

GTA Wireless Data Fair Usage Policy
Revised 01/01/2019

I. Purpose. This Wireless Data Fair Usage Policy is intended to ensure that all GTA customers are able to enjoy optimal data usage on our network. Excessive data usage by a small number of customers in any given area can negatively impact the quality of service for other customers by reducing Internet speeds, delaying text messages, and increasing dropped calls. This Policy governs the use of GTA’s Wireless Data Network and is in addition to GTA’s General Terms and Conditions. This Policy may be modified at any time by GTA.

II. Data Usage. If you exceed the Wireless Data Usage Limit specified in this Policy for your type of plan or add-on, we may slow your speed so that all GTA customers can better share the network and enjoy quality access to the Internet. If you are on an unlimited data plan, your usage will remain unlimited, though your speed will be reduced after periods of excessive data usage.

III. Wireless Data Services. GTA’s wireless data services are intended to be used for the following permitted activities: web browsing, email, viewing videos, uploading and downloading applications and content to and from the Internet or third-party application stores, and using applications and content without excessively contributing to network congestion. GTA’s Wireless Data Services are not intended to replace or act as fixed broadband services (high-speed data transmission to homes or businesses).

IV. Wireless Data Plans.

A. Customers on No Data Overage Postpaid Plans will experience reduced speeds when they have consumed their High Speed Data Usage Limits.

| NO DATA OVERAGE POSTPAID PLAN | HIGH SPEED DATA USAGE LIMIT |
|--|-----------------------------|
| 2014 \$40 Postpaid Plan 2014 \$55 Postpaid Plan 2014 \$20 1GB Data Standalone Lifeline Data Standalone 2017 | 1GB |
| \$30 Postpaid Plan | 3GB |
| 2014 \$30 5GB Data Standalone 2015 \$50 Postpaid Plan 2018 \$50 Postpaid Plan Data Standalone 5GB | 5GB |
| 2014 \$65 Postpaid Plan | 8GB |
| 2014 \$85 Postpaid Plan 2014 \$50 10GB Data Standalone | 10GB |
| 2015 \$70 Postpaid Plan 2014 \$95 Postpaid Plan Data Standalone 15GB | 15GB |
| 2014 \$75 Postpaid Plan 2015 \$115 Postpaid Plan | 20GB |

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|--|------|
| 2015 \$80 Postpaid Plan 2017 \$80 Postpaid Plan Data Standalone 25GB | 25GB |
| 2015 \$90 Postpaid Plan | 35GB |
| Data Standalone 40GB | 40GB |

Customers on Data Overage Postpaid Plans will be charged for Data Overages once they have consumed their Data Plan Usage Limits

| DATA OVERAGE POSTPAID PLAN | DATA USAGE LIMIT |
|-----------------------------------|-------------------------|
| 300MB Data Add on | 300MB |
| 300MB Data Standalone | |
| 2015 \$40 Postpaid Plan | 500MB |
| 1GB Data Standalone 2013 | 1GB |
| 2013 Postpaid Plan 50 | |
| Wireless Bundle 50 | |
| Wireless Bundle 50 Domestic LD | 2GB |
| 2013 Postpaid Plan 60 | |
| Wireless Bundle 60 | |
| Wireless Bundle 70 | 4GB |
| 2013 Postpaid Plan 70 | |
| 5GB Data Add On | 5GB |
| 5GB Data Standalone | |
| Data Add On 5GB | |
| iPhone iPlan 5GB | |
| Data Add On 10GB | 10GB |
| Data Standalone 10GB | |
| iPhone iPlan 10GB | |
| GovGuam 10GB Data Standalone | |
| Data Standalone 30GB | 30GB |

Effective September 1, 2015, customers on Legacy Unlimited Plans will experience reduced speeds once they have consumed 40GB of data.

| LEGACY UNLIMITED POSTPAID PLANS | |
|--|-------------------------------|
| 2008 Data Plan | BlackBerry Add-on |
| 2008 ESS Data Plan | BlackBerry BES \$39.95 Add On |
| 2008 Military Plan BlackBerry Add On | BlackBerry BES \$49.95 Add On |
| 2008 Military US Data Roaming | BlackBerry BES Add On |
| 2010 GSM All Local / Data Add On | BlackBerry BIS Add On |
| 2010 GSM Local / BB Add On | BlackBerry SIMPLE Add-on |
| 2010 Local / iPhone iPlan Add On | BPL/GPA Data Standalone |
| 2010 One - BB (BIS) | Data Add On |
| 2010 One - Data (BlackBerry BES) | Data Add On MTM |
| 2010 One - Data (BlackBerry BIS) | Fleet Management Data Plan |

| | |
|-----------------------------------|--------------------------------|
| 2010 One - Data (iPhone) | Fleet Management Service |
| 2010 One Smartphone Data Plan | GFT BlackBerry Addon |
| 2010 Power Plan BB Add On BES | GFT Data Add On |
| 2010 Power Plan BB Add On BIS | GFT Data Standalone |
| 2010 Power Plan Int. Data Roaming | GovGuam Non BB Data Plan |
| 2010 Power Plan USA Data Roaming | GPRS/EDGE/3G Data Add On |
| 2011 Data Add On | GPRS/EDGE/3G Data Standalone |
| 2011 Data Add On No Contract | iPhone iPlan |
| 2011 iPhone iPlan | iPhone iPlan - Provision Only |
| 2013 Additional Data Plan | Move With It - BlackBerry |
| 2013 Data Standalone Plan | Wireless Bundle 80 |
| 2013 GovGuam BB Local Data | Wireless Bundle 80 Domestic LD |
| 2013 Postpaid Plan 80 | |

V. Notifications and Speed Reductions.

A. If you are on a No Data Overage Postpaid Plan:

- i. You will not be billed for any data overages if you exceed your High Speed Data Usage Limit.
- ii. You will receive free courtesy notifications when you consume 65%, 90%, 100% and 200% of your plan's High Speed Data Usage Limit.
- iii. At 100% of your High Speed Data Usage Limit, your Wireless Data speed will be reduced to 512Kbps for the remaining time in your present billing cycle. For the 2018 \$30 and \$50 Postpaid Plans (ONLY), your Wireless Data speed will be reduced to 128Kbps (if you are on a contract) or 512Kbps (if you are not on a contract) for the remaining time in your present billing cycle.
- iv. At 200% of your High Speed Data Usage Limit, your Wireless Data speed will be reduced to 256Kbps for the remaining time in your present billing cycle. For the 2018 \$30 and \$50 Postpaid Plans (ONLY), your Wireless Data speed will be reduced to 56Kbps (if you are on a contract) or 256Kbps (if you are not on a contract) for the remaining time in your present billing cycle.
- v. The limit on your Wireless Data speed will end and your High Speed Data Usage Limit will reset at the start of your next billing cycle. High Speed Wireless Data will resume and your High Speed Data Usage Limit will be reset at the start of your next new billing cycle.

B. If you are on a Data Overage Postpaid Plan:

- i. You will be billed for data overages if you exceed your Data Usage Limit.

- ii. You will receive free courtesy notifications when you consume 65%, 90%, and 100% of your plan's Data Usage Limit.
- iii. At 100% of your Data Usage Limit, you will be billed for overages in the remaining time of that billing cycle but your high-speed Wireless Data will not be reduced unless you use more than 40GB of data in the month.
- iv. Your plan's Data Usage Limit will be reset at the start of the next new billing cycle.

C. Excessive Data Usage and Network Management Practice for Legacy Unlimited Postpaid Plans and Data Overage Postpaid Plans (effective 9/1/2015):

- i. GTA has established a network management practice to minimize the impact of excessive usage from a very small percentage of customers who use more than 40GB of data per month causing network congestion affecting all customers. This practice is intended to protect the GTA network and to optimize network usage for all customers. We recommend customers who use more than 40GB of data per billing cycle to sign up for Home Internet Services. Mobile Internet service is not a broadband replacement. It is ideal for when you are mobile and when you need to access the web while on the go.
- ii. Any customers on a Voice, SMS and Data Overage Postpaid Plans or Legacy Unlimited Postpaid Plans, who approach 40GB of data usage, will receive a free notification at 26GB, 36GB and 40GB. Upon reaching 40GB usage, your Wireless Data speed will be reduced to 512Kbps for the remaining time in your present billing cycle. Overages will be charged only if you are on a plan that charges for data overages. Overages will not be charged if you are on a Legacy Unlimited Data Postpaid Plan.
- iii. The restriction on your Wireless Data speed will end and your data usage amount will reset at the start of your next new billing cycle.

D. Roaming Data Usage:

- i. When data is used outside of Guam, you will receive free courtesy notification upon accumulating \$50, \$75, \$100, \$250 and 500 worth of data roaming charges. GTA may be unable to send courtesy notifications depending on your device or data plan. Please call 1-671-644-4482 for more details.
- ii. Upon reaching \$500 worth of data roaming charges your data roaming services may be automatically shut off. You may re-enable roaming by calling GTA Customer Care at 1-671-644-4482. You may be required to make an advance payment to have roaming re-enabled.

E. If you are on a Lifeline Plan:

- i. You will not be billed for any data overages if you exceed your High Speed Data Usage Limit.
- ii. You will receive free courtesy notifications when you consume 65%, 90% and 100% of your plan's High Speed Data Usage Limit.
- iii. At 100% of your High Speed Data Usage Limit, your Wireless Data speed will be reduced to 56 kbps for the remaining time in your present billing cycle.
- iv. The limit on your Wireless Data speed will end and your High Speed Data Usage Limit will reset at the start of your next billing cycle. High Speed Wireless Data will resume and your High Speed Data Usage Limit will be reset at the start of your next new billing cycle.

F. Notifications:

- i. If you have wireless Voice and SMS services with GTA, you will receive notifications of data usage levels by text message to your wireless device.
- ii. If you are on a data only or data standalone plan, which does not include Voice and SMS services, you will not be able to receive text messages and you must provide GTA with a valid, working email address that can receive email messages, and update that information if your email address changes.
- iii. Notifications provided under this Policy are for customer courtesy and convenience only. Failure to receive notifications, for any reason, will not affect the applicability of this Policy.

VI. **Wireless Data Promotion**

- i. GTA may offer wireless data promotions in which customers will have usage based on 2G, 3G, 4G and/or LTE technology on specific plan(s) for a limited time. Data speeds may be reduced based on the conditions of the promotion and may be changed at any time. Customers may be subject to reduced speeds in the event of network congestion.

VII. **Data Usage Tips**

- A. GTA offers a wide variety of products, services and data plans to meet your needs. To help ensure your satisfaction, we allow customers to upgrade their plans even while under contract. As your usage and needs change, please contact GTA Customer care at 1-671-644-4482 to get an evaluation of other options that might better suit your needs.
- B. Given the rate at which more than 95 percent of our customers consume data, you are unlikely to exceed your plan's Data Usage Limit unless you are video streaming on applications such as Netflix, Hulu, and Facetime, or tethering to a computer or tablet for long periods of time, or using file sharing applications, or downloading large files from the Internet.

- C. You can better control your data usage by monitoring usage with a data usage tracker application and connecting to Wi-Fi networks whenever they are available.
- D. You can better understand how much data your activities use by using our data usage calculator at www.gta.net/data-calculator . For activities that use high amounts of data, check out GTA s Internet service options.