



Fair Use Policy

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1 Introduction



The Fair Use Policy allows E.Tel to continue to provide low cost, high quality mobile services to all our customers for their personal use.

We have a variety of plans to cater to different customer needs. You should measure your data and voice usage and make your own decision on what is the right plan for you.

It is your responsibility to monitor your usage at all times by signing into your account at our website: www.etel.com.au and fully understand how your plan works. **Please note usage details online and SMS notifications are according to data retrieved from the network provider which can have a delay of up to 48 hours for standard services items or longer for other items such as International calls, roaming, satellite calls, etc.**

After using up all your credit in a given billing-period, depending on your plan:

- A credit allowance bolt-on will be added to your current billing period according to you plan. (e.g. 1GB extra for the remainder of the billing period for \$10).
OR
- You will be charged at the "pay as you go" rates according to your plan (e.g. 5c/MB)
OR
- A new full billing-period will begin which you are required to pay for,
OR

Please read your plan's Critical Information Summary, Plan Terms and Conditions to find out how your excess usage is calculated.

For us to continue to offer high quality and affordable services fairly to the public, we have set the Fair Use Policy as our service guideline for our customers to follow.

2 Fair Use Policy

We are pleased to offer unlimited standard National Calls/Text/Voicemail in some of our mobile plans to our customers for personal use so that you won't have to worry about your call costs. Personal use means that the service is intended for use by individuals for their everyday ordinary needs and in a manner that is reasonable and acceptable.

2.1 Unreasonable Use

The service is not intended to be used in a business organizational environment, including but not limited to:

- To install it in a phone box or other interfaces. Calls and SMS must be initiated through physical input by a person via a handset hardware.
- Unreasonably high volume and/or duration of calls, such as telemarketing calls/SMS for business or organisational purposes.
- High volume sending of single/group text messages.
- For business or organizational purposes, long duration teleconferencing/business meeting calls, using high volumes of SMS to service enquiries, etc.
- Calling 13x, 18x numbers to make indirectly routed calls.

It is also considered unreasonable to use the service while it is:

- Unattended, or leaving a call connection open when a conversation is not in place. e.g. Baby monitors, as walkie-talkies, leaving the call open while one party is not actively participating in the conversation.

If you are in the top 5% in terms of usage amount among users on unlimited call/sms/data plans, you may be listed in our abnormal call usage users list for review.

2.2 Unacceptable Use

Unacceptable use includes, but is not limited to:

- Fraudulent activity, providing false identity.
- Harassment, abuse.
- Breaking the law.
- Distribution of unwanted messages, spam, illegal content.

If we regularly detect usage on your service that we suspect is unreasonable and/or unacceptable, we reserve the right to limit or discontinue the service to you without prior notice at our discretion.

3 Fair Use for “limited” items

It is against our Fair Use Policy to choose a plan that is disproportionately low compared to your usage pattern.

(e.g. You use 400MB within a single day and choose a 1GB per month plan.)

It is also against our Fair Use Policy if you use an abnormally large amount of data or voice within a short period of time despite being on a large plan.

(e.g. You use 2GB in a single day while you are on a 4GB plan.)

To avoid large overuse of your data allowance, E.Tel recommends you connect to the internet via Wi-Fi when Wi-Fi is available to you. We also recommend that you switch off your mobile data when you are using Wi-Fi as your device may revert back to connecting to the internet via the mobile service in the middle of a download if the Wi-Fi network is unstable.

If you use over 35% of your whole billing-period allowance for a service item in one day, it is considered abnormal and in breach of our Fair Use Policy and E.Tel reserves the right to suspend your data service to prevent extraordinary high usage and/or bad debt.

During our special promotion periods or by other means, you may receive bonus allowance from E.Tel for your long-term use. The Fair Use Policy applies as if the bonus allowance does not exist. For example, if you have 10 GB of data allowance, and another 10 GB of bonus data allowance, then your daily Fair Use guideline is still 35% of 10GB = 350MB (and not 35% of 20GB).