

Fair Use Policy (FUP)

To ensure that all our customers enjoy a high-quality, reliable, and consistent internet experience, we maintain this Fair Use Policy. As we utilize high-tier backend service providers to power our network, this policy ensures that our collective usage remains within the parameters required to maintain optimal service levels for everyone.

1. Shared Resources and Upstream Management

Because we rely on backend service providers to deliver connectivity, it is necessary for us to apply rules relating to fair usage from time to time. These measures allow us to comply with our providers' requirements and manage our network efficiently, ensuring a stable environment for all our customers.

2. Management of Usage Limits

Accordingly, we reserve the right to communicate to you at any time the rules relating to service usage as determined by us or our upstream providers. This includes, but is not limited to:

- **Bandwidth Management:** Implementing speed thresholds or "throttling" based on backend network demands or congestion.
- **Data Limitations:** Establishing limits on total data volume or storage capacity as required by our service infrastructure.

We determine these rules at our sole discretion, or in accordance with our provider agreements, to ensure the efficient functioning of the service for all customers.

3. Compliance and Service Protection

Maintaining the quality of our network depends on the cooperation of all users. Failure to comply with the fair usage rules provided—or any activity that jeopardizes our standing with our backend service providers—may result in your service being:

- **Restricted** (Reduced speeds or limited access to certain protocols).
- **Suspended** (Temporary loss of service).

The action taken will be determined at our sole discretion based on the severity of the non-compliance and any requirements imposed by our backend infrastructure.

4. Transparency and Notification

We are committed to transparency in how we manage our service. Should any changes to our Fair Usage rules, or changes dictated by our backend providers, significantly



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affect your service experience, we will make every reasonable effort to provide notice via email or SMS to your registered contact details. We encourage users to monitor their usage to ensure it remains within acceptable parameters.