

**It's important to us that we do everything we can to provide you with the very best possible service to meet all your needs, 24/7. To achieve this, we aim to treat all our customers fairly and equitably and so we have some controls in place to make sure the service we provide is not open to misuse or used for purposes that are illegal or might cause harm.**

**The Fair Use policy helps us to provide the very best service we can and helps you to understand what might not be acceptable use of that service.**

## FAIR USE POLICY

1. The service is provided for your legitimate personal, private and domestic use. You may not use it for business or commercial purposes without our express written consent.
2. You may not use our services for any activity that is unlawful or which may cause harm, distress, detriment or inconvenience to another person or organisation.
3. Your use of the service is capped at 1000 minutes per month. Unused minutes will not rollover to the next month and cannot be accrued.
4. You may not use the service in any way that incentivises the making of calls not for your personal use or to generate personal revenue or benefit from the making and/or receiving of such calls. Prohibited uses of this type include, but are not limited to making or receiving:
  - a. 'cash-for-calling' and 'cash-back' services who may offer a reward (vouchers, credit or financial revenue);
  - b. large numbers of very short calls;
  - c. excessively long calls;
  - d. multiple calls at the same time (concurrent calls);
  - e. more calls than would be considered reasonable to call forwarding services, directory enquiry services or conference call services;
  - f. calls with the intention of artificially inflating traffic (AIT);
  - g. high volumes of calls to zero pence rated International fixed line numbers.
5. If you exceed the 1000 minute monthly allowance, your calls will be charged at the published rate. Calls made to UK terminating numbers that are free of charge are not included within the monthly allowance. Calls to 03 numbers are included and will be charged at the published rate if you exceed your monthly allowance.
6. If you do not adhere to this policy we will try to contact you to discuss your use of the service. We may place restrictions on your service or terminate your contract with us.