

Fair Use Policy

This Fair Use Policy forms part of your Agreement with CMIUK and applies where you subscribe to our Services. To ensure all our customers can enjoy the best possible experience on our network, we reserve the right to manage your use of our network in order to protect it for the use of all of our customers. We may therefore apply traffic management controls from time to time.

You must only use the Services for private, personal and legitimate consumer purposes. You must not engage in the organized, fraudulent resale of the Services. Your use of the Services are subject to the following:

- Abnormal use of SMS such as sending bulk SMS messages in relation to the administration of or to promote or market a business, group or organisation or for any non-private or non-personal purpose would fall outside this Fair Use Policy.
- A maximum of 1,000 free minutes will be allowed for voice calls to China Mobile's mobile numbers in the mainland China only per month, any China call minutes in excess of the maximum level will be charged at 2p per minute. Free minutes are not applicable to voice calls to China Mobile's wireline phone number.
- Permanent roaming is not allowed.
 - A Service which has been roaming in the EU in excess of 60 days (for consecutive or separate periods) in any 4 month period is deemed to be permanent roaming. You may only use the Services in the EU for periodic travel while you are normally resident in the UK. If you're not genuinely using the Services for periodic travel we may have to charge you for, or suspend you from, using the Services in the EU. If you continue to use the Service roaming in the EU 14 days after we contact you for a clarification of your situation and we receive no satisfactory explanation from you, a surcharge will apply to your roaming consumption, at the rate of 0.78p per MB of data for the remainder of your Service allowance.
 - A Service which has been roaming in the China of total usage consumed in mainland China is higher than total usage consumed in UK is deemed to be permanent roaming. We will send you alert message if such abnormal usage pattern is detected or approaching to happen. If you continue the permanent roaming usage pattern, we reserve the right to suspend the service without notice.