



Telko Pty Ltd  
ABN: 60 066 034 400  
care@customercareteam.com.au  
www.telko.com.au  
Level 5, 100 Albert Road, South Melbourne  
Customer Care Ph: 1300 007 703

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## FAIR USE POLICY

### Summary

It is important to Telko that all eligible Telko customers are able to access our Services. Accordingly, we have devised a Fair Use Policy which applies to:

- usage of any Telko Services; and
- any promotions or Services which are advertised by Telko as subject to the Fair Use Policy ("Fair Use Promotions").

We reserve the right to vary the terms of the Fair Use Policy from time to time.

- your usage of any Telko Services is unreasonable; or
- your participation in a Fair Use Promotion is excessive or unreasonable, as defined below.

### Unreasonable Use

- It is unreasonable use of Telko Services where Your use of any Telko Services is reasonably considered by Telko to be fraudulent or to adversely affect the Telko Network or other Telko customers' use of or access to a Telko Service or the Telko Network.
- It is unreasonable use of a Fair Use Promotion where Your participation in a Fair Use Promotion is reasonably considered by Telko to be fraudulent or to adversely affect the Telko Network or another Telko customer's use of or access to a Telko Service or the Telko Network.
- Among other things, "fraudulent use" includes resupplying a Telko Service without Telko's consent so that someone else may access or use Telko Services or take advantage of a Fair Use Promotion.
- Excessive Use: If your usage of Telko Pty Ltd services is deemed as excessive, we may contact you and request that you decrease your usage. If your usage continues at a level deemed excessive, we may suspend or terminate your service.

Telko Pty Ltd considers excessive use being:

Landline Service - 2000 minutes per month  
Mobile Service - 1500 minutes per month  
Inbound Service- 1100 minutes per month

### Our Rights

- Where You are in breach of this Fair Use Policy, Telko may contact You to discuss changing Your usage so that it conforms to this Fair Use Policy.
- If, after Telko has contacted you, Your excessive or unreasonable use continues, Telko may, without further notice to you:
  - suspend or limit the Service (or any feature of it) for any period we think is reasonably necessary; and/or
  - terminate Your agreement in accordance with the Terms & Conditions of the Standard Form of Agreement.

For more information on our Fair Use Policy, please contact us by;

E-mail: [info@telko.com.au](mailto:info@telko.com.au)  
Level 5, 100 Albert Road, South Melbourne