Fair Usage Policy

At W3Z, we are committed to delivering all of our customers the very best broadband experience. To ensure the integrity of the service throughout our network, we reserve the right to implement traffic management on our Unlimited tariffs when exceptional external events are detected, and which may influence network congestion levels.

This could result in temporarily restricting connection speeds for peer-to-peer transfers or continuous download/upload of data during this time. We will only use traffic management to optimise network utilisation. However, should it become evident that a customer's excessive use is becoming detrimental to our network delivery speeds, we will contact the customer to offer assistance in moderating their internet usage to comparable levels.

Should this prove unsuccessful and usage remains at an extreme level, we reserve the right to reduce transfer speeds to maintain the integrity of our service for others.