

21CNS Unlimited Calls and Texts Fair Use Policy

21st Century Network Solutions Limited (hereafter 21CNS) offer many products with unlimited calls and/or texts. We wanted to set up a tariff which allows customers to have a fixed cost for their standard telephone calls and we believe that 'unlimited' really should mean unlimited. To do this we conducted a detailed analysis of customer usage and worked out what the most a normal customer might use was.

With this data we were able to offer a set of products with unlimited use subject to a fair use policy.

This means that any user with a normal pattern of calls (including occasional higher end use) can benefit without concern from flexible and unrestricted tariffs for certain call types.

However, to offer these tariffs we must protect ourselves and in association all customers from any users who decide to abuse, or accidentally use, substantially more than their 'fair share' of calls and texts.

For this reason, we have a Fair Use Policy in relation to 'unlimited' calls and texts. This policy applies where the level of usage, or projected usage, is unreasonable and/or significantly in excess of what we would expect from a typical customer.

What does this mean for me?

Assuming your call and text usage do not exceed our Fair Use Threshold, there's nothing to worry about.

However, if your usage or projected usage is above the monthly threshold that we set, from time to time, we may have no option but to take action in order to remedy the situation or prevent the problem from escalating further.

What is the 21CNS Fair Use Threshold?

The Fair Use Threshold is set per connection or line (as detailed). We also monitor where the pro-rated usage is projected to exceed the Fair Use Threshold within a particular period or billing cycle. The current limits applicable to all customer accounts are as follows:

The Fair Use Threshold for all mobile tariffs while in the UK and network designated 'Roam like you are at home' area is 3,000 minutes and 3,000 texts per service.

The Fair Use Threshold for SIP lines¹ is 3,000 UK landline minutes and UK mobile minutes per line.

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The Fair Use Threshold for AdaptivePhone is 1,000 UK landline minutes and UK mobile minutes per user¹.

Fair Use Policy while roaming in the Roam like you are at home area

Roam like at home is intended for people who occasionally travel outside the country where they live or have stable links i.e. they work or study there. It's not meant to be used for permanent roaming. As long as you spend more time at home than abroad, or you use your mobile phone more at home than abroad, you can roam freely at domestic prices when travelling anywhere in the EU. This is considered a "fair use of roaming services".

We reserve the right to check usage patterns of all customers to determine if users might be abusively using roam like at home (regulated roaming services at domestic price).

If a customer spends more than two months abroad out of four months, and if the customer has consumed more abroad than at home over this time, we may send an alert to that customer. Once the alert is received, the customer will have two weeks to clarify the situation. If the user continues to remain abroad, we reserve the right to apply surcharges (equivalent to wholesale roaming caps, agreed on 31 January 2017).

What happens if I breach the Fair Use Threshold?

If, at the absolute discretion of 21CNS, it is our opinion that your call and/or text usage materially exceeds the Fair Usage Threshold as described above, we may contact you by email, text, or telephone to advise you accordingly, but we reserve the right to bar your service without notice.

When we contact you, we will provide you with the opportunity to rectify the situation by ceasing, or substantially reducing, your call and/or text usage.

If excessive usage continues, or if for any reason we reasonably suspect that you are not acting in accordance with this policy, we reserve the right to take further action.

Such action may include, but is not limited to:

- Transferring you to a tariff that does not include unlimited texts or calls
- At our absolute discretion, suspending, modifying or restricting the use of your services
- Withdrawing access to the service indefinitely
- Charging you for excessive overuse at standard non discounted rates
- Termination of contract, which may also include contractual termination fees

¹ Outbound calls must be no more than 70% of total call volume across all extensions