

## Lebara Fair Usage Policy

*Lebara is committed to providing the best service to its customers. To ensure that all our customers are treated fairly, we have imposed some controls (i.e., this Fair Usage Policy or "FUP") to make sure that our service is not misused or used for purposes that are illegal or likely to cause harm to the network.*

1. This FUP forms part of the Lebara's general Terms and Conditions and your use of the service shall be in accordance with this policy.
2. The service is provided solely for your legitimate, private, personal and domestic use.
3. You may not use our service is not used for any activity that is unlawful, or which may cause distress, detriment, harm, or inconvenience to any other person. Prohibited uses of the service include (but are not limited to) using it:
  - a) for anything unlawful, immoral or improper, indecent obscene, harassing, harmful, unauthorised, defamatory, offensive and/or fraudulent purpose or to cause any injury, offence or annoyance to any person or to send unsolicited commercial messages to any person;
  - b) to make offensive or nuisance communications in whatever form, or to make or receive reverse charge calls;
  - c) to send, receive, upload, download or otherwise facilitate any material which is offensive, indecent, defamatory, of a menacing nature, a nuisance, a breach of privacy, an infringement of copyright or any other intellectual property right or otherwise unlawful;
  - d) to cause the operation of the network or the quality of the service to be jeopardised, impaired or interrupted or to interfere with the integrity or security of any telecommunications or IT network or system, nor to misuse and/or abuse the service and/or the network;
  - e) to access or use content in a way that infringes the rights of others;
  - f) to gain, permit or actively or inactively allow any third party to attempt to gain unauthorised access to the service or network;
  - g) to incite, encourage or induce members of the public to make calls to a particular number simultaneously;
  - h) to connect a device to the network solely for the purpose of directing calls and messages to another network operator (a GSM Gateway);
  - i) to obtain uninterrupted use of the Service through an automatic dialling system;
  - j) to send mass commercial or non-commercial communications using automated or unautomated systems (spam); and/or,
  - k) to spread virus and/or other code that has contaminating or destructive elements.
4. Lebara will monitor accounts for illegitimate usage of the service. If, in Lebara's reasonable opinion, you are abusing and/or misusing the service in any way, and/or your usage impacts on the integrity of the network, we may also ask you to moderate your behaviour. In extreme cases Lebara reserves the right restrict, suspend or terminate your service.
5. If you have any questions or concerns regarding this policy, please contact Customer Services who will be happy to assist.