

It is important to Telcoblue that all eligible Telcoblue 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 Telcoblue Services; and
- Any NBN specific promotions or Services, which are advertised by Telcoblue as subject to the Fair Use Policy ("Fair Use Promotions").
- Telcoblue reserves the right to vary the terms of the Fair Use Policy from time to time if:
- Your usage of any NBN specific Telcoblue 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 Telcoblue NBN specific Services where your use is reasonably considered by Telcoblue to be fraudulent or to adversely affect the Telcoblue NBN related Network or other Telcoblue customer's use of or access to a Telcoblue NBN specific Service or the Telcoblue NBN related Network.
- It is unreasonable use of a Fair Use Promotion where your participation in a Fair Use Promotion is reasonably considered by Telcoblue to be fraudulent or to adversely affect the Telcoblue NBN related Network or other Telcoblue customer's use of or access to a Telcoblue NBN specific Service or the Telcoblue NBN related Network.
- Among other things, "fraudulent use" includes supplying a Telcoblue NBN specific Service without Voicetalk's consent so that someone else may access or use Telcoblue NBN specific Services or take advantage of a Fair Use Promotion.
- Excessive Use: If your usage of Telcoblue 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.

Telcoblue 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, Telcoblue may contact you to discuss changing your usage so that it conforms to this Fair Use Policy.
- If after Telcoblue has contacted you, your excessive or unreasonable use of NBN specific Services continues, Telcoblue 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.