The Fair Usage Policy (FUP) of Africell is designed to ensure that all subscribers can enjoy high-quality internet services. This policy helps manage network resources efficiently and maintains an optimal online experience for all users, preventing any single subscriber from consuming excessive bandwidth at the expense of others.

**Data Consumption Threshold**

- **Threshold Limit:** The Fair Usage Policy will be applied once a subscriber consumes 1000GB (gigabytes) of data within a single billing cycle.

- **Billing Cycle:** A billing cycle refers to the monthly period during which data usage is measured and billed.

**Speed Reduction**

- **Speed Reduction Details:** After reaching the 1000GB data consumption threshold, the subscriber's internet speed will be reduced.

- **Reduced Speed:** The speed will be lowered to 1Mbps (megabit per second) for the remainder of the billing cycle.

- **Impact on Usage:** While at the reduced speed, subscribers can still perform basic internet activities such as browsing the web, checking emails, and using social media, but may experience slower performance for data-intensive activities like video streaming, large file downloads, and online gaming.

**Rationale for the Policy**

- **Network Resource Management:** The policy helps to manage network resources effectively, ensuring that all subscribers have fair access to bandwidth.

- **Quality Assurance:** By preventing any single subscriber from disproportionately consuming network resources, the policy ensures a consistent and high-quality internet experience for all subscribers.

- **Equitable Usage:** This approach promotes equitable usage of the internet service, preventing congestion and maintaining optimal performance across the network.

**Customer Care**

- **Contact Information:** If you have any questions or concerns regarding this policy, please contact our customer care team.

- **Support Channels:** Our customer care team is available by calling 111 (24/7) or visiting any Africell outlet to assist you with any inquiries or issues.

- **Additional Information:** Our customer care team can provide detailed explanations of the FUP, help you understand your data usage, and offer tips on how to manage your consumption effectively.

**Tips for Managing Data Usage**

- **Monitor Usage:** Regularly check your data usage to stay informed about how much data you have consumed within your billing cycle.

- **Optimize Streaming:** Adjust the quality settings on streaming services to lower resolutions to save data.

- **Scheduled Downloads:** Schedule large downloads during off-peak hours when network traffic is lower.

- **Use Wi-Fi:** Whenever possible, use Wi-Fi for data-intensive activities, especially if you have access to an unlimited Wi-Fi connection.

By adhering to Africell's Fair Usage Policy, we can ensure that every subscriber enjoys reliable and consistent internet service, allowing everyone to make the most of their online activities without disruption.