

Fair Use Policy

Amnet Voiced (Residential VoIP Service)



Support: 1300 882 232
Mon-Fri: 7am-9pm
Sat-Sun-Pub: 8am-8pm

Fair Use Explained

Applications of this Policy

1. This policy applies to services provided by Amnet Broadband Pty Ltd and aims to ensure that Amnet provides quality services to all of its customers and that no customer is disadvantaged by the conduct of others.
2. In doing so, this policy ensures that all customers do not use Amnet services in an excessive or unreasonable manner.
3. Amnet has the right to vary the terms of this Fair Use Policy at Amnet's sole discretion from time to time. Please visit www.amnet.com.au for the most current Fair Use Policy.
4. Amnet may rely on its Fair Use Policy where any customer's usage of the service is excessive or unreasonable.
5. If your use of the service is found to be excessive or unreasonable, we will contact you by phone using the contact details you have provided to us to suggest more appropriate telephony products, or ask you to curtail your usage.
6. This policy is supplementary to your obligations outlined in the Amnet Customer Relationship Agreement (CRA). Please visit www.amnet.com.au for the most current CRA Agreement.
7. If after contacting you, your usage continues at an unreasonable level for Amnet VoIP (also known as Amnet Voiced) we may charge you for calls at the rates below:

Local	5c/min
Regional	5c/min
National	5c/min

Unreasonable use

1. Amnet Voiced is intended for personal use by residential customers.
2. Without limiting what is meant by "unreasonable", Amnet considers the unreasonable use of services to include:
 - Use of a residential service for business purposes.
 - Use of a device to reroute calls to/from our network or the network of another supplier.
 - The resale of any service on our network.
 - Engagement in the bridging of conference calls.
 - Use of the service to link two or more communications devices together for the purposes of providing a permanent or semi-permanent circuit or;
 - Use of the service for any other purpose than the predominant function of person to person voice communication.

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Fair Use Explained (cont.)

Excessive Use

1. Amnet considers excessive use to be call durations of more than 180 minutes per call for included call components (local, national and regional calls) or;
2. Talk time of over 3000 minutes per month for included call components (local, national and regional calls).

Breach of Policy

1. If Amnet considers your use of the service has, or is likely to breach this policy, Amnet will notify you immediately.
2. If Amnet considers that use of the service continues to be unreasonable, or if the parties are unable to agree to the changes to the service, Amnet may, in its sole discretion, without liability:
 - Suspend or restrict the service (or any part of it) for any period Amnet sees fit or;
 - Cancel the service by providing 30 days written notice to the customer.