

Uncapped internet may be throttled, users should shop around

[MWEB](#) suggests that consumers consider all aspects of a product offering when evaluating their options on uncapped ADSL to make sure they understand what they are signing up for, especially where usability and speeds are concerned.



Though uncapped ADSL prices have declined substantially since Telkom cut its wholesale ADSL prices earlier this year, according to Rihana Hoosain, head of products at MWEB Connect, most ISPs throttle their uncapped subscribers and have restrictions in place on the amount of data consumers are downloading and the speed at which they can download.

The company has been very vocal about throttling and about consumers having the right to have both an affordable internet connection with the best possible experience where they can enjoy uncapped internet without being slowed down because of data usage. The company states that it does not throttle but rather shapes its network, which means that the ISP manages the network and allows certain traffic such as browsing the internet, online gaming, YouTube, email and VoIP to take preference.

"Increased demand for bandwidth"

"With the demand for fast uncapped internet increasing; we are finding more people online exploring and experiencing rich media content, live streaming broadcasts and downloading their favourite content. The demand for bandwidth has increased alongside this growth and many ISPs are facing ever-increasing strain on their network infrastructure. They simply cannot keep up with the demand and are forced to throttle a user's connection during peak periods on the network. By reducing the speed of those subscribers who are using the most bandwidth, they are able to relieve some strain on the network, but at the customer's expense," explains Hoosain.

The company has made substantial investments in IPC capacity to ensure that users are able to experience the best that the internet has to offer.

"Consumers should certainly shop around for the best ADSL deals but they need to be aware of the factors that can affect

Internet speeds and ask potential ISPs to provide them with all the information and terms and conditions prior to signing up with them," concludes Hoosain.

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