

# FAIR & ACCEPTABLE USE OF MTC SERVICES

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## 1. PREAMBLE

- 1.1 The rules as set out in this document relates to the Customer's use of MTC's Services.
- 1.2 It is intended to ensure that the Services provided to the Customer are of value, fast and reliable.
- 1.3 It sets out all the uses of the Services that MTC may consider unfair or unacceptable.
- 1.4 The Customer is expected to ensure that any use of MTC Services, by him/herself or others via his/her account, complies with these Rules, failing which MTC shall:
  - i). send the Customer a notice to stop the unfair or unacceptable use(s) or;
  - ii). terminate or suspend the Customer's services, with or without notice, as MTC considers appropriate in the circumstances.
- 1.5 These Rules together with the Terms and Conditions of Subscriber Service Agreement shall be binding to the Customer.

## 2. PROHIBITED AND/ OR UNACCEPTABLE USES

- 2.1 The Customer shall not use MTC Services for:
  - i). unlawful, illegal activities;
  - ii). sending, receiving, publishing, uploading, downloading or using any material which is offensive;
  - iii). breach of the intellectual property, privacy or any other rights of any person;
  - iv). knowingly or negligently creating, transmitting any electronic material which are likely to interrupt or damage the functionality of any computer software, hardware or telecommunications equipment network or services owned by MTC or any other Internet user or person;
  - v). granting access to the Services to others not located at the premises at which the Services are connected, or, in any way reselling or re-providing the Services to third parties;

## 3. SECURITY AND UNAUTHORIZED USE

- 3.1 The Customer shall be responsible for protecting security information from any unauthorized person. Such information shall include information controlling access to any equipment, computer hardware systems or networks or any computer software or applications or any other services accessed by the Customer.
- 3.2 The Customer undertakes not to circumvent the user authentication or security process of a host or network.
- 3.3 The Customer shall be responsible for all uses made of the Services through his/her account and for any breach of this Policy whether or not the Customer has knowledge of such use or breach.

## 4. EXCESSIVE NETWORK USAGE BY A CUSTOMER

- 4.1 There is no limit on the monthly network usage. However, depending on the customer's product / package, should a Customer's usage reach 50G or 90GB (whichever is applicable) within one Billing Cycle month, the downloading and uploading speed shall be reduced to 512kbps for 3G packages and 1Mbps for 4G packages for the remainder of the Billing Cycle month notwithstanding the fact that payments or additional Bundles have been made or purchased.
- 4.2 This Policy is applicable to all existing and future services offered by MTC unless stated otherwise at the discretion of MTC. MTC reserves the rights to change this Policy at any time at its own discretion without prior notice.