



My Business Number

Unlimited Call Bundle Terms

Fair Usage Policy

Our unlimited call bundles are designed for everyday business calling needs. To ensure a smooth experience for all customers, we apply a fair usage policy based on our analysis of typical call patterns.

This means the bundles are ideal for making calls to:

- Standard UK landlines (01, 02, 03)
- Standard UK mobiles (07 prefixed numbers on Vodafone, O2, EE, and Three networks)

Fair Usage Limit

To maintain a fair service for all users, our unlimited bundles have a fair usage limit of 2000 minutes per month. This limit is designed to accommodate the typical needs of small businesses.

What's Not Included

Calls to the following are not covered by the unlimited bundle and will be charged at standard rates:

- Non-standard UK mobile networks (e.g., some business mobiles)
- Mobile numbers with higher than standard call costs (even if prefixed 07)
- International destinations

Prohibited Usage

The following activities are prohibited and may result in account restrictions or additional charges:

- Automatic dialing (auto-dialers)
- Continuous or excessively long calls
- Using the service with calling cards
- Telemarketing activities (including charities, political campaigns, and surveys)
- Fax transmissions
- Voicemail blasting

Changes to Terms

We may update these terms occasionally. We'll notify you by posting them on our website. Continued use of the service after such changes indicates your acceptance of the revised terms. You can always terminate your account if you disagree with the changes.

Final Decision

Our decisions regarding fair usage and potential restrictions are final.