



## Appendix C: Fair Usage Policy

Effective as of November 21, 2023

### 1. Data Services

#### *IN-MARKET PLANS ON OR AFTER JULY 27, 2023*

All plans have access to the 4G LTE and 3G networks, with certain plans also having additional access to Freedom Mobile's 5G network, as further detailed below. For in-market plans on or after July 27, 2023 that do not have 5G access, their 4G LTE and 3G data speeds will vary and maximum speeds under optimal conditions will not exceed 100 megabits per second for downloads and 100 megabits per second for uploads for 4G LTE connections.

#### **Prepaid Plans**

These are plans that are only accessible with the prepaid payment type. These plans have access to the 4G LTE and 3G networks. To have access to data or to continue to have access to data beyond your plan's full speed data allotment, you must subscribe to a monthly data add-on or purchase a one-time data pass.

#### **5G Unlimited Plans**

These plans have access to Freedom Mobile's 5G network when you are within our 5G coverage area and use a device with SIM card that are both compatible with the Freedom Mobile 5G network. Otherwise, you will continue to access the 4G LTE and 3G networks in their applicable coverage areas.

Even after you've used your monthly data allotment, you can still use data at reduced speeds in Canada, the U.S. and Mexico (as applicable) without additional charges. This is subject, at all times, to reasonable usage limits for personal use by an individual.

If your data allotment is depleted within the current billing cycle, we will slow your:

- Freedom Network data speeds down to 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: web browsing, email, instant messaging, voice over IP services, or low-quality audio streaming), but could affect the performance of applications that normally require greater bandwidth (such as: video streaming or peer-to-peer file sharing).
- Nationwide Network data speeds down to 128 kilobits per second for downloads and 64 kilobits per second for uploads. At this rate, Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging, or low-quality voice over IP services) will continue to work, but at a slower speed.

For plans that have a data allotment that includes access to U.S., or U.S. and Mexico, data roaming, if your applicable data allotment is depleted within the current billing cycle, we will slow your U.S., or U.S. and Mexico, data roaming speeds down to 128 kilobits per second for downloads and 64 kilobits per second for uploads. At this rate, Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging, or low-quality voice over IP services) will continue to work, but at a slower speed.

For plans that include a data allotment with access to data roaming in other destinations (such as the Roam Beyond plan), if your applicable data allotment is depleted within the current billing cycle, you will not have access to any additional data in those destinations unless you purchase a one-time data pass.

#### **4G LTE Plans**

These plans have access to the 4G LTE and 3G networks.

Even after you've used your monthly data allotment, you can still use data at reduced speeds without additional charges. This is subject, at all times, to reasonable usage limits for personal use by an individual.

If your data allotment is depleted within the current billing cycle, we will slow your:

- Freedom Network data speeds down to 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: web browsing, email, instant messaging, voice over IP services, or low-quality audio streaming), but could affect the performance of applications that normally require greater bandwidth (such as: video streaming or peer-to-peer file sharing).
- Nationwide Network data speeds down to 128 kilobits per second for downloads and 64 kilobits per second for uploads. At this rate, Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging, or low-quality voice over IP services) will continue to work, but at a slower speed.

#### **Tablet and Watch Plans**

These plans have access to the 4G LTE and 3G networks.

To access data beyond your monthly data allotment, you must subscribe to a monthly data add-on or purchase a one-time data pass, if available for your plan.

#### ***IN-MARKET PLANS FROM APRIL 9, 2015 TO JULY 26, 2023***

These plans have access to the 4G LTE and 3G networks. Plans with a monthly recurring charge of \$45 per month (after Digital Discount) or higher also have access to Freedom Mobile's 5G network when you are within our 5G coverage area and use a device with SIM card that are both compatible with the Freedom Mobile 5G network. Otherwise, you will continue to access the 4G LTE and 3G networks in their applicable coverage areas.

#### **Prepaid Plans**

These are plans that are only accessible with the prepaid payment type. To have access to data or to continue to have access to data beyond your plan's full speed data allotment, you must subscribe to a monthly data add-on or purchase a one-time data pass.

**Plans that 1) are named "Big Gig Unlimited" or "Unlimited", 2) are named "Everywhere" or "Big Gig" & include Freedom and Nationwide data, and/or 3) have U.S. data included**

Even after you've used your monthly data allotment, you can still use data at reduced speeds without additional charges. This is subject, at all times, to reasonable usage limits for personal use by an individual.

For plans that have a data allotment that includes access to Freedom Network data, if your applicable data allotment is depleted within the current billing cycle, we will slow your Freedom Network data speeds down to 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: web browsing, email, voice over IP services, or low-quality audio streaming), but could affect the performance of applications that normally require greater bandwidth (e.g., video streaming or peer-to-peer file sharing).

For plans that have a data allotment that includes access to Nationwide Network data, if your applicable data allotment is depleted within the current billing cycle, we will slow your Nationwide Network data speeds down to 128 kilobits per second for downloads and 64 kilobits per second for uploads. At this rate Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging, or low-quality voice over IP services) will continue to work, but at a slower speed.

For plans that have a data allotment that includes access to U.S. data roaming, if your applicable data allotment is depleted within the current billing cycle, we will slow your U.S. data roaming speeds down to 128 kilobits per second for downloads and 64 kilobits per second for uploads. At this rate Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging, or low-quality voice over IP services) will continue to work, but at a slower speed.

#### **Tablet and Watch Plans**

To access data beyond your monthly data allotment, you must subscribe to a monthly data add-on or purchase a one-time data pass, if available for your plan.

#### **Other Plans**

Even after you've used your monthly data allotment, you can still use data at reduced speeds without additional charges. This is subject, at all times, to reasonable usage limits for personal use by an individual.

For plans that have a data allotment that includes access to Freedom Network data, if your applicable data allotment is depleted within the current billing cycle, we will slow your Freedom Network data speeds down to 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: web browsing, email, voice over IP services, or low-quality audio streaming), but could affect the performance of applications that normally require greater bandwidth (e.g., video streaming or peer-to-peer file sharing). Thereafter, if your Freedom Network data usage levels within the current billing cycle continue to be high, we reserve the right to slow your speeds down to a maximum of 64 kilobits per second for downloads and 32 kilobits per second for uploads. At this rate, Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, or instant messaging) will continue to work, but at a slower speed.

For plans that have a data allotment that includes access to Nationwide Network data, if your applicable data allotment is depleted within the current billing cycle, we will slow your Nationwide Network data speeds down to 128 kilobits per second for downloads and 64 kilobits per second for uploads. At this rate Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, instant messaging, or low-quality voice over IP services) will continue to work, but at a slower speed. Thereafter, if your Nationwide Network data usage levels within the current billing cycle continue to be high, we reserve the right to slow your speeds down to a maximum of 64 kilobits per second for downloads and 32 kilobits per second for uploads. At this rate, Internet applications that do not require significant bandwidth nor real time streaming performance (such as: web browsing, email, or instant messaging) will continue to work, but at a slower speed.

For plans that do not include access to Nationwide Network data, to have access to Nationwide Network data, you must subscribe to a monthly data add-on or purchase a one-time data pass.

## IN-MARKET PLANS BEFORE APRIL 9, 2015

These plans have access to the 4G LTE and 3G networks. Smartphone plans with a monthly recurring charge of \$45 per month (after Digital Discount) or higher also have access to Freedom Mobile's 5G network when you are within our 5G coverage area and use a device with SIM card that are both compatible with the Freedom Mobile 5G network. Otherwise, you will continue to access the 4G LTE and 3G networks in their applicable coverage area.

| Usage                      | Type of Plan and Add-on                     | Network Data Usage Within Your Billing Cycle | U.S. Roaming Data Usage Within Your Billing Cycle |
|----------------------------|---|--|---|
| Smartphone                 | Unlimited Smartphone Data Plans and Add-ons | 5 GB (Freedom Nationwide)                    | N/A   |
|                            | With Premium Data Add-ons                   | 10 GB (Freedom Nationwide)                   | N/A   |
| Mobile Internet            | Unlimited Mobile Internet Plans             | 10 GB (Freedom Network)                      | N/A   |
| Smartphone Mobile Internet | Unlimited Roaming Add-on                    | N/A  | 1 GB  |

## ALL PLANS

To help manage your data usage, we will send a text message (free of charge) or email (to the email address on your account) notifying you that you are close to exceeding your maximum monthly data allotment and we will send you further notifications advising you of the application of the Data Fair Usage Policy after you have reached your maximum monthly allotment.

Notwithstanding the above, if we determine, in our sole discretion, that your usage is excessive or unreasonable, we reserve the right to further limit or restrict your usage or to terminate your subscription to your specific plan or the Services generally and to refuse to provide you Services thereafter. We will use reasonable efforts to notify you if we decide to take such actions, but we also reserve the right to do so without notice.

You can also take steps to monitor your own usage proactively. For example, smartphone customers can track usage on their phone, or you can log in to My Account at [freedommobile.ca/myaccount](http://freedommobile.ca/myaccount) for detailed usage information.

## 2. 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 plans that include roaming minutes, your voice usage is limited to the number of minutes identified in your plan over any one billing cycle. If you exceed that number of minutes we will suspend your voice 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 the allotted number of minutes in your plan and will send another text message if your roaming services have been suspended.

## 3. 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.

## 4. Roaming Services:

Our services and rate plans are designed for you to use predominantly on the Freedom Network. If the majority of your voice, text or data usage over consecutive billing cycles is not on the Freedom Network, we may terminate your service or restrict your ability to receive service on our third party service provider's networks.