

# FAIR USE POLICY

This 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 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.

Examples include but are not limited to:-

- Harbour ISP Home
- Harbour ISP Home Bundle
- Harbour ISP Business
- Harbour ISP Budget
- Harbour ISP Value
- Harbour ISP Super
- Harbour ISP Power
- Harbour ISP NBN Unlimited
- Harbour ISP NBN Unlimited Boost
- All Harbour ISP plans with included calls/minutes

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. This is likely to place unsustainable demands on the Harbour ISP system.

Where included calls are a part of a plan we consider more than 1000 calls 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 only.

If your use of the Harbour ISP plans is excessive we will contact you by phone or email, using the contact details you have provided advising you that you may be in breach of the Fair Use Policy, Harbour ISP may:

- Contact you to discuss the type of plan you may wish to change to and/or

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- Change your plan to a more appropriate Harbour ISP plan without further notice and you will be billed accordingly or
- Suspend your service without further 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 shown below.

### Unreasonable 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 or
- using a device that reroutes calls to/from our network or the network of another supplier or
- wholesale any service on our network
- engaging in the bridging of conference calls
- 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. .

If your use of the Harbour ISP plans is considered to be 'unreasonable' 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 giving you 14 days notice to either

- change your plan to the relevant Business plan or you will be changed without further notice and you will be billed accordingly or
- Suspend your service without further 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 shown below.

### Standard Fees

Standard Fees for Harbour ISP VoIP Plans

Local Call	\$0.15 untimed
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National	\$0.15 untimed
Mobile	\$0.27per minute
13/3000	\$0.29 per call
International	As per our advertised international rates schedule