

Phone Fair Usage Policy

Updated April 2021

1. Introduction

Welcome to the seethelight Residential Telephone Service Fair Usage Policy (the “Policy”). This Policy forms part of your agreement for the seethelight Residential Telephone Service which you can only use for domestic purposes.

This Policy explains what constitutes acceptable use of the Residential Telephone Service and state in particular the:

- Types of voice service which are subject to this Policy
- Types of call which are excluded from this Policy
- Steps which we will take to ensure that all of our customers abide by this Policy

Please note that in this Policy, reference to “we”, “us”, “our” and seethelight denotes Independent Fibre Retail Limited, trading as “seethelight”, Registered Number 07443511, whose registered address is Sky - Grant Way, Isleworth, Middlesex, TW7 5QD.

We are regulated in the UK as a Publicly Available Communications Provider (PACP) by Ofcom and oer both a PATS and ISP service. We are also a member of Ombudsman Services.

Any reference to “you” and “your” denotes you, the residential account-registered customer, and also any third party you allow to use the seethelight services provided to you, in accordance with this Policy and our standard terms and conditions.

Any reference to “free” or “unlimited” calls means non-charged calls to UK numbers from seethelight account-registered Residential Telephone Service lines. Please note that all our call tariffs are published on our website: www.seethelight.co.uk.

2. Services that are subject to this Policy

seethelight has introduced this Policy to ensure that all of its residential customers receive a high-quality telephone service.

The service allows you to make unlimited (within a usage prole reasonably expected of a customer using this service for domestic purposes) free calls to UK destinations such as numbers beginning in 01, 02, & 03 (excluding 01534 and 01481 Channel Islands destinations), at no charge, for the first hour of call duration.

Thereafter, a standard per minute charge will be applied if the call you make lasts over an hour. All of our call tariffs are published on our website: www.seethelight.co.uk.

However, if you want to continue your call, free of charge, you are advised to end the call and then redial it to continue.

Again, the first hour of your call will be free before charges are applied in respect of every minute you spend over the hour on this same call.

All numbers dialled beginning in 0500 or 0800 remain free for the duration of the calls. This is because the parties who make the calls pay for such calls.

3. Call types excluded from this Policy

The following call types are excluded from this Policy. You will be automatically charged for these calls at our standard tariffs (which are published on our website: www.seethelight.co.uk) Calls to the Channel Islands, as detailed in Section 2 of this Policy

- All mobile calls (e.g. numbers beginning in 07)
- All international calls (e.g. all numbers beginning in 00 except 0044 (UK))
- All Premium Rate Service calls (e.g. all PRS numbers beginning in 09)
- Calls to Number Translation Services (NTS) (e.g. numbers such as 0845, 0870, 0871, 0844 etc)
- All directory enquiry services prefixed by 118
- All other dialling codes, not mentioned either in this Section or in Section 2 of this Policy

4. Abiding by our Policy

If we reasonably believe that your use of the Residential Telephone Service, including, but not limited to, the total number of calls you make to UK numbers, is not consistent with a normal, fair and reasonable use of such telephone service, then we will be entitled, at our option, to: Impose limits on the free call service we offer to UK numbers; Charge you, at our standard tariff rate, for all the calls you made to UK numbers, in excess of the number of calls reasonably expected of a customer using this service for domestic purposes.

We will inform you of our intention to charge for such calls before amending your account operation. All of our call tariffs are published on our website: www.seethelight.co.uk.