

Fair Go Policy

The aim of gotalk's Fair Go Policy is to ensure that we are able to provide quality mobile services to all our customers by managing the 'unreasonable' use of our services by a small minority of customers. We may vary our Fair Go Policy at any time by putting a notice on our website www.gotalk.com.au.

What we consider unreasonable

We consider 'unreasonable' use of our services to be any usage as set out below. In this Fair Go Policy, 'Service' means an individual mobile service number or SIM card.

Category A

120 minutes of continuous talk time per call.

Category B

More than:

- 300 minutes free or flat charge (untimed) calling per day for two consecutive days per Service; or
- 2,000 minutes free or flat charge (untimed) calling per month per Service; or
- 500 SMS text messages sent per month per Service; or
- 500 MMS messages sent per month per Service; or
- 300 MMS video messages requested per month per Service; or
- 20 hours of WAP CDS per month per Service; or
- 1 gigabyte downloaded per month per Service.

What we may do if your use is unreasonable

In relation to Category A unreasonable use, we may disconnect the call.

In relation to Category B unreasonable use, we may:

- suspend or disconnect your Service; and
- refuse you further access to the relevant offers or rate plans.

If we suspend or disconnect your Service, you may contact us at 1800GOTALK (1800 468 255) to discuss your use of our services, and at our discretion we may lift the suspension or reconnect your Service subject to a recharge being made. If you make further unreasonable use of our services, we may refuse to lift any suspension or disconnection.

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