

AXIS FOR BUSINESS GOOD NETWORK POLICY - MAY 2016

These are Axis Telecom Limited's terms and conditions for the provision of Services in Great Britain. Please read these terms and conditions carefully to ensure you fully understand your commitment and our obligations because you will be bound by these terms & conditions once a contract comes into existence between you and us.

We want to make sure all our customers receive the best possible service from their Axis Mobile service. So in line with the industry we have our Good Network Policy. These guidelines are in place to ensure that all our customers get the mobile experience they expect.

During certain hours of the day, some parts of our network can become congested, meaning that the data experience for some customers is not as good as what they anticipate. In order to ensure that all customers get the network experience they expect we aim to keep everyone moving equally by monitoring data flowing across the network.

If we believe that some people are consistently compromising the data flow of all our other customers we will be asking them to reduce their usage and we may not renew the monthly unlimited calls and data package so that we can protect the rest of the network and maintain a good network experience for others.

For most customers, your usage of the network will be entirely fine. The sorts of things that might make your usage increase are:

- Streaming movies to your phone
- Downloading large files to your phone
- Making excessive numbers of calls.

The Unlimited SIM is for smartphone usage only. The SIM is not to be used for tethering or on any other device such as MiFi devices, tablets, laptops or dongles.

If you are concerned about your usage, please get in touch and we can give you tips on how to avoid impacting the service of others without impacting your experience.

We recommend where possible connecting your smartphone to the internet via WIFI where possible as this is often free and more cost effective for you as a business.