

Fair Usage Policy

Fast Wireless Internet Ltd. Trading as ARRA Communications (“we”) operates a broadband network in accordance with this Acceptable Usage Policy.

Our policy towards fair and equal access to the internet is on the basis that all customers should be able to make use of the service in an appropriate manner to meet their needs.

If a customer is regularly causing excessive load on our network during peak times this can impair the performance for other customers connections.

For this reason, we have a policy designed to ensure the service delivered to customers is reliable 24 hours a day.

If a customer's usage is continually excessive, unfair, affects other users of our network, or is not consistent with the usage we would typically expect on that customer's current package, we reserve the right to decrease bitrates (network speed) delivered to that customer, to upgrade their package to the next tier, including a new tariff, or in severe circumstances we may suspend or terminate the customer's ability to access our broadband network.

In instances where the impact to other customers is significant, we will take immediate action to remedy the situation and will inform the customer at a later date, but in any case, no later than two (2) business days from the date of action.

For customers who are causing a minor impact to other customers, we will attempt to make contact so the customer can rectify the situation without any action by us. In this case, if the impact to other customers is not resolved within 48 hours, we will remedy with the actions listed above.

If you have received communication from us in relation to a violation of the fair usage policy, and are unsure of how to rectify the issue, please contact our support team via email to support@arra.ie or via phone to 061 514 513 and one of our engineers will be happy to advise you.

Notice:

Usage of peer-to-peer file sharing is grounds for immediate termination of account without refund, as per our Terms and Conditions which are available at <http://www.arra.ie>.

This includes but is not limited to:

- Bit Torrent
- Popcorn Time
- DC++
- Freenet