

MODEXIA NETWORK SALES & BILLING POLICY

1. SERVICE LEVEL AGREEMENTS (SLA)

Our contracts guarantee specific uptime based on the package.

- **Enterprise Users: Guaranteed 99.9% Uptime.**
- **SLA Breach Penalty: If uptime drops below 99.9% in a month, Modexia credits the client 10% of their monthly bill for every hour of downtime.**
- **Home Users: "Best Effort" service. No financial credits for outages under 24 hours.**

2. BILLING & SUSPENSION LOGIC

- **Grace Period: Clients have 5 days after the Due Date to pay without penalty.**
- **Soft Suspension: At 7 days overdue, speed is throttled to 2 Mbps.**
- **Hard Suspension: At 15 days overdue, the port is administratively shut down. A \$50 Reconnection Fee applies to restore service.**

3. FAIR USAGE POLICY (FUP)

- **Home Users: Unlimited data, but speeds are throttled if usage exceeds 1TB/month.**
- **Enterprise Users: Truly uncapped and unthrottled.**