



FAIR USAGE POLICY

Local, National, and Mobile calls:

- Packages that include Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) and mobile calls are subject to a Fair Usage Policy.
- If, in our reasonable opinion, your use of 'unlimited', 'inclusive' or 'free' calls is inconsistent with normal residential usage and/or you use 'unlimited', 'inclusive' or 'free' calls irresponsibly by staying connected to a call for an excessive period We reserve the right to:
 1. withdraw any 'unlimited', 'inclusive' or 'free' calls; and/or
 2. disconnect any call; and/or
 3. charge you our standard rates for any calls exceeding those reasonably expected of a person using this service for domestic purposes

084 and 087 inclusive calls

- Packages that have 084 and 087 inclusive calls, have up to 60 minutes duration (excluding calls to identified dial-up internet access numbers) during applicable inclusive times.
- Redial before 60 minutes to avoid being charged.
- Fair Usage Policy: 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the standard KCOM rates for these calls until further notice.