

VOIP AND MOBILE FAIR USE POLICY

January 2018



Introduction

This Fair Use Policy is designed to protect the quality and integrity of the Harbour ISP network and in doing so ensure all customers receive fair and equitable access. The Fair Use Policy specifically relates to usage of 'flat rate' calls and 'included' calls and minutes on all Harbour ISP plans that have these types of call and/or minute inclusions provided to its subscribers.

The Fair Use Policy references to the Harbour ISP Acceptable Use Policy and is part of your contract.

Examples include but are not limited to:

- Harbour ISP Home
- Harbour ISP Home Bundle
- Harbour ISP Business
- Harbour ISP Starter
- Harbour ISP Platinum
- Harbour ISP Unlimited Plans & Bundles
- Harbour ISP Unlimited Boost Plans & Bundles
- All Harbour ISP plans with included calls/minutes
- Harbour ISP Phone
- Harbour ISP Phone + Mobile

We may depend on our Fair Use Policy in circumstances where your usage of 'flat rate' or 'included' untimed or timed call charges that form part of a pricing plan or promotional offer is deemed to be excessive or unreasonable.

We retain the right to vary the terms of the Fair Use Policy at our discretion from time to time.

Excessive Use

The objective of the excessive use provisions of the Fair Use Policy is to identify those customers likely to be using residential plans for commercial purposes, which may place unsustainable demands on the Harbour ISP system.

Where included calls are a part of a plan we consider more than 1000 minutes per month (pro rata) as excessive. Harbour ISP may also consider a regularity of calling that indicates that the service is not being used for residential use.

Reasonable Use

Without restricting what is meant by 'unreasonable' Harbour ISP will supply the service for the purpose of you making and receiving calls on our network for your personal use.

Harbour ISP will consider the following unreasonable use of the service if they occur without the prior authorisation from Harbour ISP in writing:

- using a residential service for business purposes with an excess of 1000 minutes per month (pro rata)
- using a device that reroutes calls to/from our network or the network of another supplier
- wholesale any service on our network
- engaging in the bridging of conference calls as a commercial activity
- use the Harbour ISP service to link two or more communications devices together for the purposes of providing a permanent or semi-permanent circuit, or
- use the Harbour ISP service for any other purpose than the predominant function of person-to-person voice communication.

What we will do

If your use of the Harbour ISP plan is considered to be 'unreasonable' or is excessive, we will contact you by phone or email, using the contact details you have provided advising you that you are in breach of the Fair Use Policy to either

- contact you to discuss the type of plan you may wish to change to and/or
- change your plan to a more appropriate Harbour ISP plan without further notice and you will be billed accordingly, or
- suspend your service without notice and/or
- charge you for all calls or minutes that represent excessive use without further notice, that charge being calculated by reference to the Harbour ISP Standard Fees for VoIP and Mobile services as per the Critical Information Summary for your plan.

Standard Fees

Refer to the Critical Information Summary (CIS) for your individual Harbour ISP plan for standard fees and charges.