



Fair Usage Policy

We are committed to providing all of our customers with the best broadband internet experience possible. We do not block end users from accessing lawful websites, subject to reasonable network management, nor do we block applications that compete with our voice or video telephony services, subject to reasonable network management. "We", "our", and "us" refer to the Virgin Islands Telephone Corporation, VI Powernet, LLC, Vitelcom Cellular, and affiliates, as well as any other person or entity doing business as One Communications and providing services or equipment to you.

Acceptable Uses: Customers can learn more about terms and conditions and acceptable uses of our service on our website at: <https://onecommgroup.com/vi/acceptable-use-policy/>

Service Description and Performance Characteristics: Our goal is to provide you with high-speed, reliable Broadband internet services. Actual speeds may vary due to area, coverage and compression. The speeds provided to broadband customers varies by plan. For more information about the services we offer, please view our website <https://onecommgroup.com/vi/>

Network Management Practices: Our network management practices are intended to reduce network congestion and ensure that all our customers have the best Broadband internet experience possible. To ensure that all customers enjoy the best possible experience, One Communications uses the network management practices described below, which are consistent with industry standards and the FCC's Open Internet Rules. We reserve the right to limit throughput or suspend/terminate service, without notice, if service is used in a prohibited manner or if usage adversely impacts or potentially impacts our network or service levels.

Data Use Management: We provide you with data and internet service at the amounts provided in your rate plan. When you have used the amount of data allotted for a given billing period, we may reduce data speeds for the remainder of that period. The speed provided with your One Communications Broadband service may be limited once you use 600 gigabytes of data in a given month. Similarly, the speed provided with your Individual Unlimited Plan, Unlimited Family Plan, and any other mobile data plan may be limited after reaching 600 gigabytes of data in a given month.

Roaming: If more than 50% of your talk, text or data usage in a 60-day period is outside of the U.S. Virgin Islands, use of those services in those countries may be removed or limited.

MiFi devices are not eligible for roaming and can only be used inside the U.S. Virgin Islands.

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Network Optimization Practices: We use techniques such as data compression, caching and transcoding to transmit data files more efficiently on our network. Use of such network optimization techniques enables us to utilize our network capacity efficiently to benefit the greatest number of users. The network management techniques we utilize improves the overall customer experience without a noticeable impact on the content itself.