

Pure Telecom Phone and Broadband Fair Use Policy

Summary

1. It is important to Pure Telecom that all eligible Pure Telecom customers are able to access our Services. Accordingly, we have devised a Fair Use Policy which applies to:

- (a) usage of Pure Telecom Telephonic and Broadband Services; and
- (b) any promotions or Services which are advertised by Pure Telecom as "Unlimited" or subject to the Fair Use Policy ("Fair Use Promotions").

2. We reserve the right to vary the terms of the Fair Use Policy from time to time.

3. Pure Telecom may rely on the Fair Use Policy where:

- (a) your usage of Pure Telecom Services is unreasonable; or (b) your participation in a Fair Use Promotion is unreasonable, as defined below.

Unreasonable Use:

1. It is unreasonable use of Pure Telecom Services where your use of Pure Telecom Services is reasonably considered by Pure Telecom to be fraudulent or to adversely affect the Pure Telecom Network or other Pure Telecom customers' use of or access to a Pure Telecom Service or Network.
2. It is unreasonable use of a Fair Use Promotion where your participation in a Fair Use Promotion is reasonably considered by Pure Telecom to be fraudulent or to adversely affect the Pure Telecom network or another Pure Telecom customer's use of or access to a Pure Telecom service or network.
3. Among other things, "fraudulent use" includes resupplying a Pure Telecom Service without Pure Telecom's consent so that someone else may access or use Pure Telecom Services or take advantage of a Fair Use Promotion.

Specifically Broadband:

- (a) Pure Telecom has developed a threshold by reference to average customer profiles and usage. If Pure Telecom is of the opinion that your usage of the services exceeds the threshold over any month, Pure Telecom may contact you to advise you that your usage exceeds its Fair Use Policy. If, after Pure Telecom has contacted you, your unreasonable use continues, Pure Telecom may suspend, limit or modify the service (or any feature of it) for any period we think is reasonably necessary; and/or
- (b) terminate your agreement in accordance with the relevant Part of Section 3 within Standard Terms & Conditions.

Specifically Phone:

- (a) "Unlimited Mobile" with unlimited usage is subject to a Fair Use Policy of 1000 minutes per month. Should you exceed 1000 minutes you will be billed at the standard mobile rates for any additional usage.