

## **Fair Use Policy**

### **About Opal**

Opal is part of the TalkTalk Group, the UK's third largest communications network operator. Opal provides business grade services to the UK market place across two direct sales channels with a wholesale division covering the reseller and dealer market places. Opal is a leading player in the development and delivery of next generation IP based converged voice and data services.

This Fair Use Policy covers all of the Opal Group of companies being Opal Telecom Limited (3849133) Opal Connect Limited (5727462) (both registered at Stanford House, Garrett Field, Birchwood, Warrington WA3 7BH); and Opal Business Solutions Limited (59909281) (registered at 11 Evesham Street, London W11 4AR).

### **What this policy covers**

Opal's tariffs are designed to be suitable for customers with a typical calling pattern for UK businesses. If your calling patterns differ significantly from standard then you may be in breach of the Fair Use Limits below. In this event Opal reserves the right to amend your tariff without notice.

### **Fair Use Limits:**

- Calls to UK mobile phones shall constitute not more than 25% of the calls (measured by time duration) on any invoice.
- Calls to premium rate numbers (beginning 09) and service numbers (beginning 08) shall constitute not more than 20% of the calls (measured by time duration) on any invoice.
- In respect of Opal Office Broadband from Opal Connect, the total amount of data that can be downloaded from the internet in any given month - 100Gb fair usage is applicable.<sup>1</sup>
- In respect of the Opal Office Broadband outside of our network area, the total amount of data that can be downloaded from the internet in any given month - 40Gb fair usage is applicable.<sup>1</sup>
- For the Builders please refer the applicable features and benefits at [www.opal.co.uk](http://www.opal.co.uk)

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<sup>1</sup> Whilst not currently doing so, Opal reserves the right to impose a reasonable charge for usage exceeding any quoted fair usage limit.