

It is important to TelcoTalk that all eligible TelcoTalk customers are able to access our NBN specific Services Accordingly, we have devised a Fair Use Policy which applies to:

- Usage of any NBN specific TelcoTalk Services; and
- Any NBN specific promotions or Services which are advertised by TelcoTalk as subject to the Fair Use Policy ("Fair Use Promotions").
- TelcoTalk reserves the right to vary the terms of the Fair Use Policy from time to time if:
- Your usage of any NBN specific TelcoTalk Services is unreasonable; or
- Your participation in a Fair Use Promotion is excessive or unreasonable, as defined below.

Unreasonable Use

- It is unreasonable use of TelcoTalk NBN specific Services where your use is reasonably considered by TelcoTalk to be fraudulent or to adversely affect the TelcoTalk NBN related Network or other TelcoTalk customer's use of or access to a TelcoTalk NBN specific Service or the TelcoTalk NBN related Network.
- It is unreasonable use of a Fair Use Promotion where your participation in a Fair Use Promotion is reasonably considered by TelcoTalk to be fraudulent or to adversely affect the TelcoTalk NBN related Network or other TelcoTalk customer's use of or access to a TelcoTalk NBN specific Service or the TelcoTalk NBN related Network.
- Among other things, "fraudulent use" includes supplying a TelcoTalk NBN specific Service without TelcoTalk's consent so that someone else may access or use TelcoTalk NBN specific Services or take advantage of a Fair Use Promotion.
- Excessive Use: If your usage of TelcoTalk NBN specific Services is deemed as excessive, we may contact you and request that you decrease your usage. If your usage continues at a level deemed excessive, we may suspend or terminate your service.

TelcoTalk considers excessive use being:

NBN specific Voice Service - 2000 minutes per month

NBN specific Inbound Voice Service - 1100 minutes per month

Our Rights

- Where you are in breach of this Fair Use Policy for NBN Services, TelcoTalk may contact you to discuss changing your usage so that it conforms to this Fair Use Policy.
- If after TelcoTalk has contacted you, your excessive or unreasonable use of NBN specific Services continues, TelcoTalk may, without further notice to you:
- Suspend or limit the NBN specific Service (or any feature of it) for any period we think is reasonably necessary; and/or
- Terminate your agreement in accordance with the NBN Customer Terms, and with the Terms and Conditions of the Standard Form of Agreement.

For more information on our Fair Use Policy - NBN Services, please Contact Us.