

Daisy Mobile - Fair Usage Policy

Terms and Conditions

Standard Fair Usage Policy Various collateral and marketing information released by Daisy detailing tariffs that include "unlimited minutes" and/or "unlimited SMS" will be accompanied by the term "subject to Fair Usage Policy". Previously limits were set as to exactly how much unlimited actually meant and caveat limits were placed of either 5000, 10,000 or 20,000 etc, however this is no longer the case.

Daisy no longer have a set restriction value for minutes and SMS whereby a tariff states "unlimited", however where a "fair usage policy" is referred to it is to ensure that the subscription is being used lawfully and for purpose, as per section 8.1.1 of the Daisy T&C's. Daisy do 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.

Daisy Communications reserves the right to suspend without notice should we believe that such equipment is being used.

Roaming Fair Usage Policy

In line with recent changes introduced with Roam like at home legislation, we are introducing a new FUP to ensure allowances are being used for purpose.

The policy is as follows...

Inclusive roaming services on Daisy'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 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, 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, Daisy reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

As listed this will be relevant to any services that grant users access to their standard inclusive bundles whilst roaming abroad

