



MINTO COMMUNICATIONS SOCIETY  
FAIR USE POLICY  
www.mintocomm.ca

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MCS requires that all members of the Society act responsibly in their usage of the MCS internet service, and recognize that their use of the network affects other users.

The MCS internet service uses a shared radio network and a shared Telus gateway in order to make service affordable. Although your connection is permanently on, there is contention which means that the available bandwidth is shared by all customers active at any point in time. Theoretically, if one member was allowed to use all the bandwidth constantly then it means that all other subscribers have no bandwidth at all! In reality this is not the case since our network server attempts to balance the use of network resources to prevent this situation occurring. However, we do ask that you are fair in your bandwidth usage as there could be an impact on other users.

MCS relies on our members being fair in the way they use the network. Where MCS believes that a member's usage is excessive MCS will contact the member to discuss how they can modify their usage to the benefit of all of our subscribers.

**MCS broadband service is sold based on fair usage irrespective of rate plan. You can use your broadband connection as much as you like; all we ask is that you be responsible in your usage. If your usage is excessive over a period of time to the point that it is impacting other users, then based on the MCS "fair usage policy" MCS reserves the right to throttle your internet throughput speed.**

This does not mean your connection will be disconnected or automatically throttled if your use is high; however, MCS does reserve the right to restrict usage that impacts the overall performance of the network and other users.

### **What happens if your usage contravenes the *Fair Usage Policy* guidelines?**

If in the opinion of the MCS your usage contravenes the Fair Usage Policy by an excessive amount, not just a few GB over but significantly over, then MCS will contact you by email and request that you reduce your usage. You are entitled to exceed your subscription download volume to a degree; you are billed a monthly \$5/GB surcharge for exceeding your subscription limit.

MCS does not impose a Gigabyte usage cap on internet service; however, if your usage continues to remain excessively high over the weeks following the first email that MCS has sent to you, then your download/upload throughput bandwidth will be reduced to free up capacity for other users. You can still continue to download as much as you wish, however throughput will be significantly lower.

If your use returns to a more reasonable level then the extra throttling applied to your account will be removed. Thank you for making the MCS internet service an enjoyable "on-line" experience for all members.

***Please read the following page [Understanding Bandwidth](#) and always exercise "netiquette"***

## Understanding Bandwidth

The Minto Network does not have the same infrastructure as in the urban areas serviced by big companies such as Telus and Shaw who are able to offer unlimited bandwidth. We do not have a fibre optic connection and rely on microwave towers to beam the signal into the Valley. To give you an example, MCS has a 10Mbps pipe to share with all our customers which is less bandwidth than comes into most urban homes which can have up to a 24Mbps pipe.

MCS only receives a limited amount of bandwidth from Telus and we have to share that with over 100 customers. We can only move a certain amount of traffic through our lines before Telus charges us for over use. The more bandwidth our customers use, the higher the monthly bill Minto receives from Telus. The customers who exceed their limit at the end of the month help to cover these extra costs and also go towards infrastructure improvement.

### **What does 10GB per month get me?**

*To help answer the question, here are some examples of what typical 'downloads' eat up in bandwidth.*

*Actual content downloaded may consume significantly more bandwidth than shown in the chart.*

*Numbers are for guidelines only. MCS does not guarantee any of the numbers shown.*

Activity or Download	File Size	10 GB Use *
1 Email without attachments or images	10 KB	1,000,000 emails
1 Hour Web Surfing	125 MB	85 hours
1 Song Download	4 MB	2 500 songs
1 Digital Photo	3 MB	3,413 photos
1 Digital Photo High Res	10 MB	1,024 photos
1 Hour of Video Skype	1 GB	10 hours
5 min You Tube Video	30 MB	350 views
1 Hockey Game Online	1.5 GB	6 games
1 Hour Netflix HD stream	1 GB	10 hours
1 Hour Netflix standard definition stream	660 MB	16 hours
1 Hour online gaming	50 MB	205 hours
1 Hour of Radio Streaming	50 MB	205 hours

\* One thing that is not on the chart is major software updates for your computer. They don't happen daily, but could easily be over 100 MB and have been known to happen a couple times a month. It may be a good idea to set your computer to NOT automatically download updates so that you don't "use up" all your bandwidth unknowingly.

From these charts, it's obvious that the **activities that consume the most bandwidth involves video streaming or downloads** use up the most bandwidth. If your web habits include mainly emailing, light web surfing, and the occasional YouTube video, it is very unlikely that you will have a problem with the 10GB allowance. For the majority of account holders, 350 MB of bandwidth is hard to consume \*each and every day\* and you should not have to worry about exceeding 10 gigabytes in a month.

This website has some very informative articles about bandwidth and we encourage all MCS subscribers to read it:

<http://www.whistleout.com.au/Broadband/Broadband-Usage-Guide>