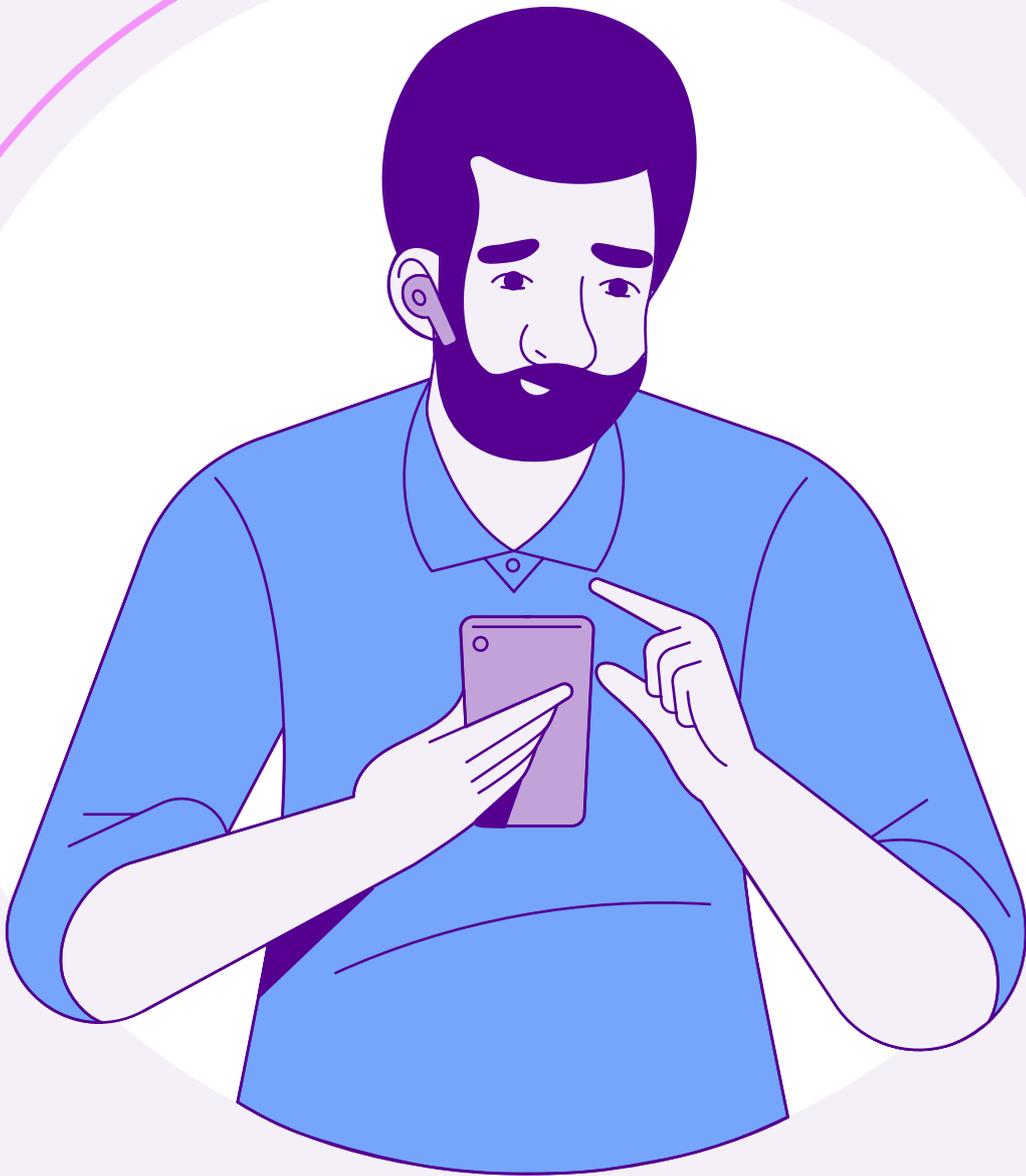


Business Mobile Fair Usage Policy



Introduction

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 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.

You must not use our service or SIMs to generate artificially inflated traffic, persistently send automated or unsolicited texts or put our SIMs in diallers.

Sending spam text messages would also 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. You must not make a call, send a message or 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.

You must not use the service in a way which is harmful to our network.

Other activities which we reasonably believe to be outside of legitimate use may also be subject to the terms in this fair usage policy.

You must only use our mobile SIM in a mobile device. It's not intended for use in any other type of device, including 4G/5G routers, and is not intended to replace a fixed broadband service.

Actions we may take for breaches of fair use

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

- Impose further charges for use of our service
- Temporarily suspend your SIM card from use
- Restrict your usage of calls and SMS
- Deprioritise your data traffic during busy periods
- Disconnect your SIM card

European Union/European Economic Area roaming fair usage policy

In addition to our general policy, which applies while 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 in the UK. For information on our mobile tariffs and call charges please visit our website: uw.co.uk/legal/tariffs-charges

This is subject to fair use for periodic travel in the EU/EEA. For example, a holiday or business trip.

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

1. Long inactivity of a given SIM card in the UK and used mostly, if not exclusively, while roaming, detected through billing usage records or network location records;
2. Billing usage records showing a customer's mobile number is being used more than 50% of the period for roaming other than in the UK; and
3. Network records showing a customer's location is more than 50% of the period roaming other than in the UK; and
4. Subscription and sequential use of multiple SIM cards by the same customer while roaming.

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

If the above indicators are met we'll be sure to alert you. If we observe your location or usage returns to the UK within 14 days we'll take no further action.

If we do not hear from you within 14 days, we may apply surcharges for continued roaming use at the following rates:

Impact Severity	
Calls	3.31p per minute
Texts	1p per text
Data	0.36p per mb

The surcharges will remain in place until you return to the UK, or contact us to explain the issue.

If we detect organised resale of SIM cards to non-UK residents, or those without stable links to the UK, we may also temporarily suspend your SIM card from use until you contact us to explain the issue.

Our data roaming fair usage terms

We will restrict your mobile data roaming when our billing system receives information that your data usage has reached the equivalent of **£45** (excluding VAT) in any country. This is to protect you from high roaming costs. You have the ability to opt out of it.

The table below sets out how much of your UK allowance you can use when roaming in the EU/EEA for each price plan.

Mobile Tariff	Monthly UK data allowance	Monthly EU/EEA roaming data allowance
Value Prime	40GB	14GB
Unlimited	Unlimited	14GB

For all Mobile tariffs, once the roaming data allowance has been used up, a surcharge of **0.36p per MB** will apply until the monthly UK data allowance has expired. Standard out of bundle data charges of **2p per MB** will apply thereafter.

Should you feel that you'd like to make a complaint

Our promise to you

We promise to investigate your complaint fully and provide you with a resolution in a timely manner.

We will:

- Provide you with an apology
- Give you a full explanation
- Take appropriate actions to put things right
- Arrange compensation in appropriate circumstances.

If you're unhappy with how your complaint is being handled at any stage in the process, you may request for your complaint to undergo an internal review.

Step 1: Registering your complaint with us

So that we can deal with your complaint, please get in touch.

Email us	businessclub@uw.co.uk
Call us	0344 815 0506 from Monday to Friday 8:30am to 6pm
Minicom / email (deaf / speech impaired customers)	0333 003 5643 deafmemberservices@uw.co.uk
Write to us	Business Customer Services Utility Warehouse, 508 Edgware Road The Hyde, London NW9 5AB
Visit us	<p>If you'd like to come and see us at our head office in London, please contact us to arrange an appointment.</p> <p>If you call us we'll always work to resolve your complaint within two to five working days. If you contact us by email or letter, we'll always work to resolve this by 5pm the day after the letter or email is received.</p> <p>Of course, some issues take longer to resolve; if this is the case, we'll set your expectations within the above timescales. Most complaints are resolved at this stage. If you're not happy at any point you may ask to speak with a member of our escalations team, who may then refer to either the management team or one of our specialist teams. If your complaint isn't resolved to your satisfaction you may proceed to the next step.</p>

Step 2: If there's a problem with your complaint

If, after reporting your complaint through Step 1, you feel that it hasn't been satisfactorily dealt with, you may write directly to the Chief Executive's Office care of the Utility Warehouse address shown above.

A member of the Chief Executive's Office will then review your complaint and how it was handled and call you or reply to you to try to resolve it to your satisfaction. If we're unable to reach an agreement, we'll write to you explaining our position and final decision.

Step 3: If the complaint is not resolved to your satisfaction

If our Chief Executive's Office hasn't resolved your complaint to your satisfaction after eight weeks of first registering your complaint with us, or if we've issued you a letter explaining our position and final decision and you're still unhappy, then you may contact the Ombudsman Services: Communications.

Call	0330 440 1614
Text phone (deaf / speech impaired customers)	0330 440 1600
Write	Ombudsman Services Communications, PO Box 730, Warrington WA4 6WU

www.ombudsman-services.org/

If referring your case to the Ombudsman Services: Communications, you must do this within 12 months of first registering your complaint with us. They will investigate your complaint and will provide a decision. You can then choose to accept or reject their decision.

Visit website

If you accept, we must act on their findings. They could ask us to provide an apology, explanation, take remedial action and provide monetary compensation in appropriate circumstances.

If you reject their decision, you may pursue your complaint elsewhere, but you will lose the right to any resolution through the Ombudsman Services: Communications.