

# Ansar Mobile Fair Usage Policy

- **Introduction - What you need to know about our Policy**

1. This Fair Usage Policy ("Policy") sets out an acceptable level of conduct between REDtone and you when using the Service(s). We believe that all users should be responsible in their usage and how it affects other users.
2. To maintain the quality and performance of our Service(s) and to ensure the highest level of service performance for all users - which could be disrupted by usage patterns of a small number of customers - we have established this Fair Use Policy ("Policy") for the Service(s). This Policy is designed to prevent the abuse of our Service(s). Our Service(s) are for use only in accordance with the Ansar Mobile Prepaid Service – Terms & Conditions ("APTC"), General Terms & Conditions of Service(s) – Ansar Mobile Business Customers ("GTCBC") and Service Specific Terms and Conditions ("SSTC") applicable to you.
3. If you need a 1:1 service and exclusive access to your bandwidth, you will need an internet leased line.
4. This Policy is in place with a view to ensure all customers have a good user experience.
5. We may, from time to time, change this Policy, which will be posted on our official website at <https://www.ansarmobile.com.my/terms-and-conditions/> Please visit our official website regularly to determine any changes to this Policy. Your continued use of the Service(s) after the Effective Date of any revisions/changes to the Policy constitutes unconditional acceptance by you of such revisions/changes and you shall be bound by the same.
6. This Policy supplements the APTC, GTCBC and SSTC for the Service(s).