

1. Fair Usage Policy means that your use of the data services will be subject to the following usage parameters:

**Data Allowance:** You will be provided with a data allowance in your service package or data add-on. Upon consuming your data allowance, the data service will be either stopped or throttled.

**Capped data Services:** Your service will stop upon consuming your Data Allowance. You may purchase data add-ons to continue using our data services.

**Unlimited data:** When you consume your Data Allowance, your service speed will drop (throttled) until your Data Allowance is refreshed as per the agreed plan periods. You will not be charged for the additional usage in the throttled period.

2. If Your usage is excessive and/or unreasonable, We may advise You that Your usage is in breach of Our Fair Use Policy. We may then request You to stop or alter Your usage to come within Our Fair Use Policy.

If Your excessive or unreasonable usage continues after receipt of a request to stop or alter the nature of such usage, We will reserve the right to either apply charges to Your Account for the excessive and/or unreasonable element of Your usage subject to the related tariffs and charges stated on Our website or suspend or restrict Your use of the Services. If we apply such charges, we will make them available to You when you apply for Our services.

While we commit to doing our best to provide quality Services, because of the nature of mobile telecommunications, it is impossible to provide a fault-free service, and the quality and coverage of the Services depend partly on the Customer's Mobile Device, partly on Our network and partly on other providers and telecommunications networks to which Our network is connected or connects. Should any interruption occur in Our Services, We will take all reasonable steps to remedy such interruption or to improve the quality of the affected Service as soon as reasonably possible.