

ACCEPTABLE USE POLICY

INFORMATION ABOUT THE POLICY

This Document sets out the conditions under which you are able to use Better Life Mobile's services. You should read it carefully before deciding to apply for or use the services we provide. It should be read in conjunction with our General Terms.

This Policy outlines fair and acceptable use requirements so as to ensure fairness and equity amongst users and ensures that our services can be provided at the best possible value for all customers. It ensures our customers do not use Better Life Mobile services in a manner which may be deemed excessive, unreasonable or in conjunction with equipment or infrastructure not deemed reasonable for personal use.

WHO THIS POLICY APPLIES TO

This policy applies to you if you have applied for and are accessing any services offered by Better Life Mobile. It also applies during notice of termination until such time as you are disconnected from the Network and from the services we provide to you.

WHAT DOES THIS POLICY APPLY TO

This policy applies to all Better Life Mobile Plans and the use of mobile telecommunication and data services provided to you as a feature of those plans.

REASONABLE USE

Better Life Mobile products and services are for reasonable personal use only. Reasonable personal use includes making and receiving calls, sending and receiving SMS and MMS messages and the use of data services – both receiving and transmitting.

You are responsible for the service and how it is used on your devices, whether by you or by someone else and with or without your consent. For this reason, you should notify us immediately if your device

is lost or stolen or you have reason to believe your service or device is being accessed outside of your control.

UNACCEPTABLE & UNREASONABLE USE

- It is not acceptable to use Better Life Mobile services for the purposes of re-selling them, or for the commercial exploitation of our services or products (unless authorised).
- You can only use SIM cards we provide and you can only use them with devices intended for private use.
- You cannot use your service for illegal purposes.
- It is not acceptable to use our services for the purposes of endangering or threatening the safety or wellbeing of others.
- You can't make unreasonable use of our services, whereby you cause significant congestion or detrimental impact to the carrier provider, or associated services or infrastructure.
- You use your service to access media, data or material illegally
- You use the service to cause harm to others and their devices through the distribution or use of malicious viruses, software, Trojans, worms or other such means.
- Compromising the security of our service or other services and networks.
- Use our services for the distribution of Spam or unsolicited email or other information, media or data.
- Use our services or products to obtain, store or distribute explicit material considered illegal.
- Use our services or products to incite or promote illegal activity
- The Acquisition of services by providing false or fraudulent information including identification information.

OUR RIGHTS

If we reasonably consider your use of the service to be unreasonable, unlawful or unacceptable as outlined in this policy or for any other reason, we may, at our discretion, and without notice, unless required to do so by law:

- Suspend or limit the service (or any feature of it) in accordance with our agreement with you indefinitely or for a set period of time
- Terminate the service in accordance with our agreement with you.
- Notify you in writing of what you must do to correct your use and give you notice of termination should you fail to correct your use of Better Life Mobile products and/or services.

This policy is supplementary to and does not limit any other terms of use or conditions of Better Life Mobile or your legal rights or requirements of you under Australian law.