

FAIR USE POLICY

It is important to Speed Telecom that all eligible Axetel customers are able to access our NBN specific Services. Accordingly, we have devised a Fair Use Policy which applies to:

- Usage of any NBN specific Axecom Services; and
- Any NBN specific promotions or Services which are advertised by Speed Telecom as subject to the Fair Use Policy ("Fair Use Promotions").

AXECOM RESERVES THE RIGHT TO VARY THE TERMS OF THE FAIR USE POLICY FROM TIME TO TIME IF

- Your usage of any NBN specific Speed Telecom Services is unreasonable; or
- Your participation in a Fair Use Promotion is excessive or unreasonable, as defined below.

UNREASONABLE USE

- It is unreasonable use of Axecom NBN specific Services where your use is reasonably considered by Axecom to be fraudulent or to adversely affect the Axecom NBN related Network or other Speed Telecom customer's use of or access to Axecom NBN specific Service or the Speed Telecom NBN related Network.
- It is unreasonable use of a Fair Use Promotion where your participation in a Fair Use Promotion is reasonably considered by Speed Telecom to be fraudulent or to adversely affect the Axecom NBN related Network or other Speed Telecom customer's use of or access to a Axecom NBN specific Service or the Speed Telecom NBN related Network.
- Among other things, "fraudulent use" includes supplying a Speed Telecom NBN specific Service without Axecom's consent so that someone else may access or use Speed Telecom NBN specific Services or take advantage of a Fair Use Promotion.

EXCESSIVE USE

If your usage of Axecom NBN specific Services is deemed as excessive, we may contact you and request that you decrease your usage. If your usage continues at a level deemed excessive, we may suspend or terminate your service.

AXECOM CONSIDERS EXCESSIVE USE BEING

NBN specific Voice Service - 2000 minutes per month
NBN specific Inbound Voice Service - 1100 minutes per month

OUR RIGHTS

- Where you are in breach of this Fair Use Policy for NBN Services, Axecom may contact you to discuss changing your usage so that it conforms to this Fair Use Policy.
- If after Axecom has contacted you, your excessive or unreasonable use of NBN specific Services continues, Speed Telecom may, without further notice to you:
- Suspend or limit the NBN specific Service (or any feature of it) for any period we think is reasonably necessary; and/or
- Terminate your agreement in accordance with the NBN Customer Terms, and with the Terms and Conditions of the Standard Form of Agreement.

FOR MORE INFORMATION ON OUR FAIR USE POLICY - NBN SERVICES, PLEASE CONTACT US.

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