
FAIR GO POLICY

1. Fair Go Policy

The purpose of our Fair Go Policy is to ensure that all our customers

- can access our services; and
- do not use our services in a manner that we consider 'unreasonable' or 'unacceptable'.

In addition, the Fair Go Policy sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies.

It also explains how we provide certain streaming services to you, as well as what steps we take to manage our network in times of congestion.

The Fair Go Policy applies to all our services.

2. General

If you are a residential customer our services are for your personal use only.

If you are a business customer, including a small to medium business customer, our services are for your use in the ordinary course of business.

You may not use the service in a manner which is 'unreasonable' or 'unacceptable'.

3. Unreasonable use

We consider your use of the service unreasonable if you use it in a manner which is other than it was intended for.

Here are some examples of uses which we consider 'unreasonable'. This is not intended to be an exhaustive list:

- if you are a residential customer using the service in a way which could not be reasonably regarded as ordinary personal use (eg a residential product cannot be used for commercial purposes);
- if you are a business customer, including a small to medium business customer, using the service in way which could not be reasonably regarded as ordinary business use;
- using the service for fraudulent purposes;
- abnormal or excessive use of back to base services;
- SIM boxing or using the service in connection with a device that switches or re-routes calls to or from our network to another carrier's network;
- wholesaling any service or using the service in connection with any device that switches or reroutes calls potentially keeping a line open for hours;
- using the service to wholesale supply of any service (including transit, refile or aggregate domestic or international traffic) on our network.
- Calling 13xx or 18xx numbers to make indirect calls through other providers (eg. through a calling card);
- using the service for the purposes of arbitrage;

- using the service in connection with a device that automatically dials numbers either from a list or are generated randomly;
- using the service to make or receive calls on our network for the purposes of resale, resupply or commercial exploitation; or
- using the service for continuously call forwarding or multiple simultaneous calling;
- using the service for bulk messaging;
- using a 'mobile voice' SIM card in a non 'mobile voice' device; or
- using the service for anything which isn't standard person to person communication.

4. Unacceptable use

You may not use our services in any manner which improperly interferes with another person's use of our services or for illegal or unlawful purposes. You may not use any equipment or devices on our network (including SIM cards) which have not been approved by us. We consider the use of our services or unauthorised equipment in this way to be unacceptable.

Here are some examples of uses which we consider 'unacceptable'. This is not intended to be an exhaustive list:

- if you provide us with false user information to use the service;
- using any equipment or device (including SIM card) on our network which has not been authorised by us;
- using the service to send unsolicited or unwanted commercial electronic messages to individuals or businesses;
- using the service to gain improper access to another person's private or personal information;
- using the service to distribute or make available indecent, obscene, offensive, pornographic, illegal or confidential material;
- using the service to defame, harass or abuse anyone or violate their privacy;
- contravening any applicable laws when you use the service;
- using the service to communicate with emergency service organisations where an emergency situation does not exist;
- using the service to distribute or make available material that is misleading or deceptive as to your identity;
- infringing any person's intellectual property rights, including copyright, when you use the service;
- using the service to monitor data or traffic on any network or system if you do not have the authorisation of the owner of the network or system to do so;
- using the service in a way which interferes or disrupts the service, any computer system access through it or any other person's use of it;
- using the service to obtain or attempt to obtain unauthorised access to any computer, system or network; or

- using the service in a manner designed to compromise the security or interfere with the operation of the service or any other computer, system or network.

5. Your use of the Internet

Where our products and services allow you access to the internet, you are responsible for any use or misuse of the services, even if they were used, with or without your consent, by another person who gains access to them.

You are responsible for all risks associated with use of an Optus service. Optus does not bear any responsibility or liability relating to your use of the internet. For further information about online safety please visit www.optus.com.au/internetsecurity or contact us to discuss using a filtering or security solution with your service.

You are responsible for any content you publish online or via email. We encourage you to use appropriate warnings and precautions in respect of content which is likely to be considered unsuitable for children.

You must comply with any rules imposed by any third party whose content or service you access using your Optus service. You may not copy, publish, re-publish, re-distribute, re-communicate, or otherwise commercially exploit such content in any form or by any method whatsoever. This prohibition includes framing, linking, posting in news groups and any other form of copying unless approved by the content provider.

We may block access to, remove, or refuse to post any content which you attempt to post which we consider offensive, indecent, unlawful or otherwise inappropriate regardless of whether such content is actually unlawful.

We may be directed by a regulatory or other law enforcement body to remove content from our servers or to prevent users from accessing content from the Internet. We may also be required to remove copyright materials from our servers or to prevent users from accessing copyright materials from the Internet by a copyright owner.

6. Monitoring Compliance

We are under no obligation to monitor your transmissions or any content you publish using the service. However, we may from time to time monitor transmissions or published content to protect our network, our other customers and the general public as well as to ensure you are complying with the terms of this policy. We may need to disclose any findings as required to regulatory authorities.

We take active steps to minimise the amount of spam on our network, which may include:

- Restricting your ability to forward emails
- Limiting your access to the service to a closed user group relevant to your use of the service
- Requiring you to rectify any misconfigured mail and / or proxy servers

We may provide your username, IP address or identifying material to law enforcement authorities when required to do so.

7. Streaming Services

Optus provides a number of streaming services over its mobile and fixed networks. Depending on the value of your plan, these streaming services may be:

- (a) included as part of your plan, or available for purchase as a 'bolt-on' if you connected to an eligible plan prior to 21 May 2018; or

- (b) may be available as an optional extra either at no additional cost or to purchase as a 'bolt-on' if you connected to an eligible plan on or after 21 May 2018.

Generally speaking use of these streaming services (excluding embedded advertisements and the like) will not count towards any data inclusions in your plan. To ensure that all our customers receive an optimal streaming experience the following rules will apply to each streaming service as described below. Any breach of these rules will constitute a breach of the Fair Go Policy.

Music Streaming without using your plans data (Selected Prepaid Mobile plans, introduced May 2016. Updated in August 2016 to apply to selected Postpaid Mobile and Mobile Broadband Plans).

- This streaming service is for your single usage of audio music streaming through the included mobile music service apps only (as at August 2017: Google Play Music, Spotify, iHeartRadio). Tethering is not permitted.
- For technical reasons song downloads, mobile and mobile broadband WiFi hotspots, video content, non-music audio content and other data such as DRM pings, analytics and advertisements is excluded and will incur data charges.
- The delivery of this service will not exceed 512 kbps. This includes if you choose to download a playlist. This throughput speed is designed to allow a single user to stream audio music through the included mobile music service apps.

Movies & TV Streaming without using your plans data (Selected Postpaid Mobile and Mobile Broadband plans, introduced August 2016)

- This streaming service is for your single usage of video streaming through the included mobile video service apps only (as at May 2018: Netflix, Stan, ABC Kids iView ABC iView: Netflix and Presto). Tethering is not permitted.
- For technical reasons downloads, mobile and mobile broadband WiFi hotspots, streaming or casting on TVs (such as through Chromecast and Apple TV), and other data such as DRM pings, advertisements, authentication and app analytics are excluded and will incur data charges.
- The delivery of this service will not exceed 1.536 Mbps. This includes if you choose to download any video. This throughput speed is designed to allow a single user to stream in SD quality on mobile and tablet devices only through the included mobile video service apps. It is not suitable for HD quality video, or viewing through TVs or big screens.
- Optus-supplied 4G compatible devices will receive the optimal experience with this service. Check your device to see if it is Optus 4G compatible.

8. Network Protection Rules

The following Network Protection Rules apply to all customers on the Unleashed Mobile 12M SIM Only Plans from 1 March 2018.

During peak periods and in congested areas, we manage network congestion by deprioritising the heaviest data users who may experience slower download speeds. This means that some data traffic receives priority over other traffic to provide an overall better network experience for the majority of users.

You will be able to download and stream music and standard definition (SD) video at up to 1.536Mbps to your mobile handset. You will be able to download and stream music and SD video by tethering devices to your mobile handset at up to 1.536Mbps total speed combined.

Your service may be slowed, suspended, terminated or restricted for misuse, abnormal use, interference with our network or with our ability to provide quality service to other users or for not complying with these Network Protection rules.

Your data may be slowed, suspended, terminated or restricted if you attempt to bypass these Network Protection Rules including but not limited to:

- using encryption for the purposes of bypassing video, music and tethering detection
- using Apps that are designed to bypass video, music and tethering detection for the purposes of bypassing speed throttles

Only mobile smartphones, tablets and feature phones are allowed on this Unleashed Mobile 12M SIM Only Plans. All other devices will be blocked e.g. Wi-Fi routers, Hot spot pocket modems, etc.

9. Breach of the Fair Go Policy

If you breach any part of this Fair Go Policy we will, generally speaking, contact you and, if appropriate, ask you to modify your use of the service. If you do not modify your use of the service we may suspend or cancel your service without notice to you.

However, in certain circumstances such as illegality, or non-ordinary use, we reserve the right to suspend or cancel your service immediately and without notice to you.

Upon cancellation of an account, we are authorised to delete any files, programs, data and email messages (where you have an Optus-supplied email address) associated with the account.