

FAQ

What is traffic shaping?

Shaped traffic ~ In layman's terms, if a service is shaped it prioritises keystroke activities - things that you do when sitting in-front of your PC. So when you're surfing your favorite site, doing your banking or checking your e-mail, this option will work best for you.

For those of you that need to know more, read on.

The shaped service distinguishes between the various protocols used over the Internet. The main priority is HTTP. At present, all international HTTP traffic is transparently cached for ADSL users. All international un-cached data is shaped. The following un-cached protocols are prioritised on the network: HTTP (in certain cases HTTP is not cached due to website incompatibilities), HTTPS, FTP, Mail (POP3, SMTP and IMAP), SSH and TELNET. Any protocol not mentioned above will receive a lower priority on the network.

Unshaped traffic ~ In layman's terms, when you are leaving your PC to carry out activities while not there, bandwidth will be used for this application or protocol.

This service will offer you unshaped international bandwidth and a higher data transfer rate. The unshaped service will not shape the un-cached protocols. All protocols will therefore share the available bandwidth equally. Similarly, local bandwidth will remain as is with no shaping implemented. Keeping this in mind, this service is typically designed for a niche market including, for example, your typical Forex Trader, specific gaming applications, secure work from home options and VPN's. All these applications can use unfamiliar protocols, which are not necessarily bandwidth intensive but require an unshaped service to work optimally.

What is Access Capping?

To offer a fair service for all, Netpreneurs Internet currently monitors and tracks all ADSL users' online usage which, when added up, constitutes your usage. Please note we do not monitor what you do or where you go, just how much traffic you produce in your use of the Internet. The usage is measured in Gigs. These terms are defined below:

Gig ~ A "gig" is short for a Gigabyte which is an amount of data you send as traffic on the internet. It's actually a billion bytes which in layman's terms a gig is approximately 300 songs, 1,500 average MS Word or MS Excel documents or about 10,000 e-mails without attachments.

Usage ~ Your ADSL usage is determined by all traffic you generated by a given username and includes the upload (sending), download (receiving) as well as network and protocol overheads. The same process applies to both the shaped and unshaped service. The accumulated data can be viewed at <http://dsl.netrep-dsl.co.za> and is a real time reflection of your account.

Cap ~ A cap is the limit to the amount of traffic or Gigs per service a subscriber may generate over the cap period. Your cap is determined by the product you have subscribed to. An example would be 2, 3 or 4 Gig. Capping has no relation to the ADSL speed that you have chosen.

Cap period ~ Capping is determined over a calendar month. As such, monthly usage is accumulated during the period and reset according to your service subscription. At the beginning of each month the usage tracker is reset and any restrictions that might have been imposed would be lifted.

When your SAIX account cap is reached ~ Once your cap threshold has been reached you may purchase further Gigs by just topping up your existing account. The top-up bandwidth is in the form of our Netrep Prepaid package. Our Netrep Prepaid is not limited to a time period and any unused data will be carried over until it is used up. Netpreneurs also offers an auto top-up facility whereby you can specify any number of gigs for over usage. This way you can ensure that your service will never be down. You will only pay for additional Gigs used.

When your Prepaid accounts cap is reached ~ Once your cap threshold has been reached you may purchase further Gigs of usage to maintain unrestricted service. You may purchase as many Gigs at a time as you like.