

# Fair Usage Policy

## Fair Usage Policy

This Fair Usage Policy (“FUP”) is important and should be read carefully. If You have any queries regarding this FUP, please telephone 01534 882882 in Jersey or 01481 882882 in Guernsey or contact Us via [www.jtglobal.com](http://www.jtglobal.com). Any capitalised term not defined in these terms and conditions shall have the meaning given to it in Our [Definitions Terms and Conditions](#).

### 1. PURPOSE

- 1.1 To enable Us to deliver each Service in accordance with Our terms and conditions We ask that You adhere to this FUP which contains instructions for Your use of Our services to ensure that all customers have a good quality experience and that We protect the integrity of the Network.
- 1.2 Generally speaking, the obligations contained in this FUP require Your use of Services to be for legitimate purposes which are consistent with the purposes for which the Service was sold. Examples of illegitimate use include but are not limited to:
  - (a) a consumer Service being used in a business context; and
  - (b) the installation and use of a prepaid or post-paid mobile service SIM Card in a router.
- 1.3 Our FUP is in place to ensure that Services can be used fairly by all of Our customers as:
  - (a) Our Services are used concurrently by a number of customers. If a small number of customers place very high demands on a Service, then it is possible that this will adversely affect the experience for other customers; and
  - (b) the majority of Our customers use the Network within normal bounds and their usage levels during peak hours don't disproportionately affect the shared Network and its capacity.

### 2. USE REVIEW AND ACTION

- 2.1 Your usage levels are monitored on a continuous basis. Where We detect significant and substantial Network usage, We may contact You in order to notify You of excessive usage and warn that unless there is a reduction in usage, We may be required to take action to protect the integrity of the Network.  
*Examples*
- 2.2 Examples of excessive/unfair usage which may cause action to be taken by Us would include, but not be limited to, the following:
  - (a) using a prepaid or post-paid mobile Service to download in excess of 700GB of data or to send in excess of 6,000 SMSs in a month;
  - (b) using an exchange line, prepaid or post-paid mobile Service to generate in excess of 6,000 voice minutes in a month; and
  - (c) spending more than two months out of the previous four roaming on a foreign network and/or consuming more mobile data on such foreign network than on the Network.
- 2.3 Where We are unable to contact You or You are unable or unwilling to address Our concerns despite Our notification, We may, at our discretion, restrict Your use of the relevant Service, suggest a more appropriate Service or, in exceptional circumstances, suspend or terminate Your Service without further notice.
- 2.4 We appreciate that data usage has significantly increased in recent years although usage can still fluctuate depending on the time of day, the user and the activity being pursued. For example, online streaming services use significantly more data than web browsing or sending emails. However, rather than placing limits on Your usage, We consider that You are much more cognisant of what constitutes high-demand usage and We will only take action as a result of significantly high usage in very limited circumstances.
- 2.5 Where you anticipate a significant change to, or increase in, Your usage, You should contact Us using the details above to discuss a more suitable Service.

### 3. UPDATE

- 3.1 We may update this FUP from time to time and each update will replace any previous version.