

Broadband Fair Use Policy

Fair Use Policy: Our Fair Use Policy has been developed by reference to average customer profiles and estimated customer usage of our services.

From time to time, we and/or our network providers may monitor usage patterns.

If your usage of our services;

- a) materially exceeds estimated use patterns over any week or month,
- b) is inconsistent with either normal usage patterns and/or the types of uses and purposes for which we communicate that the services are to be used for, and/or
- c) includes activities such as autodialling, continuously call (or text)-forwarding, bulk texting by machines, automated texting, telemarketing, call centres, and use of cellular trunking units (CTUs), then your usage will be excessive and/or unreasonable in accordance with this Fair Use Policy and we or a network provider may contact you to advise you that your usage is in breach of our Fair Use Policy.

We or a network provider may then request that you stop or alter your usage to come within our Fair Use Policy. If your excessive or unreasonable usage continues after receipt of a request to stop or alter the nature of such usage, we or a network provider may without further notice, apply charges to your account for the excessive and/or unreasonable element of your usage; suspend, modify or restrict your use of the services and/or withdraw your access to the services.

We may publish on the Contact website additional terms, requirements and/or policies relating to fair use that apply to some or all of the services which will provide further rules and details around how such services can be used. We will do this to help us prevent spamming, bullying or fraud and to ensure that excessive use of such services does not prevent our customers from enjoying such services (for example, by affecting the network).

