



Fair Usage Policy

New changes...

In line with recent changes around Roam Like At Home legislation, we are introducing a new FUP (Fair Usage Policy) to ensure end user allowances are being used for purpose whilst roaming.

Policy Terms

Inclusive roaming services on Calteq's 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 Roam Like At Home), 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 above over the two-week period following the first notification, Calteq reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

Please be aware!

The customer accepts that by opting in to World Traveller it will be opting out of the 50 euro rest of the world monthly mobile data spend cap and any associated notifications whilst in the World Traveller Zone. If the customer exceeds the applicable UK price plan included allowance the customer will be charged its contracted standard UK price plan rates for making calls, sending texts and (in the case of both voice-enabled Connections and mobile broadband Connections) using data as if the Connection(s) were in the UK.

If there's a problem, or if you need to tweak your tariff, you can call our UK based customer services team any time day or night on **0808 146 7000** or email **sales@calteq.co.uk**

We'll be delighted to help!