



## ACCEPTABLE USE POLICY (AUP)

### Acceptable Use Policy:

So, if we determine in our sole opinion that your unlimited use of our Service either exceeds that reasonably expected of someone using the Service or materially affects other users' enjoyment of the Service, or has an adverse impact on our network, then we will by written notice, give you a 14 day period in which to reduce your usage to levels to be reasonably expected of a person using the Service. As a result, if your levels of usage activity have not decreased within the 14-day notification period, we may at our discretion either: 1. Suspend or terminate your Service and/or 2. Place your

Service under what we call traffic management (where a traffic management policy has been implemented) as and when we deem necessary to ensure the most efficient use of our network for all our customers. Acceptance of Acceptable Use Policy: By using our Service, you are deemed to have accepted this AUP. So if you do not accept the terms of this AUP, you must cease use of the Service with immediate effect. This Acceptable Use Policy is incorporated into and forms part of the contract that you have with us and must be read in conjunction with our other terms and conditions and any applicable Additional Terms for the relevant Service. So that we are all clear, the term "Service" shall include, without limitation the fixed mobile services, mobile internet services and refurbished services provided by us whether directly or indirectly to an end user.