

Net Neutrality & Open Internet

Fast Wireless Internet Ltd. Trading as ARRA Communications (“we”, “us”, “our”) operates a broadband network in Ireland and is committed to a free and open Internet.

Traffic Management

We utilise traffic management on our network in order to deliver broadband to our customers. This traffic management is required in order to deliver the required speeds to certain geographic areas, to maintain contention ratios and to limit speeds across certain areas of our network to reduce packet loss and latency.

We do not prioritise any specific packet or data type above any other. If a user is streaming media from provider A whilst another user is streaming media from provider B, both streams will be treated equally and without any prioritisation of one provider or user over the other.

Likewise, we do not differentiate between protocols being used i.e. a user that is making use of FTP for file transfers and a user who is making use of VoIP for voice calling will also be treated equally.

Bandwidth & Transfer Limits

All the broadband packages and connections provided by us will have prescribed maximum transfer speeds. These speeds will be clearly indicated to the customer at the time of sign-up. In the event a customer is unsure of what speeds are required, we will endeavour to listen to the customer's unique use case for the broadband connection and advise what we believe to be the most appropriate package for them.

We do not employ any limitations on usage, i.e. download or upload limitations. In order to ensure fairness for all users on our network, customers are required to follow and abide by the “ARRA Communications Fair Usage Policy” which is available on our website at <http://www.arra.ie>.

From time to time, there may be a decrease in network performance due to factors outside of our control i.e. inclement weather, radio interference and so forth. In these instances, where possible, we will inform all affected customers and begin investigating and/or actioning a resolution.

Specific Applications, Services and Products

We do not block, prioritise, limit or in any way “shape” traffic outside of what is required to maintain our networks stable operation.

Exceptions to this rule are the blocking of specific websites and services as required by relevant legislative bodies within Ireland.

Expected Performance

The speeds advertised and displayed on our websites, documentation or circulars are the speeds we expect to deliver to the customer. All speeds are quoted in Mbps.

It is our intention for all speeds delivered to end user connections are always within 90% of the advertised speeds. In the event a customer is experiencing speeds outside of this range, we recommend they contact our support team who will launch a full technical investigation as to the cause of the reduction in service.

Unfortunately, due to the nature of wireless communications we are unable to guarantee any specific performance with regards to latency. Changes in weather patterns, radio noise from third parties and many other factors can all have a significant impact on the latency of packets passing over wireless links.

Remediation and Reporting Issues

In the event a connection is not meeting the expected speeds or level of service, a customer can contact our support team via email to support@arra.ie or via phone to 061 514 513. Alternatively, customers can fill out the contact form on our website, available at <http://www.arra.ie>.

Once the support team has been notified of an issue, the customer will be given a "case number" to identify their issue. The support team will begin investigating the issue and will inform the customer of any actions taken on the connection.

Following completion of the investigation and troubleshooting stages, once the ARRA Communications engineer is satisfied the connection is back to its desired performance the customer will be informed and asked to test the connection to ensure it is back to meeting standards.

In the event the connection cannot be restored, the customer will immediately be released from contract without penalty.

Customers reporting an issue to us should expect a response within 48 hours of reporting.

More Information

For more information about our network, products, and services, please consult the following documents

- ARRA Communications – Terms & Conditions
- ARRA Communications – Code of Practice
- ARRA Communications – Data Protection Statement
- ARRA Communications – Fair Usage Policy
- ARRA Communications – Price List

All of which are available in their most up to date form on our website at <http://www.arra.ie>.