

FAIR USE POLICY FOR MOBILE SERVICES FROM UPC BUSINESS

The Business Mobile subscription is designed for standard use by business customers. If usage deviates considerably from standard use or if there are reasonable indications that the SIM card is being used for special purposes (e.g. machine-machine, direct dialling or continuous connections, video telephony, call centre services, permanent monitoring services or extensive analogue data transmission), UPC reserves the right to suspend the service at any time, to restrict it or to take another suitable measure.

- a) By **"normal use"**, we understand the normal mobile use of the SIM card in a handset/smartphone for voice, SMS/MMS and Internet connections.
- b) **Any considerable deviation from normal use** or other **special applications** mean that the subscription is being misused or used for purposes outside the scope of a normal mobile connection.

Examples include:

- monitoring applications with video, photo, voice or webcams
- usage of the SIM card in a gateway or router
- wifi hotspot device, USB modem
- machine-to-machine connections
- use as a gateway
- direct dialling and permanent connections, dedicated lines
- stationary use only
- user behaviour displaying intensive use of the available network capacity such that network availability is severely affected for other customers.

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