



## SIM CARD

## FAIR USAGE POLICY

**This fair usage policy is designed to ensure that all partners and end customers use the SIMs in a fair and proportionate manner.**

### UNLIMITED ALLOWANCES

Commtel's unlimited bundles are truly unlimited where usage is appropriate to subscription type. Inappropriate usage would be considered as the following:

- Any usage outside normal commercial practice
- Any usage made via automated means (*also see Gateway/AIT FUP*)
- Any usage that damages or impairs the hosting network
- Any usage considered fraudulent, abusive, illegal or a nuisance
- Data usage where users regularly tether to 12 or more devices or have used 650Gb of data twice within a 6 month period
- Data usage where roaming outside of the UK and exceeding more than 25Gb within a single billing period

We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse.

### GATEWAYS/ARTIFICIALLY INFLATED TRAFFIC (AIT)

Commtel does not allow SIMs to be used in any equipment which enables the routing of calls or data (*including, without limitation, text or picture messages*) from fixed apparatus or standard devices to mobile equipment, by establishing a mobile to mobile call or transmission. Nor does it allow the use of any equipment which enables the sending of bulk SMS, voice or data services. Commtel reserves the right to suspend without notice should we believe that such equipment is being used. During suspension, the liability for any access charges or calls will rest with the partner.

### ROAMING

In line with 'Roam Like At Home' legislation, we have introduced a Fair Usage Policy to ensure end user allowances are being used for purpose whilst roaming.

### POLICY TERMS

Inclusive roaming services on our mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis.

If a customer uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (*this includes those countries that qualify for daily roaming services such as 'World Travel Select' and/or legislation such as 'Roam Like At Home'*), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a customer's usage continues to exceed 50%, as described above, over the two-week period following the first notification, Commtel reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.