

Mobile SIM-Card Crazytel Fair Use Policy

Last Updated: 17 November 2024

Purpose

At Crazytel, we believe our customers should have the freedom to express themselves and share information using our services. This Fair Use Policy establishes guidelines to ensure:

- The safety and rights of all users and Crazytel
- Services are used reasonably and acceptably
- Quality of service is maintained for all customers and wholesale network users

Definitions

- **Crazytel:** Refers to Crazytel and all subsidiary companies
- **Customers:** All Crazytel customers, including residential, small business, corporate, and enterprise
- **Services:** All services provided by Crazytel, including internet, fixed phone, mobile phone, VoIP, and mobile data services
- **Spam:** Unsolicited electronic messages with an "Australian Link" as defined in the Spam Act 2003
- **You:** The account holder and anyone authorized to access the internet via their account

Respecting Others

Every person deserves to use the internet freely and safely. You must not use our services to:

- Promote or threaten violence towards anyone
- Abuse or harass others, including making offensive, misleading, or menacing comments
- Encourage hate through racist, sexist, or discriminatory comments
- Create risks to anyone's health or safety
- Send unsolicited commercial electronic messages (Spam)

Respecting the Law

You must not use our services for illegal or unlawful purposes, including:

- Providing false account information
- Hacking or gaining unauthorized access to others' information
- Sending Spam or violating the Spam Act 2003 (Cth)

Mobile Data Usage

Data Limits

- If you exceed your data-limited plan allowance, your data service will be disabled until your next billing cycle
- Customers frequently exceeding limits are encouraged to upgrade to a higher data plan for better service

Fair Usage Guidelines

The following activities may constitute unfair use:

- Using residential products for business/commercial purposes
- Using 4G Failover as a primary service beyond temporary fixed-line unavailability
- Combining multiple users' traffic through our network (e.g., using service as a public Wi-Fi point)
- Using call switching or rerouting services
- Using devices that bypass time caps on free or flat call rates
- Using SIM cards in gateway devices that can be accessed by software dialers or PBX systems
- Using SIM cards in any automated dialing or messaging systems

Policy Enforcement

If we detect a breach of this policy, we may:

1. Investigate the breach (with or without contacting you)
2. Request changes to your service usage
3. Issue a formal warning
4. Restrict your access (with or without notice)
5. Suspend or terminate your service (with or without notice)

We reserve the right to report illegal activities to law enforcement, including sharing relevant personal information.