



## FAQs – Fair Usage Policy

### 1. What is included in my DataRoam Saver Daily plan subscription?

For a daily flat rate, you'll enjoy unlimited data for the day.

### 2. What is Daily Fair Usage Policy?

Daily Fair Usage Policy is designed to reduce the speeds of only the 5% of users who are responsible for generating large volumes of traffic on our roaming partner's network. These users often have file-sharing software or peer-to-peer/torrent apps on their phones or tablets, and download large-format files such as music, videos and movies consistently. In order to provide customers with fast and reliable mobile internet service, all DataRoam Saver (Daily) plans and BlackBerry DataRoam plans subscribers are subject to daily fair usage policy. If Customers exceed the daily fair usage, Singtel will impose a speed limit (64kbps) on data roaming services without prior notification. This speed limit will be lifted at 00:00 hours (based on overseas time) the following day.

### 3. Is the Fair Usage Policy being communicated on the website?

Yes, you may find the Fair Usage Policy under the Terms & Conditions for DataRoam Saver at the following link: <http://info.singtel.com/personal/phones-plans/international-calling/travelling-overseas/singtel-dataroam-saver-plans>.

### 4. What is the Daily Fair Usage Limit?

The Daily Fair Usage Limit is subjected to change without prior notification depending on network capacity and traffic management.

### 5. Will I still be able to use data roaming after I have exceeded the Daily Fair Usage Limit?

You may experience difficulty with heavy internet activities like streaming and downloads but you can still continue to surf websites, use Facebook, Twitter, etc.

### 6. Are there any alternatives to increase the speed limit after I have exceeded the Daily Fair Usage Limit?

No, there are no alternatives to increase the speed limit after you have exceeded the Daily Fair Usage Limit. The Fair Usage Policy will be lifted the next day and you can continue to enjoy normal surfing speeds.

DataRoam Saver Unlimited Daily plans are generally meant for normal surfing, emails, browsing and search activities. Customers who frequently use file-sharing software or peer-to-peer/torrent apps on their phones/tablets to download large files such as music, videos and movies consistently are usually affected by Fair Usage Policy.

### 7. Why am I experiencing slow data roaming speeds?

Data roaming speed may vary depending on:

- Overseas network coverage
- Overseas network capacity
- Daily Fair Usage Policy