

# Business Mobile Fair Usage Policy

## General Fair Usage Policy



This fair usage policy explains your usage obligations and what will happen if your usage breaches these obligations and falls outside this policy.

You must only use our mobile service for private, personal and legitimate business purposes.

You must not use, or allow anyone else to use, our service or SIM cards for call forwarding services, concurrent calling, paging services, onward calling services or to contact numbers that pay a revenue share and you can't resell our services.

Making unusually high volumes of calls, making multiple calls at the same time or making calls to earn financial revenue or any other reward from these calls would constitute use of our services or SIM cards that falls outside this Fair Usage Policy.

You must not use our service or SIM cards to generate artificially inflated traffic or to persistently send automated or unsolicited text messages.

Sending unusually high volumes of SMS messages, sending SMS messages to an unusually large number of recipients or distribution groups or sending any automated or unsolicited SMS messages. Furthermore, sending spam text messages would fall outside this Fair Usage Policy.

You must not use our service fraudulently, in connection with a criminal offence, in breach of any law or statutory duty, to make a call or send a message or to take pictures or video or send, upload, download, use or reuse any material, which is offensive, abusive, indecent, defamatory, obscene or menacing, a nuisance or a hoax in breach of any Rights or anyone's privacy or is otherwise unlawful.

Making nuisance phone calls, unlawful file sharing, and sharing, downloading or viewing inappropriate or illegal content are examples of use that would fall outside this Fair Usage Policy.

Other activities which we reasonably believe to be outside of legitimate residential use may also be subject to the terms in this Fair Usage Policy.

### Actions we may take for breaches of fair use

If we reasonably suspect you're not behaving within this policy, we will attempt to contact you and reserve the right to:

- impose further charges for use of our service
- temporarily suspend your sim card from use
- disconnect your SIM card

### **European Union / European Economic Area Roaming Fair Usage Policy**

In addition to our General Policy, which applies whilst Roaming in any country, there are additional fair usage conditions which apply while roaming in the EU / EEA.

When roaming in the EU / EEA standard calls, texts and data within the EU / EEA or back to the UK will be charged at the same rate as your tariff the UK. This is subject to fair use for periodic travel in the EU / EE. For example, a holiday or travelling.

The indicators we will use to determine a breach of fair use include the following observed over a four-month period:

- Long inactivity of a given SIM card in the UK and used mostly, if not exclusively, while roaming is detected through billing usage records.
- Billing usage records shows a member's mobile number is being used more than 50% of the period for roaming than in the UK.
- Subscription and sequential use of multiple SIM cards by the same member while roaming

## Actions we may take for breaches of EU / EEA roaming fair use

- If the above indicators are met, we will attempt to contact you and reserve the right to:  
impose further charges for use of our service
- suspend your sim card from use
- disconnect your SIM card

## Data Roaming Fair Usage terms

We will attempt to restrict your mobile data roaming when our billing system receives information that your data usage has reached the equivalent of 50 Euros in any country. This is to protect you from high roaming costs. We will continue to do this in the EU / EEA and you will have the ability to opt out.

ValueMax+ price plan customers who are Gold with a 10GB UK data bundle may use up to 5.6GB of their data bundle in the EU / EEA whilst roaming per month. After 5.6GB is used roaming in the EU / EEA, our standard out of bundle data charges will apply. Any remaining allowance from the 10GB data bundle can continue to be used back in the UK for the current month.

ValueMax+ price plan customers who pay £2.50 per GB for an Extra Data bolt on may use a proportion of their bolt on in the EU / EEA whilst roaming per month. After the EU / EEA allowance is used, our standard out of bundle data charges will apply. Any remaining allowance from the bolt on can continue to be used back in the UK for the current month.

Price Plan	UK Data (GB)	UK Extra Data Bolt on (GB)	Total UK Data (GB)	EU / EEA Data (GB)
ValueMax+	4	0	4	4.0
		1	5	4.6
		2	6	5.3
		3	7	5.9
		4	8	6.6
		5	9	7.2
		6	10	7.8
		7	11	8.5
		8	12	9.1
		9	13	9.7
		10	14	10.4
		11	15	11.0
		12	16	11.6
		13	17	12.3
		14	18	12.9
		15	19	13.5
		16	20	14.2
		17	21	14.8
		18	22	15.5
		19	23	16.1
		20	24	16.7
ValueMax+ (Gold)	10	0	10	5.6
		1	11	6.3
		2	12	6.9
		3	13	7.5
		4	14	8.2
		5	15	8.8
		6	16	9.4
		7	17	10.1
		8	18	10.7
		9	19	11.4
		10	20	12.0
		11	21	12.6
		12	22	13.3
		13	23	13.9
		14	24	14.5
		15	25	15.2
		16	26	15.8
		17	27	16.4
		18	28	17.1
		19	29	17.7
		20	30	18.3