



Fair Use Policy for Mobile services from UPC

August 2022

Mobile from UPC is suitable for **normal, private use**. If **use differs considerably from normal use** or there is good reason to believe that the SIM is being used for **special purposes** (e.g. monitoring applications, machine-machine, direct dialling or permanent connections), UPC reserves the right to restrict or discontinue the service provision at any time or to take other appropriate action.

a) By **«normal, private use»**, we understand **the normal use of the SIM for private purposes** in a handset/smartphone for voice, SMS/MMS and Internet connections. The customer must reside in Switzerland, i.e. his or her place of residence with the intention of remaining permanently must be in Switzerland. In particular, the SIM must be registered on the Swiss network of UPC Mobile for more than 50% of the time within an observation period of 4 months or 50% or more of the use within an observation period of 4 months must have taken place on the Swiss network of UPC Mobile. In this case, use is unlimited.

b) **Any considerable deviation from normal use** or other **special applications** mean that the subscription is being misused or used for purposes outside the scope of a normal mobile connection.

Examples include:

- monitoring applications with video, photo, voice or webcams
- use of the SIM in a gateway, router, WiFi hotspot device or USB modem
- machine-to-machine connections
- use as a gateway
- direct dialling and permanent connections, dedicated lines
- stationary use only
- user behaviour displaying intensive use of the available network capacity such that network availability is severely affected for other customers.

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