

# Liberty Europe Network Residential User Charter



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## **Speed of Access**

The total bandwidth provided has been estimated to be appropriate in offering 'broadband' equivalent Internet access speeds for users during normal conditions. Certain functions use more bandwidth than others (e.g. downloading files vs. browsing). Due to unpredictable usage habits and hours of usage, in order to guarantee precise connection speeds, Liberty would have to impose restrictions on acceptable usage.

Liberty will provide performance statistics that outline the percentage usage of available bandwidth broken down into hourly segments during the day. This will enable users to understand the equivalent connection speed in addition to adjusting their own usage habits to suit capacity in the service (e.g. you could choose to download large files at lower usage times).

Liberty will track whether the available bandwidth is used in excess of 75% for consecutive 3 hour periods. Should this trigger be reached for more than 5 days in a given month, Liberty will make appropriate performance enhancements to redress this.

In establishing the root cause of such performance degradation, Liberty may identify that particular users are utilising a disproportionate portion of capacity. Should this be the case, Liberty will inform these users in order to make them aware of the impact of their usage on the overall service. This should not be seen as a warning, merely notification so that they can adjust their usage behaviour accordingly. This information will remain confidential to Liberty at all times."

## **Set Up Support**

During the trial period a local rate number will be available from Monday – Friday, 9am – 5.30pm, during which time full support will be offered for new customers experiencing technical difficulties relating to our wireless network. There will also be an 'out of hours' number available for customers unable to contact us during the day, but LEN may not be able to resolve some issues out of business hours.

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