

Points of Note – Fair Usage Policy

> Unlimited Calling Plans are subject to a limit of 3000 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 and Other calls & charges not included in your tariff allowance 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 (1 Month)

Tariff	Fair Usage Before 1/7/2027	Fair Usage after 1/7/2026 per billing cycle (1 month)
Unlimited / Unlimited Lite	125gb	150gb
Unlimited Max	250gb	300gb
Unlimited Max +	500gb	Truly Unlimited where usage is appropriate to subscription type

Inappropriate usage would be considered as the following:

- > 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*
- > UK to EU international minute usage above 3000 minutes 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.

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Voice Tariffs

Most Vision voice tariffs include bundled SMS and data allowances, in addition to inclusive minutes. The purpose of these tariffs is to cater for appropriate end-user consumption where the subscription is utilised within a smartphone, or similar voice-enabled device. Where voice tariffs are used for non-appropriate consumption, such as data only, Vision 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 or end user.

Roaming

We have introduced a Fair Usage Policy to ensure end user allowances are being used for purpose whilst roaming.

Inclusive roaming services on our 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 and their roaming use exceeds their domestic use charges may apply. Please be aware that roaming activity will continue to be measured over a four-month period

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), and they have spent more time abroad than at home with their roaming use exceeding their domestic use, we will consider them a permanent roamer and charges will apply in line with our standard roaming out of bundle costs. Please be aware that roaming activity will continue to be measured over a four month period.

Please note

Vision reserve the right to disconnect subscriptions and apply a standard Cease Fee per subscription + early termination charges, in instances where terminations occur due to breach of listed policies.