

Fair Use Policy

For Bolton Clarke InTouch Internet Service

Bolton Clarke

ABN 90 010 488 454

Address Level 44 Musk Avenue Kelvin Grove 4059 QLD

How to contact us:

Website www.boltonclarke.com.au/internet

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Fair Use Policy

This Fair Use Policy (“Policy”) applies to all services provided by us.

It is important to us that all eligible customers are able to access our services. Accordingly, we have devised this Policy which applies to:

- using our services and plans; and
- any promotions or services which are advertised by us as subject to this Policy (“Fair Use Promotions”).

We reserve the right to vary the terms of this Policy from time to time.

We may rely on this Policy where:

- your usage of our services is unreasonable; or
- your participation in a Fair Use Promotion is excessive or unreasonable, as defined below.

1. Unreasonable Use

Unreasonable use of our services is usage that’s reasonably considered by us to be excessive or fraudulent or could adversely affect our network or other customers’ use of or access to any of those services or network.

- Among other things, "fraudulent use" includes resupplying one of our services without our consent so that someone else may access, or use, our data services or take advantage of a Fair Use Promotion.

2. Our Rights

If you’re in breach of this Policy, we may contact you to discuss changing your usage – so that it meets the terms of this Policy.

If your excessive or unreasonable use continues after we’ve contacted you, we may (without further notice to you):

- suspend or limit the service (or any feature of it) for any period we think is reasonably necessary; and/or
- terminate your Contract with us.