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## MOBILE SERVICE SCHEDULE – MOBILE BROADBAND

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The following additional terms and conditions apply to the provision of Mobile Broadband.

### 1 DEFINITIONS

In this Service Schedule, in addition to those terms defined in the General Conditions, the Mobile Terms and the Mobile Equipment Terms, the following terms and expressions apply:

TERM / EXPRESSION	MEANING
“Mobile Broadband”	means the Mobile Service under which O2 enables the Customer to use the Internet to send and receive data over the Network using approved Mobile Equipment containing a SIM Card.

### 2 MOBILE SERVICE

Mobile Broadband is a “Mobile Service” and the Mobile Terms will apply to this Service.

### 3 SERVICE STANDARDS

- 3.1 Connection speeds are subject to various factors including Network coverage and signal strength and therefore O2 cannot guarantee that the Customer’s connection will reach any specific speeds.
- 3.2 Use of Mobile Broadband is subject to the Customer using a compatible laptop or mobile handheld device. The Customer is responsible for ensuring they meet minimum system requirements, as specified by O2, in order to use the service.
- 3.3 Data usage can be monitored through the “Connection Manager” software. Data usage is displayed by calendar month and may not match the Customer’s billing period so must be used as guidance only.

### 4 CUSTOMER OBLIGATIONS

- 4.1 The Customer must tell O2 immediately upon becoming aware of any improper disclosure of security information or unauthorised use of Mobile Broadband through the Customer’s account.
- 4.2 An excessive usage policy operates and the Customer shall ensure the Mobile Broadband is not used:
  - a) in, or connected to, any other device excluding a USB modem or data card; or
  - b) to allow the continuous streaming of any audio/video content, to enable Voice over Internet Protocol (VoIP), to use Peer to Peer (P2P) software or for file sharing.

If O2 reasonably suspects the Customer is not acting in accordance with this policy O2 shall contact the Customer with its concerns and reserves the right to impose further Charges and/or impose network protection controls which may reduce the Customer’s speed of transmission.