



Fair Use Policy

This policy is made in accordance with our [Service Terms and Conditions](#) and applies to calls included within Supanet's call packages.

Supanet's call packages are specifically designed to provide value for money to our residential customers and monthly package price includes calls made to specified numbers. Our call packages are not intended for business use. A fair use limit of 1,000 minutes per billing month applies to all calls stated as being included in your call package, except when stated otherwise. For example, if your order confirmation states "unlimited calls", this limit does not apply.

The fair use limit does not apply to boosts.

Supanet believes the fair use limit reflects reasonable usage by residential consumers. The fair use limit is applied to prevent abuse and to enable us to keep our call package prices as competitive as possible, which we believe to be beneficial for the vast majority of our customers.

Any calls made in excess of the fair use limit set by Supanet will be charged in accordance with our [Price List](#).