

Introduction

Twoobii is a fixed-fee service that provides continued broadband user access based on a particular service profile. The service profiles are defined to implement a balance between cost and performance as well as eliminating the classical disadvantages of a shared access service such as high service contention ratios and poor data speeds.

To achieve this optimum balance between cost and performance the Twoobii network implements a “soft-cap” quality of service and fair user access policy according to the principles described in this document.

Typically Service Profiles

This table provides examples of available Twoobii services and service parameters.

Profile Name	Maximum Upload Data Rate	Maximum Download Data Rate	Data Usage Allowance
Business 4-30	1Mbps	4Mbps	30GB
Business 6-45	2Mbps	6Mbps	45GB
Business 10-150	3Mbps	10Mbps	150GB
Business 20-500	3Mbps	20Mbps	500GB

Parameter Definitions

Service Profile Name:	Unique service profile name for clear communication in technically and commercially documentation.
Max Upload Data Rate:	Maximum data sending speed that the particular site or service can use.
Max Download Date Rate:	Maximum data download speed that a particular site or service can use.
Data Usage Allowance:	Because the Twoobii service is a “fixed-fee” service, also generally understand as an uncapped service, it is important to provide users with a quantified service level expectation for a particular service profile. The data usage allowance is the parameter that gives users an indication of the data volume each service profile is designed for. Twoobii services for user applications that require more data usage per month should upgrade to a higher service profile.

Fair User Policy Terms

The Twoobii broadband network implements an advanced Fair User Policy (FUP) to ensure the optimum service performance for all the users on the Twoobii network, and to ensure that network resources are applied in line with each user’s subscription terms. The Fair User Policy is a dynamic algorithm that is adapted to balance user patterns and commercial terms.

Fair User Policy Characteristics:

- Each site is configured for maximum upload speed, maximum download speed and monthly data usage allowance.
- Each monthly usage allowance is divided into a daily allowance. For example, the Business 4-30 service profile has a monthly data usage allowance of 30GB which is then applied at 1GB per day.
- When the daily data usage allowance is reached the Fair User Policy will be applied. Usage during the “Free-time” from 00h01 to 06h00 is excluded from the usage count.
- Usage counts are zeroed each day and FUP rules will only be applied if the usage for the day is exceeded, i.e. for a Business 4-30 service once the data usage reached 1GB for the day, then the Fair User Policy will be applied.
- First time activated sites start with daily allowance total and not a pro-rata monthly FUP allowance. In the case of a Business 4-30 service profile which is activated on the 15th of the month, the FAP allowance for his site will start with 1GB and not a pro-rata total of 15GB.
- There will not be any top-ups available. If the 30GB FAP is not enough for the site, then an upgrade to the next service profile is recommended.