

Crazytel Fair Use Policy

Mobile SIM Cards & SIP Trunks | Last Updated: 2 August 2026

Scope: This Fair Use Policy applies to Crazytel **Mobile SIM Card** services (including voice, SMS and mobile data) and Crazytel **SIP Trunk** services (including Business and Residential SIP Trunks and plans with included or unlimited calls).

Purpose

At Crazytel, we believe our customers should have the freedom to express themselves and share information using our services. This Fair Use Policy establishes guidelines to ensure:

- The safety and rights of all users and Crazytel
- Services are used reasonably and acceptably
- Quality of service is maintained for all customers and wholesale network users

Definitions

- **Crazytel:** Refers to Crazytel and all subsidiary companies
- **Customers:** All Crazytel customers, including residential, small business, corporate, and enterprise
- **Services:** Crazytel Mobile SIM Card services and SIP Trunk services, including associated voice, SMS, VoIP, and mobile data features
- **Mobile SIM Card:** A Crazytel mobile service provided via SIM for voice, SMS and/or mobile data
- **SIP Trunk:** A Crazytel SIP Trunking service used with compatible VoIP handsets, softphones, ATAs, gateways, or PBX systems
- **Spam:** Unsolicited electronic messages with an "Australian Link" as defined in the Spam Act 2003
- **You:** The account holder and anyone authorised to use the Services on the account

Respecting Others

Every person deserves to use communications services freely and safely. You must not use our Services to:

- Promote or threaten violence towards anyone
- Abuse or harass others, including making offensive, misleading, or menacing comments
- Encourage hate through racist, sexist, or discriminatory comments
- Create risks to anyone's health or safety
- Send unsolicited commercial electronic messages (Spam)

Respecting the Law

You must not use our Services for illegal or unlawful purposes, including:

- Providing false account information

- Hacking or gaining unauthorised access to others' information or systems
- Sending Spam or violating the Spam Act 2003 (Cth)
- Any activity that breaches Australian law or applicable regulatory rules

Mobile SIM Cards — Data & Usage

Data Limits

- If you exceed your data-limited plan allowance, your data service will be disabled until your next billing cycle
- Customers frequently exceeding limits are encouraged to upgrade to a higher data plan for better service

Mobile Fair Usage Guidelines

The following activities may constitute unfair use of Mobile SIM Card services:

- Using residential products for business/commercial purposes (unless the product is expressly sold for that use)
- Using 4G Failover as a primary service beyond temporary fixed-line unavailability
- Combining multiple users' traffic through our network (e.g., using the service as a public Wi-Fi point)
- Using call switching or rerouting services in a manner inconsistent with reasonable personal or intended business use
- Using devices that bypass time caps on free or flat call rates
- Using SIM cards in gateway devices that can be accessed by software diallers or PBX systems
- Using SIM cards in any automated dialling or messaging systems
- Machine-to-machine (M2M), IoT, or continuous tethered use where not expressly permitted by the plan

SIP Trunks — Fair Usage

This section applies to Crazytel SIP Trunk services, including plans that incorporate included, flat-rate, or unlimited calls.

Reasonable Use

SIP Trunk services must be used for reasonable residential or business telephony consistent with the plan type you purchase. Included or unlimited call inclusions are intended for normal person-to-person calling patterns, not for high-volume automated or commercial messaging platforms unless Crazytel has expressly agreed otherwise in writing.

SIP Trunk Fair Usage Guidelines

The following activities may constitute unfair use of SIP Trunk services:

- Autodialling, predictive dialling, or continuous automated outbound calling
- Telemarketing, call centre blasting, polling, or charitable/political solicitation at volumes inconsistent with the plan
- Fax broadcasting, fax blasting, junk faxing, or fax spamming
- Continuous or extensive call forwarding, or use patterns that convert the service into a wholesale transit or call-switching platform
- Using SIP Trunks primarily to terminate traffic for third parties or as a public calling gateway

- Calling or messaging any person (including via distribution lists) who has not given appropriate permission where consent is required by law
- Any use resulting in improper usage patterns, including where inbound or outbound minutes are excessively one-sided, or average minutes per trunk/seat materially exceed typical Crazytel customer usage (for example, where inbound or outbound minutes exceed 80% of aggregate usage, and/or average minutes per trunk/seat exceed 90% of all Crazytel customers on comparable plans)
- Any other activity inconsistent with reasonable residential or business use of a SIP Trunk

If Crazytel determines, in its sole discretion, that you are not using a SIP Trunk plan for reasonable use, Crazytel may immediately modify, restrict, suspend, or terminate the Product for that Customer, and/or move the account to a more suitable plan or rate.

Policy Enforcement

If we detect a breach of this policy, we may:

1. Investigate the breach (with or without contacting you)
2. Request changes to your service usage
3. Issue a formal warning
4. Restrict your access (with or without notice)
5. Suspend or terminate your service (with or without notice)

We reserve the right to report illegal activities to law enforcement, including sharing relevant personal information.

Changes to this Policy

Crazytel may vary this Fair Use Policy from time to time. The current version is published on our website. Continued use of the Services after an update constitutes your acceptance of the revised policy.