

Freedom Mobile wants all of our customers to get the best service, to be free to communicate without limitations and with the best possible conditions. To ensure that all of our customers are able to enjoy optimal service, we have a Fair Usage Policy that applies to the Data, Voice and Text services you use both on and off the Freedom Mobile network.

Data Services:

The following is applicable for all Freedom Mobile plans activated prior to April 9th, 2015. For plans activated on or after April 9th, 2015, please refer to the plan description.

Our Data Fair Usage Policy specifies that if you exceed the data usage levels in this policy for your type of plan or add-on, we may slow your speed so that all Freedom Mobile customers can better share the network and enjoy quality access to the Internet.

USAGE	TYPE OF PLAN AND ADD-ON	Freedom Mobile Home Data Usage Within Your Billing Cycle	US Roaming Data Usage Within Your Billing Cycle
Smartphone	Unlimited Smartphone Data Plans and Add-Ons	5GB	-
	With Premium Data Add-Ons	10 GB	-
Mobile Internet	Unlimited Mobile Internet Plans	10 GB	-
Smartphone Mobile Internet	Unlimited Roaming Add-on	-	1 GB

Given the rate at which most of our customers consume data, you are unlikely to exceed the data usage levels specified in this policy in any given billing cycle unless you use file sharing applications or download large files from the Internet. If we elect to slow your speeds when your data usage first exceeds the thresholds outlined above, we will slow your speed to a speed of 256 kilobits per second for downloads and 128 kilobits per second for uploads. This should not affect any applications that require less than 256 kilobits-per-second of download bandwidth or 128 kilobits-per-second of upload bandwidth (such as browsing, email, voice over IP or voice streaming applications), but could affect the performance of applications that normally require greater bandwidth (e.g. video streaming or peer-to-peer file sharing). In extreme cases, and if your data usage levels within the applicable billing cycle continue to be high and to exceed the usage levels specified in this policy, we reserve the right to slow your speed down to a maximum of 32 kilobits-per-second of download bandwidth and 16 kilobits-per-second of upload bandwidth. At this rate only Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging) will continue to work- but at a slower speed. If we elect to slow your speeds, we will do so only until the end of the applicable billing cycle.

To help manage your data usage, we will send a text message (free of charge) or email (if you registered your correct email address on your account) notifying you that you are close to exceeding the levels of data consumption described above and we will send you further notifications advising you of the application of the

Data Fair Usage Policy after you have reached the data usage levels set out above.

You can also take steps to monitor your own usage proactively. For example, our mobile Internet customers can use the “Connection Manager” feature to determine how much data they have used monthly; smartphone customers can track usage on their phone or login to My Account at www.Freedommobile.ca/MyAccount for any detailed usage information.

Voice Services:

Unlimited voice services are provided primarily for live dialog between two individuals and, like all our services, are provided for personal use only. If your use of our unlimited voice services (including conference calling or call forwarding) is deemed to have a negative impact on Freedom Mobile or our partners’ network and everyone’s ability to enjoy our services, Freedom Mobile may, at its option, terminate or suspend your service, or change your plan to one with no unlimited usage components. This includes, but is not limited to:

- Voice usage that grossly exceeds the average typical consumer usage.
- Voice calls that are deemed to have abnormal durations. For example: many short calls to different phone numbers or few calls of long duration.
- Voice services that are used for data transmissions, transmission of broadcasts, monitoring services, transmission of recorded material, or other connections which don’t consist of uninterrupted live dialog between two individuals.

All calls will be disconnected and require a re-dial after a 2 hour duration. Where reasonable, Freedom Mobile will provide you with notice of improper usage before suspension or termination of your service and, if appropriate, Freedom Mobile may offer you an alternative plan.

If you subscribe to our US Unlimited plans or add-on your voice usage may not exceed 2,400 minutes (40 hours) over any one billing cycle. If you exceed that number of minutes we will suspend your roaming services until the end of the applicable billing cycle. To help manage your voice usage, we will send a text message (free of charge) notifying you that you are close to reaching 2,400 minutes and will send another text message if your roaming services have been suspended.

Messaging Services:

Unlimited messaging services are provided primarily for messaging between two individuals. If your use of our unlimited messaging services grossly exceeds average typical consumer usage, Freedom Mobile may, at its option, terminate your service or change your plan to one with no unlimited usage components. Where reasonable, Freedom Mobile will provide you with notice of improper usage before suspension or termination of your service and, if appropriate, Freedom Mobile may offer you an alternative plan.

Roaming Services:

Our services and rate plans are designed for you to use predominantly in our service area. If your usage over a prolonged period of time is not predominantly in our service area, we may terminate your service or restrict your ability to receive service on our partner’s networks.

Data Fair Usage Policy



* To learn more about our plans and add-ons, go to www.freedommobile.ca

** To find out when your monthly billing cycle begins and ends, please go to www.freedommobile.ca/MyAccount If your service isn't one that is subject to a monthly billing cycle, your monthly cycle will start on your service activation day.