

Fair Usage Policy

1. Introduction

At CSL, we want our customers to always enjoy the best possible service experience. To cater for the increasing data use by all our customers we continue to invest in building mobile network capacity. Mobile bandwidth is shared by all our customers and utilisation by each customer will be different. Generally heavy users will take up more capacity and cause congestion to the network which will affect other users. In order to ensure all our customers can enjoy the best possible experience we will use a fair usage policy to manage our network performance.

The principles of our Fair Usage Policy are to:

- i) ensure fair access to the Mobile Service for all users of the mobile network at all times;
- ii) ensure that our network performance is not adversely effected by extreme usage; and
- iii) enable the use of high bandwidth applications for local services, such as Peer-to-Peer file sharing, but restrict excessive usage that may impact on mobile network performance.

2. Action we may take

We may monitor usage of your Mobile Service. If in our reasonable opinion, the use of your Mobile Service is excessive or unreasonable (e.g. you have reached the fair usage level of the Mobile Service as specified by us from time to time), we may manage access of the Mobile Service in a reasonable manner (for example, lowering your priority to access the Mobile Service or our network resources or restricting the throughput or amount of data transferred). If we do take any action, you still have to pay any charges incurred for usage.

3. Revisions

We reserve the right to change the terms and conditions of this Policy from time to time. Please refer to our website or visit our shops for latest version. Nothing in this Policy overrides nor prejudices our rights under the terms and conditions of the Mobile Service Agreement.



Information about our Fair Usage Policy for Unlimited Local Mobile Data and Capped Plans

Why are we making our Fair Usage Policy clearer?

In response to OFTA's Guidelines for the Implementation of Fair Usage Policy for the Provision of Mobile and Fixed Broadband Services which will be effective from 13 February 2012, we've made our Fair Usage Policy clearer.

Our Fair Usage Policy is implemented to ensure fair access to mobile services for all users of the mobile network at all times.

What is our fair usage policy for unlimited local mobile data plans or plans with capped mobile data thereafter charges?

The fair usage level of the Mobile Data service is 5GB per month. Once you have reached the fair usage level, you can still continue to use the service. However, your priority to access the network will be lowered, where your experience may be affected when the network traffic is busy.

Our fair usage policy for unlimited local mobile data plans or plans with capped mobile data thereafter charges applies to existing and new customers alike, regardless of whether the customer's contract date is before or after 13 February 2012.

Once you have reached the fair usage level of 5GB, you can still continue to use the service. However, your priority to access the network will be lowered. When viewing web content involving high data transmission like HD video streaming, it may be temporarily affected when network traffic is high (i.e. there are many people using our network resources at the same time), and experience will resume normal when network traffic is no longer busy.

Priority to access the network will only be lowered after you have received the alert message from us.

Will we continue to provide unlimited local mobile data service plans?

In order to allow you to have a better understanding of your data usage, we will continue to offer unlimited local mobile data service plans during this transition period. Once you have reached the monthly fair usage level of 5GB, you can still continue to use the service. However, your priority to access the network will be lowered, where your experience may be affected when the network traffic is busy.



How will you be affected if your priority to access the network has been lowered?

When viewing web content involving high data transmission like HD video streaming, it may be temporarily affected when network traffic is high (i.e. there are many people using our network resources at the same time), and experience will resume normal when network traffic is no longer busy.

Will we suspend your data service after you have reached the fair usage level?

No, we will not suspend your data service. You can continue to use the mobile data service even after exceeding the monthly fair usage level.

Will we charge you after you have reached fair usage level?

For customers using unlimited local mobile data plan – No, there will be no additional charges.

For customers using service plans with capped mobile data thereafter charges – No, there will be no additional charges after you've reached your cap.

What is the monthly fair usage level?

The monthly fair usage level is 5GB. Once you have reached the fair usage level of 5GB, you can still continue to use the service. However, your priority to access the network will be lowered. When viewing web content involving high data transmission like HD video streaming, it may be temporarily affected when network traffic is high (i.e. there are many people using our network resources at the same time), and experience will resume normal when network traffic is no longer busy.