



## Service Fair Usage Policy

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## 1. Overview

At IFA Telecom, we prioritise the provision of equitable access to our services for all eligible customers. In our rapidly evolving digital landscape, the necessity for a Fair Usage Policy (FUP) has never been more critical.

### 1.1 Ensuring Equitable Access

Our Fair Usage Policy is intended to guarantee that every customer can access our telecommunication and broadband services without interruption. As the demand for data and voice services increases, the FUP prevents any individual user from monopolising bandwidth, ensuring a high-quality experience for everyone.

### 1.2 Promoting Network Integrity

The reliability of our networks is essential in delivering the quality services our customers expect. By implementing guidelines through the Fair Usage Policy, we effectively manage network traffic, facilitating optimal performance for all users. This proactive management allows us to tackle potential issues before they impact service.

### 1.3 Sustaining Service Quality

An effective Fair Usage Policy is crucial for maintaining the high standards of our services. By monitoring and managing usage, we can mitigate congestion and ensure consistent service speeds. Promoting responsible usage allows us to accommodate a broader customer base while preserving the quality that our users have come to expect.

### 1.4 Encouraging Responsible Usage

Our Fair Usage Policy serves as a framework that encourages responsible service usage. By clarifying reasonable usage expectations, we aim to cultivate a community of conscious users, leading to more sustainable behaviours and a healthier network environment.

### 1.5 Adaptability to Changes

Given the rapid advancements within the industry and variable user requirements, our Fair Usage Policy remains flexible. We reserve the right to amend its terms as needed to adapt to changing market conditions, emerging technologies, and shifting user behaviours, ensuring we continue to meet customer needs while upholding service standards.

### 1.6 Exceptions and Special Circumstances

In certain situations, such as emergencies or unique customer needs, exceptions to this policy may be considered. Please contact us to discuss any special requirements.

### 1.7 Policy Review Schedule

This policy is reviewed annually to ensure relevance and effectiveness, responding to technological developments and customer needs.

In summary, our Fair Usage Policy is vital for balancing individual customer needs and ensuring fair access for all. Through responsible usage promotion, quality service maintenance, and adaptability, we are committed to delivering exceptional service that meets our customers' communication requirements.

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## 2. Conditions for Policy Enforcement

At IFA Telecom, we aim to guarantee that all customers enjoy a fair experience when using our services. We may invoke the Fair Usage Policy under specific circumstances, which include:

### 2.1 Excessive Utilisation of IFA Telecom Services

Should we determine that your usage of our telecommunication or broadband services exceeds reasonable limits, we may act. Excessive usage may include consistently high data consumption, frequent use of voice services, or excessive service utilisation during peak periods that negatively affects other customers' experiences. We monitor usage patterns to ensure

compliance with consumer expectations. If your usage is identified as excessive, we may contact you to discuss the matter and explore possible solutions.

2.2 Excessive Participation in Fair Usage Offers

In cases where your involvement in promotional Fair Usage Offers—such as "Unlimited" offers—exceeds normal usage levels, we may need to address the situation. If your high-frequency access, excessive downloads, or uploads significantly surpass typical levels associated with these offers, we may reach out to clarify the offer terms and discuss suitable usage guidelines.

Our goal in enforcing this policy is not to hinder usage unnecessarily but to protect service quality for all. By outlining these enforcement conditions, we can collaborate with customers to ensure a fair and enjoyable experience.

3. Definitions of Excessive Use

IFA Telecom defines excessive usage in terms of its impact on network integrity and customer experience. Usage is considered excessive if it appears fraudulent, undermines network performance, or adversely affects other customers' access to our services.

3.1 Fraudulent Activity

We regard usage as fraudulent if it involves actions such as sharing IFA Telecom services without consent, allowing unauthorised access, or exploiting promotional offers contrary to intended use. Such conduct compromises service quality and violates the trust between IFA Telecom and our customers.

3.2 Detrimental Impact on the Network

If a customer's usage places undue strain on the IFA Telecom network—causing congestion, reduced speeds, or service interruptions for others—this will be classified as excessive. Examples include consistently high data consumption or frequent use of bandwidth-intensive applications during peak hours.

3.3 Impact on Other Customers

A customer's participation in Fair Usage Offers is deemed excessive if it disrupts another customer's access to services. This includes cases where high usage leads to network slowdowns or service interruptions that affect the overall experience for other users.

4. Fair Usage Policy Limits

To promote a fair and equitable experience for all IFA Telecom customers, we have established specific usage limits for our services. These limits are designed to ensure that every customer can enjoy uninterrupted access to our telecommunication and broadband offerings while protecting the integrity of the network. By adhering to these guidelines, we can better manage network resources, maintain service quality, and prevent any single user from disproportionately affecting the experience of others. Please refer to the table below for detailed information regarding the specific limits associated with each plan type. You're understanding and cooperation in following these limits are greatly appreciated as they help us sustain a high standard of service for all users.

| Plan Types                   | Normal                  |
|------------------------------|-------------------------|
| Unlimited Landline Calls     | 3,000 Minutes Per Month |
| Unlimited Irish Mobile Calls | 1,500 Minutes Per Month |
| Unlimited Broadband Plans    | No Broadband Limits     |

You're understanding and cooperation in adhering to these limits are greatly appreciated, as they help us sustain high service standards for all users.