

Unlimited Fair Usage

Unlimited Calling Plans are subject to a limit of **2500 Minutes** to 01,02,03 UK Landline numbers and UK Mobile Numbers during each billing cycle for outgoing calls. Calls to international numbers, non-geographic UK numbers, special UK numbers and premium UK numbers, International calls are excluded from these plans and will be charged at our standard out of bundle rate. Unlimited Texts are limited to 2500 Texts/MMS per month.

Unlimited Data Tariffs are subject to a limit of UK Data during each billing cycle

- Unlimited Lite - 125gb data during each billing cycle
- Unlimited Max Tariff - 250gb data during each billing cycle
- All other Vision Unlimited Data products are subject to a limit of 100gb UK Data each month.

Out of Bundle Rates & Charges

All Other calls & charges not included in your "unlimited allowance" will be charged at our standard out of bundle call & Data rates. Once you exceed your fair usage limits before the end of your bill period, you will be charged out of bundle standard call & data rates. Once you exceed your monthly allowance all data used will be billed per MB used

Out of bundle rates from www.visiontelecomsolutions.co.uk or ask for a copy.

Fair Usage Policy

We reserve the right to immediately disconnect, modify or suspend your Service and/or offer you an alternative calling plan if we determine, in our sole and absolute discretion, that your use of the Service at any time was inconsistent with normal business usage patterns or you exceed the fair usage limits set out below. In addition, you will be required to pay our higher rates for commercial service for all periods in which your use of the Service was inconsistent with normal business use (as described more fully in our Terms and Conditions) or the fair usage limits set out below. Voice tariffs are intended for use with smartphones and not data only devices such as routers.

Unlimited Inappropriate usage would be considered as the following (All types of usage including but not limited too Minutes, SMS, MMS & Data)

- > Any usage outside normal commercial practice
- > Any usage made via automated means (also see Gateway/AIT FUP)
- > Any usage that damages or impairs the hosting network
- > Any usage considered fraudulent, abusive, illegal or a nuisance
- > Data usage where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6 month period
- > Data usage where roaming outside of the UK and exceeding more than 25GB within a single billing period

* We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse

Gateways/Artificially Inflated Traffic (AIT)

Vision 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. Vision reserves the right to suspend without notice should we believe that such equipment is being used. During suspension, the liability for any access charges or calls will rest with the customer.

Fair Usage (Roaming)

Inclusive roaming services on mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis. If a customer uses their mobile in destinations outside 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/or legislation such as Roam Like At Home), for more than 50% of the time in any four-month rolling period, Vision reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

Roaming outside of the UK on unlimited data plans & all tariffs above 20gb, and within standard inclusive or daily roaming service destination, usage is capped at 25GB per month & roaming restrictions may apply. All usage over the cap or tariff allowance will be charged at roaming rates. This applies to WTS, WTP, Travel Free, Travel Plus and EU Roam like Home.