

# MEASURED THROUGHPUT CALCULATION

Total throughput across all internet connections

Last updated: August 2021

The measured throughput is calculated based upon the total throughput across all internet connections for each customer and is calculated in accordance with the following method.

Each day, the average inbound and outbound throughput for all internet connections during each 5 minute sample period throughout the day is recorded (288 samples per connection, per day). The sum of the larger of the inbound and outbound average throughput samples for all internet connections is calculated, representing the total internet throughput for that 5 minute period.

At the end each day, the largest 5% (14) of these selected samples is discarded, with the next largest sample being deemed the throughput for that day.

At the end of each quarter, the largest 5% (4) of daily throughput samples is discarded, with the next largest daily sample being deemed the measured throughput for that quarter.

The quarters are defined as:

- ◉ January to March
- ◉ April to June
- ◉ July to September
- ◉ October to December

The below example demonstrates this calculation for a large customer.

