

Fair Usage Policy (FUP) for included call plans

If you are a customer with an included calls plan, you have certain usage obligations. Generally speaking these obligations require your use of our services to be for private, personal, and legitimate consumer purposes.

This Fair Usage Policy explains your usage obligations, how to avoid breaching these obligations and what will happen if your usage breaches these obligations and falls outside this Fair Usage Policy.

You must only use our included call plan services for private, personal and legitimate consumer purposes. You must not use our included call plan services for business purposes.

What to avoid:

Making calls in relation to the administration of or to promote or market a business, group or organisation or for any non-private or non-personal purpose. For example, making an excessive number of calls to a customer base or non-personal or non-private distribution list with the intent of promoting a business or service would constitute use of our services for business purposes, and would fall outside this Fair Usage Policy.

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 that falls outside this Fair Usage Policy.

Making nuisance phone calls would fall outside this Fair Usage Policy.

What happens if your usage falls outside this Fair Usage policy?

For the avoidance of doubt the prohibited activities listed above is a non-exhaustive list. Simple Telecommunications Ltd reserves the right to assess any activity which it may consider inconsistent with a reasonable customer's good faith use of the services provided by us.

Remember that this isn't an exhaustive list of how you could be breaching this Fair Usage Policy. If we reasonably suspect you're not complying with this policy, we reserve the right to impose further charges or disconnect your service(s) or your change tariff at any time, having attempted to contact you first.