

What is your fair usage policy for Small Business Unlim...

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The Small Business Unlimited option provides 'unlimited' free calls to a list of local and international destinations, a fair usage policy applies for these free calls.

Fair usage is calculated by our billing system based on your calling pattern, destinations dialed, duration of calls, times of calls, call volume and account profile (unfortunately it can not be quantified as 'x number of minutes' per month).

The Small Business Unlimited option is for a 'regular' small business, the package is designed to replace a traditional two line business phone system - the fair usage policy reflects this. When additional VoIP extensions are added the fair usage policy increases. If you are using the phone in this way, you should never exceed what we class as 'fair usage'. Small Business Unlimited option is not for connecting call centers, tele-sales or PBX trunking.

If you continually exceed fair usage we will drop you a notification (you will need to switch to a different option) , in cases of an obvious breach outgoing calls may be restricted.