

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.