

GTA Wireless Data Fair Usage Policy
Revised December 2, 2024

I. Purpose. This Wireless Data Fair Usage Policy is intended to ensure that all GTA customers can enjoy optimal data usage on our network. Excessive data usage by a small number of customers in any given area can adversely 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 an 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 adjust 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 may 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 \$20 1GB Data Standalone	1GB
2014 \$30 5GB Data Standalone 2015 \$50 Postpaid Plan	5GB
2014 \$65 Postpaid Plan	8GB
2018 \$35 Postpaid Plan 2014 \$85 Postpaid Plan 2014 \$50 10GB Data Standalone Data Standalone 10GB Lifeline Data Standalone 2017	10GB
2018 \$55 Postpaid Plan 2015 \$70 Postpaid Plan 2014 \$95 Postpaid Plan Wireless Backup Transport DS	15GB
2014 \$75 Postpaid Plan Data Standalone 20GB	20GB
2015 \$80 Postpaid Plan 2017 \$80 Postpaid Plan	25GB

2015 \$90 Postpaid Plan	35GB
Data Standalone 40GB	40GB
Data Standalone 60GB	60GB

- B. 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
1GB Data Standalone 2013	1GB
2013 Postpaid Plan 70 2015 \$40 Postpaid Plan 300MB Data Add on Wireless Bundle 50 5GB Data Add On 5GB Data Standalone Data Add On 5GB iPhone iPlan 5GB	5GB
Data Standalone 10GB iPhone iPlan 10GB GovGuam 10GB Data Standalone	10GB

- C. Customers on Legacy Unlimited Plans will experience reduced speeds once they have consumed 40GB of data.

LEGACY UNLIMITED POSTPAID PLANS	
2010 Power Plan BB Add On BES	Data Add On
2010 Power Plan Int. Data Roaming	Fleet Management Data Plan
2010 Power Plan USA Data Roaming	Fleet Management Service
2011 iPhone iPlan	GPRS/EDGE/3G Data Add On
2013 Data Standalone Plan	GPRS/EDGE/3G Data Standalone
2013 Postpaid Plan 80	iPhone iPlan
BlackBerry BIS Add On	Wireless Bundle 80 Domestic LD

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%, 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 512Kbps for the remaining time in your present billing cycle.

- iv. Your wireless data speed limit will end, and your high-speed data usage limit will reset at the start of your next billing cycle, resuming high-speed wireless data at the beginning of each new 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. If you are on a Prepaid Plan:
- i. All prepaid subscribers will experience unlimited video streaming.
 - ii. For an optimal video experience, we recommend leaving any video streaming applications at their default automatic resolution setting.
- D. Excessive Data Usage and Network Management Practice for Legacy Unlimited Postpaid Plans and Data Overage Postpaid Plans:
- 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. All customers on a Voice, SMS and Data Overage Postpaid Plans or Legacy Unlimited Postpaid Plans, who approach 40GB of data usage, may receive a free notification at 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. Your wireless data speed limit will end, and your high-speed data usage limit will reset at the start of your next billing cycle, resuming high-speed wireless data at the beginning of each new cycle.
- E. Roaming Data Usage:

- i. When data is used outside of Guam, you will receive free courtesy notifications upon accumulating \$50, \$75, \$100, \$250 and 500 worth of data roaming charges per roaming zone. 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 per roaming zone, 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 data roaming re-enabled.
- F. 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 56Kbps for the remaining time in your present billing cycle.
 - iv. Your wireless data speed limit will end, and your high-speed data usage limit will reset at the start of your next billing cycle, resuming high-speed wireless data at the beginning of each new cycle.
- G. 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. Network Optimization Practices

- A. GTA may adopt network optimization practices designed to provide a consistent, high quality service experience for our customers. These optimization practices would be designed to manage data traffic, reduce congestion, and improve latency. They will help customers preserve their monthly high-speed data allowances by automatically managing the amount of data transmitted while ensuring they can continue to access all their favorite services from their mobile device.

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. For the best, enhanced internet broadband experience, we recommend our High-Speed Internet service for your home and/or business.