



## FAIR USAGE POLICY

The fair usage policy and various collateral and marketing information that Daisy releases that details "unlimited minutes" or "unlimited SMS" is now subject to our fair usage policy. Previously limits were set to exactly how much unlimited meant and caveat limits were placed, this is now no longer the case.

Daisy no longer has a restriction for minutes and SMS whereby a tariff states "unlimited"; however, where "fair usage policy" is referred to, it ensures that the tariff is being used lawfully and for purpose as per section 8.1.a of the Daisy [T&C's](#).

Daisy does not allow SIMs to be used in any equipment which enables the routing of calls or data (including, without limitation, text or picture messages) from fixed apparatus or standard devices to mobile equipment by establishing a mobile-to-mobile call or transmission. Nor does it allow the use of any equipment which enables the sending of bulk SMS, voice, or data services.

Unlimited Data: Where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6 month period then we may investigate to ascertain whether your unlimited data usage is in line with standard use and our Artificially Inflated Traffic (AIT) policy. In the event it is determined that usage is for non-standard purposes then we reserve the right to adjust the plan or to terminate the agreement.

Daisy Corporate Services reserves the right to suspend without notice should we believe that such equipment is being used.

## ROAMING FAIR USAGE POLICY

On Daisy's mobile tariffs, Inclusive roaming services have been built for business users who travel periodically, not those who roam across non-UK networks on a semi-permanent or permanent basis.

If a customer uses their mobile in destinations outside of the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and Roam Like At Home or European Travel Plan), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a customer's usage continues to exceed 50% as described over and above the two-week period following the first notification, Daisy reserves the right to either charge customers for this excessive usage or bar roaming services.

Customers will be notified before any action is taken. As listed, this will be relevant to any services that grant users access to their standard inclusive bundles whilst roaming abroad.

Also, Vodafone "unlimited" tariffs where a user is utilising their standard UK allowance while roaming will have a cap of 25GB for any billing period. If the users exceed this limit, they will be charged £2.05 per GB.