BIJLAGE: TLN-WRO-TA-B-S-PAAC FUP

Contents

1 Introduction

This document describes the way Telenet has implemented the Fair Use Policy for the AO.

The implementation contains two parts:

1. The squeezing and unsqueezing of a customer that uses more volume than accepted as fair use. Currently set to 750GB per month. The measurement is done based on the IPDRs send to the AO..
2. The notification when a customer is squeezed and unsqueezed happens via reports.

2 Squeezing & Un-squeezing

2.1 Measurement of Usage

Depending on the internet product, the measurement is different. There are two categories of internet products with their own usage calculation rules.

Product examples	Category
BB1	Limited usage
BB3	Fair Use Policy

Specifications	Limited usage **	Fair Use Policy ***
Off-Peak time (when)	00:00 – 12:00	00:00 – 12:00
Off-Peak time (volume)	Count for 0%	Count for 0%
Off-Peak time (speed*)	Broadband speed	Broadband speed
Peak time (when)	12:00 – 24:00	12:00 – 24:00
Peak time (volume)	Count for 100%	Count for 100%
Peak time (speed*)	Smallband speed	Smallband speed

Smallband speed = 10Mbps downstream and 1Mbps upstream.

* Indicates the speed when the FUP limit has been reached.
** Limited usage: the AO service has a build in limitation ex a 200GB download limit
*** Fair Use Policy: the AO offers an unlimited download product but Telenet introduce a FUP limitation volume.

2.2 Squeezing

Telenet is processing the IPDRs near real-time. After processing, the usage per internet line is verified. If a customer consumed more than the fair use volume, the system sends a squeeze request to the network.

2.3 Unsqueezing

A daily job is resetting the usage counters of the internet lines that are starting a new bill cycle. When an internet line was squeezed, the system sends an un-squeeze request to the network.

The date of resetting is the activation day of the internet product. This is the case when the activation date is between the 1st and the 28th of the month. When the activation date was on the 29th, 30th or 31st of the month, the counter and un-squeeze will happen on the 28th of the month.

3 Notification

Telenet will generate on a regular basis a report of customers that are squeezed and unsqueezed. These reports will be available on the ftp server in the folder Squeezedcustomers.

Telenet generates an incremental file every hour, which contains the changes on that day.

A daily file gives an overview of all changes of the previous day.