

Fair Use Policy

Date of version: 6 August 2025

Introduction

At Unifone we want to provide all our customers with fast and reliable internet Service. This Fair Use Policy explains what we consider **reasonable** use of our services and how we manage network performance to ensure all customers get a fair go.

Reasonable Use

Our plans are designed for typical personal, business, or family use. This includes browsing, streaming, gaming, and using social media. We expect all customers to use our services in a way that does not negatively impact others.

We offer some discounted plans intended for use in holiday homes or situations where the connection may only be occasionally used. This fair use policy covers these plans.

Unreasonable Use

Unreasonable use might include:

- **Excessive Bandwidth Usage:** Constantly using a large amount of data that affects network performance for others.
- **Running Servers:** Operating any type of server (such as email, gaming, or web servers) that impacts the network.
- **Reselling Services:** Sharing or reselling our internet services to others who are not part of your household or business without consent from us.
- **Illegal Activities:** Using our services for anything unlawful, like downloading or sharing pirated content.

Managing Network Performance

To ensure everyone has an enjoyable experience, we may take steps if someone's use is excessive or unfair. This could include:

- **Slowing Down Your Connection:** We might temporarily reduce your internet speed during peak times.
- **Contacting You:** If your usage is exceedingly high, we may get in touch to discuss your

needs and recommend a more suitable plan.

- **Suspending or Terminating Service:** In extreme cases, we may suspend or end your service if we believe your use is unreasonable and affecting others.

Holiday Home/Occasional Use Plans

- **Purpose of Use:**
These plans are exclusively designed for internet usage at occasionally occupied holiday homes or equivalent locations. They are not intended for permanently occupied dwellings or primary residences. They are not sold as a stand-alone service and must be added to a standard residential or business plan and paid for by the same customer.
- **Usage Monitoring:**
Unifone actively monitors usage on these plans. If usage patterns are consistent with a typical residential connection for three or more consecutive months, Unifone reserves the right to contact the customer to verify whether the connection still complies with this policy and the Unifone Terms and Conditions.
- **Misuse of Plans:**
If it is determined that the connection is being used in a permanently occupied dwelling or by a permanent resident, Unifone may, at its sole discretion:
 - Adjust the monthly charge to match the equivalent standard residential connection fee.
 - Offer the customer the option to switch to an appropriate residential plan.
- **Rental Properties:**
These plans are available for rental properties, regardless of the means or duration of rental, but require prior approval from Unifone management. Property owners must disclose the rental nature of the property when applying for a plan.
- **Acceptable Permanent Uses:**
Customers may use these connections for the permanent or fulltime operation of security systems, household monitoring devices, or other low-bandwidth, continuous-use applications. This is deemed acceptable under the terms of the plan.
- **Prohibited Activities:**
These plans must not be used for:
 - Business operations that require consistent or high-bandwidth usage.
 - Hosting servers or providing internet services to third parties.
- **Termination for Breach:**
Unifone reserves the right to terminate or modify the service if the plan is found to be in violation of this policy or if customers fail to respond to inquiries regarding plan compliance.

Staying In Touch

If You have any questions about what is fair or need help choosing the right plan, please contact us. We are here to help you get the most out of your internet service.

Conclusion

We are committed to providing excellent service to all our customers. By following this Fair Use Policy, you are helping Us keep Our network fair and fast for everyone.

This policy is designed to be straightforward and fair, ensuring that all users can enjoy reliable internet Service while discouraging misuse that could impact others.