

## TERMS AND CONDITIONS FOR P1 HOT ZONE SERVICES

These terms and conditions govern all services and equipment (collectively, "**Service**"), including any subscriber premises equipment ("**Subscriber Premise Equipment**"), provided by Packet One Networks (Malaysia) Sdn Bhd (571389-H) ("**Service Provider**") to you ("**Subscriber**").

(each of Service Provider and Subscriber are also hereinafter referred to collectively as "**Parties**" and individually as "**Party**").

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE ACCEPTING THE SERVICE. BY CLICKING THE 'ACCEPT' BUTTON AT THE END OF THESE TERMS AND CONDITIONS, SUBSCRIBER CONFIRMS ACCEPTANCE OF THESE TERMS AND CONDITIONS.

SERVICE PROVIDER RESERVES THE RIGHT TO UPDATE OR REVISE THESE TERMS AND CONDITIONS FROM TIME TO TIME. SERVICE PROVIDER MAY GIVE NOTICE OF AMENDMENT TO SUBSCRIBER IN SUCH A MANNER AS SERVICE PROVIDER DEEMS APPROPRIATE. CONTINUATION IN THE ACCESS OR USE OF THE SERVICE SIGNIFIES ACCEPTANCE BY SUBSCRIBER OF CHANGES TO THESE TERMS AND CONDITIONS.

1.	Definitions and Interpretation .....	3
2.	Provision of Services.....	3
3.	Commencement of Service .....	3
4.	Application for the Service .....	3
5.	Service Availability.....	3
6.	Fees.....	4
7.	Payment.....	4
8.	Alteration/Modification/Restoration/Investigation.....	5
9.	Subscriber's Responsibilities.....	5
10.	Prohibited Use.....	6
11.	Security.....	6
12.	Suspension of Service .....	7
13.	Change of Subscriber's Details.....	7
14.	Term .....	8
15.	Termination .....	8
16.	Disclaimer .....	9
17.	Indemnity .....	10
18.	Confidential Information.....	10
19.	Entire Agreement .....	11
20.	Severability.....	11
21.	Assignment.....	11
22.	Indulgence and waiver .....	11
23.	Notice .....	12
24.	Force Majeure .....	12
25.	Governing Law and Forum .....	12
26.	Taxes .....	12
27.	Subscriber's Warranties and Acknowledgement .....	13
28.	Schedules Integral to this Agreement.....	14

## 1. Definitions and Interpretation

The following words have the following meanings in this Agreement, unless the contrary intention appears:

“Activation Date” means the date when the Service commences, as more particularly described in Clause 3.3;

“Initial Term” means the initial tenure of this Agreement, as more particularly described in Clause 14;

“Registration Date” has the meaning ascribed to it in Clause 3.1;

“Renewal Term” means the renewed tenure of this Agreement, as more particularly described in Clause 14;

“Service” is defined to include all services as set forth in the service specific schedule attached hereto;

“Termination Sum” has the meaning ascribed to it in Clause 14.3; and

“Terms” has the meaning ascribed to it in Clause 2.

## 2. Provision of Services

Service Provider agrees to provide and Subscriber agrees to use the Service subject to these terms and conditions, including any schedules and exhibits, as amended by Service Provider from time to time (“**Terms**”).

## 3. Commencement of Service

3.1 These Terms shall become effective on the date on which Service Provider receives the electronic registration from the Subscriber via the Service Providers registration portal (“**Registration Date**”) and, subject to contrary provisions provided herein, shall continue to be effective until all Service provided hereunder has expired or duly terminated.

3.2 Service Provider reserves the right to decline any application without assigning any reason thereto.

3.3 The Service (as defined below) shall commence on the date on which the Service is ready to be activated by Subscriber (“**Activation Date**”).

## 4. Application for the Service

4.1 Subscriber shall ensure that all information submitted to Service Provider for the purpose of subscribing to the Service is accurate, current and complete and Subscriber undertakes to inform Service Provider accordance with Clause 13 below.

## 5. Service Availability

- 5.1 Service is available in areas where Subscriber is able to connect to Service Providers network where Service Provider will provide the list of available areas through the Service Providers website at [www.p1.com.my](http://www.p1.com.my) .

## **6. Fees**

- 6.1 Except as otherwise provided in these Terms, the first month's fees for the Service shall be payable in advance to Service Provider. The subsequent months' fees shall be payable at the end of the relevant month. Subscriber shall be liable for and shall promptly pay to Service Provider, within the time period specified in Service Provider's bill for the Service, all charges, fees, rentals, costs or other amounts whatsoever as shown in Service Provider's bill, notwithstanding that Subscriber may dispute the same for any reason(s) whatsoever.
- 6.2 In the event of suspension or termination of the Service at any time during the subsistence of this Agreement, except where such suspension or termination arises from Service Provider's breach or fault or an event of Force Majeure, Subscriber shall be liable to pay to Service Provider:
- (i) for any early termination, a termination fee equivalent to all fees which shall have been payable by Subscriber to Service Provider had such Service not been terminated prior to the end of this Agreement; or
  - (ii) for any suspension, a suspension fee equivalent to all fees which shall have been payable by Subscriber to Service Provider had such Service not been suspended prior to the end of this Agreement.
- 6.3 Service Provider may from time to time revise the activation fee, monthly subscription fee and any other fees and charges for the Service. Service Provider may decrease the fees or charges without providing advance notice. Increases to the fees or charges for the Service are to take effect on such effective dates as may be specified by Service Provider provided that such effective dates shall be no sooner than thirty (30) days after Service Provider posts them on the website [www.p1.com.my](http://www.p1.com.my) .

## **7. Payment**

- 7.1 In the event the amount stated in Service Provider's bill or any part thereof remains unpaid after the due date, Service Provider reserves the right to charge Subscriber interest on the sum that remains unpaid at the rate of ten percent (10%) interest per annum to be calculated on a daily basis from the due date to the date of full payment. Acceptance of late or partial payments (even if marked "Paid in Full" or with other restrictions) shall not waive any of the rights of Service Provider to collect the full amount of the charges for the Service. Notice of any disputes must be made by Subscriber in writing to

Service Provider within thirty (30) days of the date of the relevant bill or Subscriber will waive any objection.

7.2 The billing date will commence from the Activation Date. Service Provider will post the customers bills online and no physical bills will be provided.

7.3 Subscriber acknowledges that non-receipt of any statement of account, bill, statement or any correspondence in relation to the Service subscribed shall not be a valid reason for Subscriber to withhold or delay any outstanding payments to Service Provider.

## **8. Alteration/Modification/Restoration/Investigation**

Any alteration/modification/restoration/investigation to the Service or Service configuration, and/or relocation of the Service based on Subscriber's request is chargeable to Subscriber at a rate as specified in the Application Form or any other rate as may be specified by Service Provider from time to time.

## **9. Subscriber's Responsibilities**

9.1 Subscriber shall:

- (i) be responsible for the set-up or configuration of his/her/its own equipment for access to the Service;
- (ii) comply with all notices or instructions given by Service Provider from time to time in respect of the use of the Service;
- (iii) be solely responsible for obtaining, at his/her/its own cost, all licences, permits, consents, approvals as may be required for using the Service;
- (iv) comply with the rules of any network to which Subscriber has access through the Service;
- (v) comply with and not contravene any and all applicable laws and regulations of Malaysia, whether relating to the Service or otherwise including but not limited to the Communications and Multimedia Act 1998;
- (vi) be solely responsible for all information retrieved, stored and transmitted by Subscriber through the use of the Service;
- (vii) obtain Service Provider's prior approval before making any changes to the network configuration and interconnecting the private network to any public network;
- (viii) be responsible for ensuring that Subscriber's personal computer is equipped with the necessary network card;
- (ix) pay and settle all fees and any other charges due to Service Provider in accordance with these Terms;
- (x) abide and adhere to these Terms;
- (xi) comply with the provisions of all access agreements executed between Service Provider and third parties.

## 10. Prohibited Use

### 10.1 Subscriber shall:-

- (i) not use the Service, any equipment (including any Subscriber Premise Equipment), relevant technology and intellectual property rights for any unlawful purpose including without limitation for any criminal purposes;
- (ii) not use the Service to send unsolicited electronic messages or any message which is obscene, threatening or offensive on moral, religious, racial or political grounds to any person including a company or a corporation;
- (iii) not disrupt the normal use of the Service for other subscribers;
- (iv) not compromise or infect any systems with computer viruses or otherwise;
- (v) not infringe any intellectual property rights of Service Provider, its related companies and subsidiaries or any third party;
- (vi) not gain unauthorised access to any computer system connected to the Internet or any information regarded as private by any person including a company or corporation;
- (vii) not share the Service with any person including a company or corporation without the prior written approval of Service Provider and shall use the Service only for the purpose for which it is subscribed;
- (viii) not resell or sublet the Service to any third parties;
- (ix) not modify, reverse engineer, translate, disassemble or decompile the Service and Subscriber Premise Equipment, or otherwise to attempt to derive the source code of the software that enables the Service and
- (x) not use the Service in any manner, which in the opinion of Service Provider may adversely affect the use of the Service by other subscribers or efficiency or security as a whole.

## 11. Security

- 11.1 Subscriber shall take all such measures as may be necessary to protect his/her/its own system and network.
- 11.2 Subscriber shall be responsible for maintaining the confidentiality of his/her/its passwords, if any, (including without limitation changing his/her/its passwords from time to time) and shall not reveal the same to any other person.
- 11.3 Service Provider shall not be liable for any loss Subscriber suffers as a result of not keeping his/her/its password and other security information confidential.
- 11.4 Subscriber acknowledges that Service Provider shall not be liable for the security of Subscriber's data on any of the Subscriber Premise Equipment or

passing over the Service or the Service Provider Network and that Service Provider shall have no obligation to ensure, and makes no representations or warranties concerning the security of such data. Subscriber shall be solely responsible for the data retrieved, stored or transmitted through the Service or the Service Provider Network.

- 11.5 Subscriber agrees that Service Provider is not liable for any unauthorised access to Subscriber's data even where the access occurs as a result of a fault in the Service Provider Network or any other equipment or software owned, operated or supplied by Service Provider.

## **12. Suspension of Service**

- 12.1 Without prejudice to any other rights or remedies and notwithstanding any waiver by Service Provider of any previous breach by Subscriber, Service Provider may suspend all or any of the Service for a period determined by Service Provider in its sole discretion in the event that:

- (i) any fee and/or payment due hereunder for any Service provided is not settled in full on due payment date;
- (ii) Subscriber fails to comply with these Terms;
- (iii) there is reasonable suspicion of fraudulent or illegal activity by Subscriber;
- (iv) a legal authority requests Service Provider to do so; and/or
- (v) any scheduled or unscheduled outages occur which cause interruption to the Service, including but not limited to maintenance of Service Provider's equipment or systems.

- 12.2 In the event of any suspension of the Service by Service Provider in accordance with Clause 12.1(i) and Clause 12.1(ii) hereof, Service Provider may if it deems appropriate at its sole discretion and upon such terms, as it deems proper reconnect the Service, in which event the Service and these Terms shall continue in effect as if the Service had not been suspended. Service Provider shall have the right to impose on Subscriber a reconnection fee where such suspension of the Service is in accordance with Clause 12.1(i) and Clause 12.1(ii) at a rate as specified by Service Provider from time to time.

- 12.3 For the avoidance of doubt, the abovementioned suspension exercise shall not prejudice the right of Service Provider to continuously bill Subscriber for the subscription fees and/or recover all other charges during the period of suspension.

## **13 Change of Subscriber's Details**

Subscriber shall undertake that all information provided and/or amended for the utilization of the Service Provider via the Service Provider's portal at [www.pl.com.my](http://www.pl.com.my) is correct at all times.

## 14. Term

- 14.1 This Agreement shall commence on the Service Commencement Date and continues for a period of one (1) year or in the event of any promotion held by Service Provider for the Service, such other period as may be applicable to the relevant promotions as may be prescribed by Service Provider from time to time ("Initial Term"). Upon the expiry of the Initial Term, this Agreement shall automatically extend for a further one (1) year term (each term called the "Renewal Term") unless Service Provider or Subscriber gives at least one (1) months prior written notice to the other party of its intention not to renew the Agreement for the subsequent term.
- 14.2 Notwithstanding Clause 14.1, Service Provider may at any time discontinue the Service or any part thereof or terminate the Agreement without having to give any reason by giving thirty (30) days written notice to Subscriber. Service Provider shall have no liability to Subscriber for discontinuance of the Service or any part thereof or termination of the Agreement pursuant to this Agreement.
- 14.3 Subscriber shall not be entitled to terminate the Agreement at any time and for any reason whatsoever during the Initial Term or the Renewal Term. If the Agreement is terminated by Subscriber for any reason whatsoever or by Service Provider pursuant to any of the situations specified in Clause 15 below prior to the expiry of the Initial Term or the Renewal Term, Subscriber shall be liable to pay Service Provider in full the fees and relevant service charges for the remainder of the Initial Term or each Renewal Term, as the case may be ("**Termination Sum**") and all charges and amounts outstanding as at the date of termination including accrued interests.

## 15. Termination

- 15.1 Without prejudice to any other rights or remedies of Service Provider under these Terms or at law, Service Provider may terminate any or all Service immediately, in the event:
- (i) Subscriber breaches any term, condition, undertaking or warranty hereunder and such breach shall remain unremedied for a period of thirty (30) days after receipt of the written request to remedy the same;
  - (ii) Subscriber becomes bankrupt or a receiver, receiver and manager, judicial manager, liquidator, official manager or like official is appointed over the whole or a substantial part of the undertaking or property of Subscriber;
  - (iii) any event of Force Majeure occurs as specified in Clause 24 hereof, which continues for a period of more than sixty (60) days;
  - (iv) Subscriber fails to comply with Service Provider's policy(ies) and/or instruction(s) communicated to Subscriber in writing and such non-compliance shall remain unremedied for a period of thirty (30) days after receipt of the written request to remedy the same;

- (v) Subscriber is in breach of any provision under Communication and Multimedia Act, 1998 or any other rules, regulations, by-laws, acts, ordinances or any amendments to the above; or
  - (vi) Service Provider has suspended any Service to Subscriber pursuant to Clause 12.1(i), 12.1(ii), 12.1(iii) and/or 12.1(iv) for sixty (60) days or longer.
- 15.2 Notwithstanding the termination by Service Provider pursuant to Clause 15.1, Subscriber shall remain liable for all fees due and owing to Service Provider during the subsistence of this Agreement. Such termination shall not prejudice the right of Service Provider to recover all charges, costs, and interests due and any other incidental damages incurred thereto.
- 15.3 Subject to Clause 3, Clause 6.2, Clause 14.3, Clause 15.2, Subscriber may terminate any Service upon providing thirty (30) days written notice to Service Provider.
- 15.4 Upon termination of any Service, Subscriber shall forthwith return the relevant Subscriber Premise Equipment (if any) to Service Provider in a good condition (fair wear and tear excepted).
- 15.5 Except as otherwise provided in these Terms, any fee and/or charge paid by Subscriber to Service Provider pursuant to these Terms shall not be refundable upon termination of the Service by Subscriber.
- 15.6 Service Provider shall not be liable to Subscriber for any claim for damages or costs of any nature whatsoever arising out of discontinuance of the Service due to the termination or expiration of any Service or these Terms in accordance with its term including but not limited to any claim for loss of profits or prospective profits or for anticipated loss.
- 16. Disclaimer**
- 16.1 The Service is provided on an "as is" basis. Service Provider disclaims all warranties and representations of any kind, express, implied, or statutory including without limitation the implied warranties of title, merchantability, fitness for a particular purpose and non-infringement. Company does not warrant that any of the Service and the Subscriber Premise Equipment will meet Subscriber's specific requirements or will be uninterrupted, timely, secure or error free.
- 16.2 Service Provider shall not be liable to Subscriber for any direct and incidental loss, cost, claim, liability, expenses, demands or damages whatsoever (including any loss of profits, loss of savings or incidental or consequential damages), arising out of Subscriber's use, misuse, or failure or inability to use such Subscriber Premise Equipment provided by Service Provider hereunder.

Service Provider's liability (if any) is limited to restore and if necessary to replace the Subscriber Premise Equipment if Service Provider decides that the Subscriber Premise Equipment is not in working conditions or faulty not due to Subscriber's act or omission.

- 16.3 Service Provider shall not be liable in any way whatsoever for any loss or damage to any property or injury to any person howsoever caused, whether negligent or otherwise arising out of any installation and/or configuration where such task is conducted by Subscriber.
- 16.4 While every care is taken by Service Provider in the provision of the Service, Service Provider shall not be liable for any loss of information howsoever caused whether as a result of any interruption, suspension, or termination of the Service or otherwise, or for the contents accuracy or quality of information available, received or transmitted through the Service.
- 16.5 Subscriber shall be solely responsible, and Service Provider shall not be liable in any manner whatsoever, for ensuring that in using the Service all applicable laws, rules and regulations for the use of any telecommunications systems, service or equipment shall be at all times complied with.

## **17. Indemnity**

- 17.1 Subscriber undertakes and agrees to indemnify, save and hold harmless Service Provider at all times against all actions, claims, proceedings, costs, losses and damages whatsoever including but not limited to libel, slander or infringement of copyright or other intellectual property rights or death, bodily injury or property damage howsoever arising which Service Provider may sustain, incur or pay, or as the case may be, which may be brought or established against Service Provider by any person including a company or corporation whomsoever arising out of or in connection with or by reason of the operation, provision or use of the Service and/or equipment under and pursuant to there Terms and which are attributable to the act, omission or neglect of Subscriber, his servants or agents. This paragraph shall survive termination of these Terms and the Service.
- 17.2 Service Provider shall use its best endeavours to ensure the continuity and efficiency of the Service at all times but shall not be liable for any loss, damage, consequential or otherwise, arising out of any failure of the Service caused unless such default, error, omission or loss is due to the wilful neglect or fault of Service Provider. Notwithstanding the aforementioned, the extent of Service Provider's liability shall be limited to correcting the failure of the Service only.

## **18. Confidential Information**

Subscriber shall at all times maintain the confidentiality of all information

imparted to him/her/it pursuant to these Terms and/or in connection with any Service. Subscriber shall not disclose or give to any third party any such information without the prior written consent of Service Provider.

## **19. Entire Agreement**

- 19.1 These Terms, for each Service subscribed by Subscriber provided by the Service Provider and the Addendum to the Terms and Conditions for P1 Hot Zone Services, represent the entire understanding, and constitute the whole agreement, in relation to its subject matter and supersedes any previous agreement between the Parties with respect thereto, and, without prejudice to the generality of the foregoing, excludes any warranty, condition or other undertaking implied at law or by custom.
- 19.2 In the event of a conflict between terms and conditions set forth in the main body of these Terms and the terms in a service specific schedule, the terms in the service specific schedule shall govern.

## **20. Severability**

If any provision herein contained should be invalid, illegal or unenforceable under any applicable law, such provision shall be fully severable and these Terms shall be construed as if such illegal or invalid provision had never comprised a part of these Terms and the legality and enforceability of the remaining provisions of these Terms shall not be affected or impaired in any way.

## **21. Assignment**

Subscriber shall not assign any of his/her/its rights or obligations under these Terms to any other person whatsoever. Service Provider may assign or novate these Terms to any third party and consent for the abovementioned is hereby deemed given by Subscriber.

## **22. Indulgence and waiver**

- 22.1 No delay or indulgence by Service Provider in enforcing any term or condition of these Terms or granting of time by Service Provider to Subscriber shall prejudice the rights or powers of Service Provider under these Terms or at law.
- 22.2 Failure by Service Provider to exercise any part or all of its rights under these Terms or any partial exercise shall not act as a waiver of such right nor shall any waiver by Service Provider of any breach constitute a continuing waiver in respect of any subsequent or continuing breach.

**23. Notice**

Service Provider may give notice by way of posting a notice on its website or by post, fax, e-mail or other forms of communication to Subscriber's last known address, fax, e-mail or other communication coordinates. All notices, requests or other communications required or permitted to be given or made hereunder by Subscriber to Service Provider shall be in writing and delivered either by hand, or sent by prepaid registered post addressed to Service Provider's registered office address (or such other address as Service Provider may revise from time to time). Such notices, requests or other communications shall be deemed to have been given by facsimile or e-mail immediately after transmission thereof or if sent by post (including posting on the website by Service Provider), forty-eight (48) hours after posting.

**24. Force Majeure**

26.1 Service Provider shall not be liable for any breach of these Terms arising from cause beyond its control, including but not limited to:

- (i) war, whether declared or not, civil war, civil violence, riots and revolution, acts of piracy, acts of sabotage;
- (ii) natural disasters and Acts of God, such as violent storms, cyclones, earthquakes, tidal waves, floods, destruction by lightning;
- (iii) explosions, fires, destruction of machines, of factories and of any kind of installations;
- (iv) boycotts, strikes and lock-outs of all kinds, go-slows, occupations of factories and premises, work stoppages, embargo, labour shortages or disputes, failure of the internet; and
- (v) acts of authority, whether lawful or unlawful.

24.2 Service Provider may terminate any Service by giving written notice to Subscriber, in the event that the Force Majeure event which has occurred prevents Service Provider from performing and/or continuing its obligations for more than a period of fourteen (14) days.

**25. Governing Law and Forum**

These Terms shall be governed and construed in accordance with the laws of Malaysia and the Parties hereby irrevocably submit to the non-exclusive jurisdiction of the Malaysia courts.

**26. Taxes**

Where any Goods and Services Tax (“GST”), Value Added Tax (“VAT”), Government tax or equivalents thereof, is applicable to Service Provider as the supplier under these Terms, Service Provider is entitled to charge Subscriber the GST, VAT and/or equivalents thereof payable to the government.

## **27. Subscriber’s Warranties and Acknowledgement**

27.1 Subscriber hereby warrants that:

- (i) he/she/it has the legal capacity to enter into these Terms and is not a minor; and
- (ii) if Subscriber is a body corporate, it has the required corporate authority to enter, execute and be bound by these Terms.

27.2 Subscriber acknowledges that:

- (i) he/she/it has read and fully understood all the terms and conditions herein upon clicking the ‘accept’ button herein and agrees to be bound by the same upon Service Provider accepting the application; and
- (ii) the details provided to Service Provider are true, genuine and contain the latest information and allows Service Provider to conduct independent verification of the same with any organization or body.

27.3 Subscriber further acknowledges and agrees that:

- (i) it is Service Provider’s policy to use Subscriber’s data and personal information acquired through the registration process or through Subscriber’s use of Service Provider’s products and services for its business purposes.
- (ii) Service Provider may use and/or share with its licensors Subscriber’s personal information for the purposes of customising advertisements and content on the website(s) and Service Provider’s partner sites, providing information to Subscriber of other products and services available from Service Provider, its licensors and its affiliate, processing and fulfilling Subscriber request for products and services, responding to Subscriber enquiries, conducting research for improvement of the Service and relevant technology and products, and statistical analysis and the general operation and maintenance of the Service and its related website(s).
- (iii) Service Provider will disclose Subscriber’s personal information if required to do so by law or in good faith, if such action is necessary to:

- (a) comply with any legal authority, law enforcement agency, court orders or legal process; and/or
- (b) protect and defend the rights or property of Service Provider, its licensors and its users.

**28. Schedules Integral to this Agreement**

For the avoidance of doubt, the Parties agree and understand that the contents of the schedules to this Agreement shall be deemed to form and be construed as an integral part of this Agreement and shall be binding upon them.

## SCHEDULE 1: SERVICE SPECIFIC SCHEDULE

### EXHIBIT: BROADBAND ACCESS SOLUTION POWERED BY SERVICE PROVIDER

Terms and conditions specific to this service:

1. Service Description: Wireless broadband (hereinafter called "P1 Hot Zone"), any other services that the Service Provider may decide to provide, at its sole and absolute discretion, to Subscriber.
2. Licence: Service Provider grants a non-exclusive, non-transferable licence to Subscriber to use this service (including the licence to use all necessary software in connection with this service), such licence shall be automatically revoked once the term of this service expires or once this service is terminated for whatever reason.
3. Fees: [Activation fee and fees for the first two months of any Service shall be paid by Subscriber to Service Provider on or prior to the Activation Date.]

## SCHEDULE 2: FAIR USAGE POLICY

### 1. Introduction

1.1 This Fair Usage Policy ("Policy") sets out an acceptable level of conduct between the service provider and its subscribers using the Service.

1.2 A very small number of customers use Peer to Peer or file sharing software, which constantly sends and receives video and other very large files, throughout the day. This type of activity uses a lot of bandwidth and can significantly reduce the speed at which other customers can access the internet during peak hours. Approximately 1% of customers use more than 30% of the available bandwidth during peak hours. We don't believe this is fair to the vast majority of our customers.

1.3 This fair usage policy automatically identifies the very small number of extremely heavy users and manages their bandwidth only, to protect the service for all our other customers.

1.4 The Service Provider may, from time to time, change this Policy without further notice to its subscribers. Please visit the [www.p1.com.my](http://www.p1.com.my) web page periodically to determine any changes to this Policy.

1.5 This Policy supplements the P1 Hot Zone Terms & Conditions and the General Terms and Conditions

### 2.0. Fair Usage

2.1 P1 is committed to ensuring our customers receive the best broadband performance for a competitive price. To achieve this goal we provide a contended broadband service. This means our Internet bandwidth is shared with all our customers at any one point in time

2.2 The Service Provider reserves the right to release Subscriber information pursuant to any copyright (and/or intellectual property right) infringement if it is required to do so by any law, regulatory body or court of law.

2.3 Each Subscriber's total usage per month shall NOT exceed 20GB of data volume transmitted (total upload and download usage).

### 3. Enforcement on Breach of Policy

3.1 In respect of the subscribers who are in violation of this Policy, the Service Provider may, at its option and discretion, have their bandwidth managed, service suspended or terminated (with or without notice, as the Service Provider considers appropriate).

3.2 To report any illegal or unacceptable use of P1 Hot Zone service, please send an email to [subscribercare@packet-1.com](mailto:subscribercare@packet-1.com)