Fair Usage Policy (FUP)

The Fair Usage Policy applies to uncapped subscribers using ADSL or FTTH services from 1Mbps to 100Mbps. Actual line speeds could vary on the Telkom network due to certain limitations attributed to ADSL or FTTH.

Subscriber line speed will be reduced as per the table below in a three-tiered manner, based on total data used during a calendar month. Once a subscriber has reached the FUP thresholds, as detailed below, the available line speed will be reduced accordingly.

The service will then continue to be provided at the final FUP rate limit until the end of the month, and will reset on the 1st day of the new month. The 1Mbps uncapped service is FUP-exempt, meaning the line speed on Vox Telecom’s network will not be reduced during the month.

Examples:

100Mbps Uncapped: (FTTH only)
- At 1000GB consumed (66% of soft cap) – drop speed to 50Mbps
- At 1250GB consumed (83% of soft cap) – drop speed to 25Mbps
- At 1500GB consumed (100% of soft cap) – drop speed to 10Mbps until end of month

40Mbps Uncapped:
- At 750GB consumed (60% of soft cap) – drop speed to 20Mbps
- At 1000GB consumed (80% of soft cap) – drop speed to 10Mbps
- At 1250GB consumed (100% of soft cap) – drop speed to 5Mbps until end of month

20Mbps Uncapped:
- At 500GB consumed (50% of soft cap) – drop speed to 10Mbps
- At 750GB consumed (75% of soft cap) – drop speed to 5Mbps
- At 1000GB consumed (100% of soft cap) – drop speed to 2Mbps until end of month

10Mbps Uncapped:
- At 200GB consumed (30% of soft cap) – drop speed to 5Mbps
- At 400GB consumed (60% of soft cap) – drop speed to 2Mbps
- At 650GB consumed (100% of soft cap) – drop speed to 1Mbps until end of month

8Mbps Uncapped:
- At 160GB consumed (30% of soft cap) – drop speed to 4Mbps
- At 320GB consumed (60% of soft cap) – drop speed to 2Mbps
- At 520GB consumed (100% of soft cap) – drop speed to 1Mbps until end of month

4Mbps Uncapped:
- At 80GB consumed (30% of soft cap) – drop speed to 2Mbps
- At 160GB consumed (60% of soft cap) – drop speed to 1Mbps
- At 260GB consumed (100% of soft cap) – remain at 1Mbps until end of month
2Mbps Uncapped:
- At 40GB consumed, drop speed to 1Mbps, and remains at 1Mbps until end of month

1Mbps Uncapped: **EXCLUDED FROM FAIR USE POLICY**

<table>
<thead>
<tr>
<th>Uncapped Data Product</th>
<th>Line Speed</th>
<th>FUP threshold 1</th>
<th>FUP threshold 2</th>
<th>FUP threshold 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Usage Total</td>
<td>Line Speed</td>
<td>Usage Total</td>
<td>Line Speed</td>
</tr>
<tr>
<td>Home Uncapped 100Mbps</td>
<td>up to 100Mbps</td>
<td>1000GB 50Mbps</td>
<td>1250GB 25Mbps</td>
<td>1500GB 10Mbps</td>
</tr>
<tr>
<td>Home Uncapped 40Mbps</td>
<td>up to 40Mbps</td>
<td>750GB 20Mbps</td>
<td>1000GB 10Mbps</td>
<td>1250GB 5Mbps</td>
</tr>
<tr>
<td>Home Uncapped 20Mbps</td>
<td>up to 20Mbps</td>
<td>500GB 10Mbps</td>
<td>750GB 5Mbps</td>
<td>1000GB 2Mbps</td>
</tr>
<tr>
<td>Home Uncapped 10Mbps</td>
<td>up to 10Mbps</td>
<td>200GB 5Mbps</td>
<td>400GB 2Mbps</td>
<td>650GB 1Mbps</td>
</tr>
<tr>
<td>Home Uncapped 8Mbps</td>
<td>up to 8Mbps</td>
<td>160GB 4Mbps</td>
<td>320GB 2Mbps</td>
<td>520GB 1Mbps</td>
</tr>
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<td>up to 4Mbps</td>
<td>80GB 2Mbps</td>
<td>160GB 1Mbps</td>
<td>260GB 1Mbps</td>
</tr>
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<td>up to 2Mbps</td>
<td>40GB 1Mbps</td>
<td>80GB 1Mbps</td>
<td>160GB 1Mbps</td>
</tr>
<tr>
<td>Home Uncapped 1Mbps</td>
<td>up to 1Mbps</td>
<td>N/A 1Mbps</td>
<td>N/A 1Mbps</td>
<td>N/A 1Mbps</td>
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</tbody>
</table>