

Telcoblue Fair Usage Policy

The Fair Usage Policy is referenced against customer profiles and estimated customer use of this service based on historic call usage of our customers. If your usage significantly exceeds these patterns and estimated usage patterns over any month, then your usage will be deemed excessive and/or unreasonable. In these circumstances, Telcoblue may ask you to moderate your usage. If you fail to do so, Telcoblue reserves the right to vary the terms and excessive usage limits of this Policy from time to time as it may deem fit, and with notice, to change current rate plan.

Fair Usage Policy:

- 500 Local calls
- 1000 minutes of National calls a month; or
- 1000 minutes of calls to Mobile a month

Once the customer has exceeded the Fair Usage Policy, the amount charged for usage above the threshold is:

- Local calls 17c per call
- National calls 25c per min
- Calls to Mobile 45c per min

Breach of this Policy:

In connection to the “Unreasonable or Excessive usage” of all affected products, Telcoblue may contact you in relation to your use, and if the “Unreasonable or Excessive usage” use continues may:

- Telcoblue start charging you at standard rates according to the Fair Usage Policy
- May ask you to reduce your usage
- May contact you to offer a plan according to the usage