



Acceptable Use Policy for Consumer Customers

Please contact us by email help@coopmobile.coop or by phone Jersey 01534 680 068, Guernsey 01481 200 200 if you would like a large print or dyslexia friendly version of this document

COOP Mobile's Acceptable Use Policy ("AUP") sets out some conditions and restrictions with regard to your use of the COOP Mobile services (the "**Services**"). It forms part of your contract with us, along with your Terms and Conditions for using COOP Mobile (the "**Terms**"), our Privacy Notice and the Price Guide for your plan.

1. Who's who

When we say 'we', 'us' or 'our' in this Policy means Offshore Leisure Limited, trading as 'COOP Mobile', (company number 77830), with its registered address at Co-operative House, 57 Don Street, St Helier, Jersey, JE2 4TR. Any reference to 'you' or 'your', we mean you, our customer, or anyone else you allow to use the Service.

2. Updating the Policy

We may update or amend this AUP at any time, so please check our website regularly at www.coopmobile.coop (under Terms and conditions) for any updates to this AUP. Your continued use of the Service after any change to the AUP constitutes acceptance of the updated AUP.

3. Data cap

Irrespective of your Plan, your monthly data allowance is capped at 700GB.

4. Your use of our COOP Mobile Services

You may only use our Services for personal usage and not for any commercial activity.

Unlimited Plans are designed for use solely in a personal mobile phone. If we detect that an Unlimited Plan SIM has been inserted into a router, we reserve the right to throttle, suspend or terminate the Service.

You must not use the Services:

- in anyway that contravenes applicable laws or the terms of our Terms (as amended from time to time), or
- in connection with any GMS gateway or SIM box enabling the routing of calls or messages via multiple SIM connections.

Your use of our Services is also subject to any instructions we may issue to customers from time to time.

5. Breaches of the Acceptable Use Policy

A breach of this AUP will be treated as a breach of the Terms applicable to your use of the Services.