
Frontier Broadband Fair Access Policy- Satellite

How does the Fair Access Policy work?

Frontier Broadband service plans allow unlimited downloading and uploading. However, to ensure consistent performance for all users, a Fair Access Policy provides for a limit, based on your service plan, on the amount of data which can be used before your service performance is reduced. Each Frontier Broadband service plan is assigned an Anytime Data Allowance. The Anytime Data Allowance is the amount of data, in bytes, which can be uploaded or downloaded within the month at full speed. Some users consume much more bandwidth than the average user, and they will experience reduced download speeds as a result of exceeding their Download Allowance. The policy is implemented automatically by monitoring your usage, including data which is sent from or to your Frontier Broadband terminal. If your data usage exceeds the allowance for your plan, the throughput (speed) of your service will be reduced, unless you buy Restore Tokens. You may be surprised to find that the top one percent (1%) of users download 9 times more the average user. By providing a Data Allowance, more of the shared bandwidth is made available for everyone to use. Most users will have a better experience as a result of the Fair Access Policy.

When is my Data Allowance refilled?

Your Data Allowance is refilled on the same day each month. Each Frontier Broadband terminal is assigned a Data Allowance cycle, based upon the date of activation, unless the date of activation is the 29th, 30th, or 31st, in which case the cycle will be set to the 1st day of the month. As an example, if you activate service on October 3rd, your cycle day is 3, and your Data Allowance will be refilled overnight on the 3rd day of each month. If you activate your service on October 30th, your cycle day is 1, and your Data Allowance will be refilled overnight on the 1st day of each month.

How is my Usage Calculated?

Frontier Communications counts each byte of data which is sent from or to your terminal. This includes packet headers, retransmissions, and other standard overhead which is part of any IP communication. However, when Frontier Communications is able to apply compression and reduce the size of the data you send or receive, only the compressed (smaller) data is counted against your usage.

What happens if I don't use all of my Data Allowance?

Any unused Data Allowance at the end of your cycle is lost, and your Data Allowance is reset to the normal monthly amount assigned to your service plan.

How do Bonus Bytes work?

Many Frontier Broadband service plans are assigned a separate allocation of Bonus Bytes, and a corresponding Bonus Period each day when they can be accessed. During the Bonus Period, your usage is first deducted from your Bonus Bytes allowance, if available, for full speed service. If your Bonus Bytes allowance is empty, then your usage is deducted from your Anytime Data Allowance, if available. In other words, your Bonus Bytes provide a special pool which is used automatically during the Bonus Period, giving you access to more usage at full speed. The Bonus Period for Consumer plans is 2AM to 8AM, Local Time.

If I exceed my Data Allowance, when will my speeds be reduced?

During the Bonus Period, your service will operate without restrictions if you have data allowance available in either your Bonus Bytes or Anytime Data Allowance. Outside the Bonus Period, your service will operate without restrictions if you have data allowance available in your Anytime Data Allowance. If you do not have bytes available in the period, your speed will be reduced to approximately 150kbps. For example:

1) Your plan provides a 10GB Anytime Data Allowance, a 10GB Bonus Data Allowance, and a Bonus Period of 2AM to 8AM Eastern Time. You have used all 10GB of your Anytime Data Allowance by sending and receiving data outside of 2-8AM, so you have 0 bytes remaining. Outside the Bonus Period, from 8AM to 1:59AM Eastern Time, your service performance is reduced. During the Bonus Period, your service performance is not restricted and your usage will be deducted from your Bonus Bytes.

2) Your plan provides a 10GB Anytime Data Allowance, a 10GB Bonus Data Allowance, and a Bonus Period of 2AM to 8AM Eastern Time. You have used all 10GB of your Bonus Data Allowance by sending and receiving data overnight from the hours of 2-8AM, so you have 0 Bonus Bytes remaining, but you still have 5GB of Anytime Data Allowance remaining. Outside the Bonus Period, from 8AM to 1:59AM Eastern Time, your service performance is not reduced, and your usage is deducted from your Anytime Data Allowance. During the Bonus Period, your service performance is not restricted, because your usage will be deducted from your Anytime Data Allowance.

How do Restore Tokens work?

Restore Tokens allow you to purchase additional Anytime Bytes to use during your current Data Allowance cycle. Tokens are a great way to restore your service performance until your next monthly refill. Once you apply a Restore Token to your account, any speed restrictions are immediately removed, and your Anytime Data Allowance will increase by the amount of the Token. Usage outside the Bonus Period (if applicable for your service plan) will be deducted from this balance normally. If you have unused Data Allowance from the use of a Token at the end of your cycle, the unused amount is not carried forward. Restore Tokens can be purchased and added to your account by calling a Customer Service Agent at 1.877.451.1801.

Last Updated: October 2, 2012
