Silver offers up to 1.5Mbps of bandwidth.

“Usage” is the volume of data transferred (Internet activity) on your broadband service; it reflects the amount of data you download over your broadband Internet connection.

### **What is considered “normal” usage on the Internet?**

Most customers who use broadband service at their homes use approximately 1-3 Gigabytes per month. This figure is slightly higher for business customers.

### **What is considered “excessive” or “high volume” use?**

A very small percentage of Qwest Broadband customers fall into the “excessive” or “high volume” use category. Examples of “excessive” or “high volume” use are as follows:

- 300,000-500,000 photo downloads in one month
- 40,000 to 80,000 typically sized MP3 music downloads in one month
- 15+ million unique e-mails each month
- Online TV video streaming of 1,000-3,000 30-minute shows each month
- 2-5 million Web page visits (approximately one every second, 24 hours per day)

### **How will I know if I exceed the intended use of this service?**

Please remember that most Qwest Broadband customers use their high-speed Internet service within the terms of their Qwest Broadband Subscriber Agreements, and therefore may continue using their broadband service as they currently do. Qwest proactively contacts the small number of customers whose usage is considered excessive to help find a broadband solution that better meets these customers' needs.



**What happens if Qwest contacts me to discuss my excessive Internet usage and I continue to use my Qwest Broadband service at extremely high volumes?**

If you and a Qwest Broadband representative are not able to find a broadband solution to better meet your high volume high-speed Internet needs, Qwest will continue to monitor your Qwest Broadband usage. If your usage remains excessive and continues to violate the terms of the Qwest Broadband Service Agreement, Qwest reserves the right to suspend, terminate, or limit your broadband service.

**I suspect someone is using my Qwest Broadband service over WiFi.**

WiFi (wireless Internet) is a great way for Qwest Broadband customers to connect multiple computers and maintain mobility with their computer equipment. Qwest recommends that Qwest Broadband customers who use wireless Internet make sure their networks are secure. If you are concerned that someone may be using your Qwest Broadband wireless Internet connection, please visit <http://www.qwest.com/internethelp/networking/index.html> to learn how to secure it.

**Could spyware, viruses or “bots” on my computer cause my Qwest Broadband usage to be classified as excessive?**

It is very unlikely that malware (malicious software) could generate traffic of the volumes in question; however, if you feel you have a malware infection, please visit <http://www.qwest.com/internethelp/security/index.html> to learn how to protect yourself.

**Our children each have an MP3 player, do online gaming and are constantly on the Internet. Could their usage be termed excessive?**

It's not likely. MP3 players, online gaming and other standard Internet-based activities may consume a lot of bandwidth, but for the majority of Qwest Broadband customers, do not exceed the terms of use according to the Qwest Broadband Service Agreement. Even a highly connected family is unlikely to have excessive usage.

Rather, here are examples of the type of usage that could be deemed excessive:

- 300,000-500,000 photo downloads in one month
- 40,000 to 80,000 typically sized MP3 music downloads in one month
- 15+ million unique e-mails each month
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**We have a small business and use VoIP for phone service over our Qwest Broadband connection, often with multiple simultaneous calls. Could this be considered excessive usage?**

Even multiple lines of VoIP phones rarely would be considered excessive usage.

**We often watch movies through an online streaming Web site. Could that use be considered excessive?**

Depending on the quality of the streaming it is possible to watch multiple movies per day and still not have use that's considered excessive. (See examples above.)



**When I purchased Qwest Broadband, I thought that it was unlimited and I could use it as much as I wanted.**

The majority of Qwest Broadband customers use their service within the requirements set forth in the Qwest Broadband Service Agreement and at normal usage rates. There are just a small fraction of customers whose broadband usage is extreme. For these customers, Qwest offers other broadband solutions, such as Qwest iQ Networking®, that were developed for constant, high volume Internet usage.

**I work from home and am connected to a corporate VPN five days per week. Could that usage be determined as excessive?**

For the vast majority of VPN and remote desktop technologies, even a full-time, work-at-home employee would rarely exceed usage limits of Qwest Broadband service.

**I own a graphics design business that requires me to transfer extremely large files back and forth to clients each day. Could that usage be deemed excessive?**

- Most likely your usage would still be considered normal, under the terms of Qwest Broadband Service Agreement, even with large files.
- Depending on the volume and size of the files, it could be possible that your network requirements better match a Business Dedicated Internet Service such as Qwest iQ Networking.
- Please visit the Product Advisor tool at the Qwest small business site to compare uses: <http://www.qwest.com/smallbusiness/default.html>.

**Where can I read the Qwest Broadband Subscriber Agreement?**

Please view the Qwest Broadband Service Agreement at <http://www.qwest.com/legal/highspeedinternetsubscriberagreement/>. Section 7(a) covers Qwest Broadband usage limits.