

Product Specific Terms and Conditions

The provisioning of Twoobii Fixed Fee Broadband Services is subject to Q-KON's Standard Terms and Conditions, as well as the Product Specific Terms and Conditions listed below. Where there is any conflict between the Standard Terms and Conditions and the Product Specific Terms and Conditions, the last mentioned shall prevail.

1. SERVICE DESCRIPTION

Twoobii is a fixed-fee service that provides continued broadband user access based on a particular service profile. The services profiles are defined to implement a balance between cost and performance as well as eliminating the classical disadvantages of a shared access service such as high service contention ratios and poor data speeds.

2. SERVICE PROFILES TYPICALLY CONSISTS OF:

Profile Name	Maximum Upload Data Rate	Maximum Download Data Rate	Monthly Fair Use Policy Allowance
Business 4-30	1 Mbps	4 Mbps	30 GB
Business 6-45	2 Mbps	6 Mbps	45 GB
Business 8-60	3 Mbps	8 Mbps	60 GB
Business 10-75	3 Mbps	10 Mbps	75 GB

3. SERVICE DEFINITIONS:

Service Profile Name: This is the unique service profile name for clear communication both commercially and technically.

Max Upload Data Rate: This is the maximum data rate that the particular site or service can be operated.

Max Download Rate: This is the maximum download data rate limit set for the user site.

Data Usage Allowance: Because the Twoobii service is a "fixed=fee" service, also generally understood as an uncapped service, it is important to provide users with a quantified service level expectation for a particular service profile. The data usage allowance is the parameter that gives users an indication of the data volume each service profile is designed for.

Twoobii services for user applications that require more data usage per month should upgrade to a higher service profile.

Fair Use Policy: In order to maintain the overall network service quality, the Twoobii service management platform does also include options to balance the network performance in the event that sites exceed the allocated monthly usage allowance.

4. FAIR USE POLICY RULES:

- Each site is configured with a service profile, and each service profile has a defined maximum upload and download speed as well as a data usage allowance.
- For service management purposes each monthly usage allowance is divided into a daily allowance. For example, the Business 4-30 service profile has a monthly data usage allowance of 30 GB which is then applied at 1 GB per day.
- When the daily data usage service allowance is reached, the maximum download data rate will be limited to 25% of the said profile rate for the remainder of that day. Data speed is reset to the maximum download data rate at the start of the next day.

In the Business 4-30 example the daily allowance is 1 GB per day at a data rate of 1 Mbps / 4 Mbps. Once the data usage reaches 1 GB for the day, then the Fair Use Policy will apply which will set the download data rates at 25% of the nominal rate, i.e. 1 Mbps / 1 Mbps.



- First time activated sites start with the daily data usage service allowance allotted and not a pro rata calculated monthly data usage service allowance. In the case of a Business 4-30 service profile which is activated on the 15th of the month, the daily data usage service allowance will start with 1 GB and not a pro-rata total of 15 GB. The daily allowance of 1 GB will be added the next day on a daily basis. However, the service management platform will calculate the applicable services fees on a pro rata basis for first time activated sites and issue the invoice accordingly.
- Daily allowances are permitted to roll-over to the next day and accumulate to the next day's total up to the daily FUP allowance.
- The service does not provide for any top-up packages. For example, If the 30 GB data usage service allotment is not enough for the site, then an upgrade to the next service profile is recommended.
- Customers will be migrated to the next Service profile and billed accordingly if actual usage for the contracted profile is exceeded for three (3) consecutive months.

5. SUMMARY FAIR USE POLICY DAILY ALLOWANCES

Profile Name	Upload Speed	Download Speed	FUP Allowance	Daily Allowance	Speed after FUP Usage (Upload / Download)
Business 4-30	1 Mbps	4 Mbps	30 GB	1 GB	1 Mbps/1 Mbps
Business 6-45	2 Mbps	6 Mbps	45 GB	1.5 GB	2 Mbps/1.5 Mbps
Business 8-60	3 Mbps	8 Mbps	60 GB	2 GB	3 Mbps/2 Mbps
Business 10-75	3 Mbps	10 Mbps	75 GB	2.5 GB	3 Mbps/2.5 Mbps