



s o u t h e r n c r o s s

TELCO

The *clear* alternative.

Fair Use Policy

Purpose

1.1 It is important to Southern Cross Telco (SCT) that all eligible SCT customers are able to fully benefit from our services. Accordingly we have devised a Fair Use Policy which applies to unreasonable or excessive use of the following SCT products:

- a. **Freedom Off-Peak 512**;
- b. **Harmony, Freedom Caps and Home Ultimate**;
- c. **Corporate Fleet and Fleet Saver**; and
- d. Any other promotions or plans which are advertised as being subject to the Fair Use Policy.

1.2 SCT reserves the right to vary the terms and excessive usage limits of the Fair Use Policy from time to time.

Excessive Usage

2.1 In the case of **Freedom Off-Peak 512**, excessive use is downloading more than 30GB of data each month.

2.2 In the case of the **Corporate Fleet** and **Fleet Saver**, excessive usage is a call pattern that demonstrates more than 50% of eligible timed minutes are Fleet calls. Eligible timed minutes are the minutes of usage directly related to the following call types: Calls to Mobiles, National Direct, Calls to Telstra Mobiles, Calls to SC Mobiles, Fixed to Mobile and National.

2.3 In the case of any other promotions advertised as being subject to the Fair Use policy, excessive use will be advertised with the product, or included in this Fair Use Policy.

Unreasonable Use

3.1 Unreasonable use is where SCT reasonably considers the use of any service offered by SCT to be fraudulent, or if the service is used for unauthorised, criminal or unlawful activities, or adversely affects other SCT customers' use of SCT services.

3.2 In the case of **Harmony, Freedom Caps and Home Ultimate** products, unreasonable use refers to Untimed and Unlimited calls being used for non-personal, *commercial*, purposes. Commercial purposes includes: calls made for a business operated at home, running a telemarketing business or call centre, SIM boxing, reselling the service, or other similar business activities.

Breach of Policy

4.1 In relation to excessive use of **Freedom Off-Peak 512**, SCT may slow the applicable internet speed to 64kbps for downloads in excess of the Fair Use threshold.

4.2 In relation to the excessive or unreasonable use of all affected products, SCT may, in addition to the above, contact you in relation to your use, and, if the excessive or unreasonable use continues, may:

- a. Suspend or limit the service (or any feature of it) for a reasonable period; and/or
- b. Terminate the agreement.