

The Telecoms Audit Bureau Business Broadband Fair Usage Policy

If you are a Business Broadband customer, you have certain usage obligations. Generally speaking these obligations require your use of our services to be for business purposes only.

This Fair Usage Policy explains your usage obligations, how to avoid breaching these obligations and what will happen if your usage breaches these obligations and falls outside this Fair Usage Policy.

Your Obligations

You must only use our services for legitimate business purposes. You must not use our services for personal use or permit others to.

What to avoid: Connecting personal mobile devices, laptops or tablets using WiFi. The downloading or streaming of video or music content would constitute use of our services for personal purposes, and would fall outside this Fair Usage Policy.

You must not use our services in connection with a criminal offence, in breach of any law or statutory duty, to make a call or send a message or to take pictures or video or send, upload, download, use or re-use any material, which is offensive, abusive, indecent, defamatory, obscene or menacing, a nuisance (including to our staff) or a hoax in breach of any Rights or anyone's privacy or is otherwise unlawful.

What to avoid: Making nuisance phone calls, unlawful file sharing, and sharing, downloading or viewing inappropriate or illegal content are examples of use that would fall outside this Fair Usage Policy.

Remember that the examples above aren't an exhaustive list of how you could be breaching our Fair Usage Policy. Other activities which we reasonably believe to be outside of legitimate use may also be subject to the terms in this Fair Usage Policy.

What happens if your usage falls outside this Fair Usage policy?

Data use: When you use a lot of data, it slows things down for everyone. So to keep things fair, we keep an eye on how much data you, and all our customers, are using. We can use appropriate traffic shaping or throttling measures to protect our network from types of data usage which we think might impact on levels of service for other customers. This may happen at specific times of day and/or in specific locations. We may impose network protection controls which may reduce your speed, remove access to your tariff allowances or Bolt Ons, impose further charges to your account, and/or disconnect your service at any time. If we reasonably suspect you're not behaving within this policy, we reserve the right to impose further charges or disconnect your service or your tariff at any time, having attempted to contact you first.

Complaints

If you want to complain about our services you can find our Complaints Process online at www.tariffaudit.com/contact/forms-and-resources/