

Fair Usage Policy (Terms and Conditions T&C 19b)

The following terms and conditions apply to telecommunication services (“Services”) provided by SmarTone Mobile Communications Limited (“the Company”)

Introduction

The Company will ensure the system resources of the Company’s telecommunications network (“Network”) is equitably allocated amongst users (“Users”) of the Services.

Action we may take

When monthly data usage reaches fair usage level of 5GB, data service continues without speed throttling or data capping. Access to network resources will be given lower priority and data service experience may be affected. In compliance with OFCA’s Guidelines for the Implementation of Fair Usage Policy for the Provision of Mobile and Fixed Broadband Services, we will not cap customers’ access speed below 128kbps.

Effective date: 7 March, 2014