



## FAIR USAGE POLICY

This Fair usage Policy (the 'Policy') covers all Wireless and Wired communication Services (the 'Services') provided by or managed by Cambrian Connect Ltd. These restrictions included in this Policy are in addition to the restrictions included in our various Terms & Conditions. Your use of our Services means that you accept and abide by this Fair Usage Policy and our various other Terms & Conditions.

We reserve the right to revise this Policy at any time by posting an updated version of the Policy to our website. You are expected to check this Policy from time to time to take notice of any changes we make. As they may be legally binding to you. Some of the provisions contained in this Policy may also be superseded by provisions or notices published elsewhere on our site, splash pages or in writing from time to time.

A very small number of customers transfer large amounts of data throughout the day. This type of activity uses a lot of bandwidth and can significantly reduce the speed at which another customer can access the internet, especially during peak hours. We don't believe this is fair to other customers. This policy is designed to ensure that each customer experience is the best possible service. Services provided and managed by Cambrian Connect Ltd are designed to be suitable for customers with a typical internet usage pattern.

The policy will affect you if you are one of the very few customers who make inappropriate use of the Services. You must make sure that any use of our Services, by you or anyone else using your devices or connected to your service, complies with this policy. If your usage patterns are significantly higher from the standard then you could be in breach of the Policy. If you consume more than 20Gb (Gigabytes) any day or you breach our Policy, we reserve the right to issue a warning to you or to suspend or withdraw the Services immediately, temporarily or permanently or we may manage your bandwidth in such a way that may result in reduced service speeds. In addition, we may restrict the amount of bandwidth available to very heavy users during busy periods to ensure that the majority of our customers have a good experience. Some activities involve more usage than others. Watching a video, for example, typically involves downloading significantly more data than browsing a simple web page or sending a short email. The table below shows what kind of usage is involved in some common activities:

Activity type	*Typical usage*
Watching a High definition movie (2 hours)	4.2 GB
Watching a Standard definition movie (2 hours)	1.9 GB
Video streaming SD: for example, YouTube (1 hour)	644 MB
Online gaming (1 hour)	429 MB
Music (1 album, 10 tracks)	43 MB
Photo (1 photo)	5 MB

You should also ensure that your ant-virus software and programs on your devices are up to date to ensure that a virus or malware is not transferring data that you are unaware of.

Effective from 1<sup>st</sup> February 2020 until superseded.