

## Fair Use Policy – Roam Like at Home

Roam Like at Home is intended for UK customers only when visiting the European Union or European Economic Area (“Europe”) on periodic travel such as:

- Holidays
- Business trips

Using Roam Like at Home for permanent roaming is not permitted. TalkTalk will monitor use of Roam Like at Home to ensure it is only being used for periodic travel, not permanent roaming.

We will monitor the following indicators:

- Usage – your mobile use in Europe compared with the UK
- Time spent in Europe compared with the UK

You may be considered to have breached the Fair Use Policy if, over a period of at least four months, our records show that over 50% of your mobile use is in Europe rather than the UK or you have spent more than 50% of your time in Europe. Time spent in Europe will be measured by counting the number of days you have connected to a network in Europe but not to a network in the UK.

We’ll send you a text if we believe you have breached the Fair Use Policy. If you have not changed your mobile use pattern after two weeks from receiving the text, and we consider it still remains in breach of the Fair Use Policy, we reserve the right to apply a surcharge for mobile use within Europe. We will apply a surcharge until your usage pattern complies with the Fair Use Policy. We will monitor this over successive two week periods.

These charges are EU regulated:

	Maximum surcharge (excl. VAT) on top of domestic price (£)
	Until 30 <sup>th</sup> June 2018
<b>Outgoing voice/ per min</b>	£0.027
<b>Incoming voice/ per min</b>	£0.0076
<b>SMS/ per Message</b>	£0.008
<b>Data/ per GB</b>	£5.07

## Fair Use Policy – Complaint process

If you are unhappy with any fair use notification or surcharges applied, you can contact us using our complaint procedure which can be found [here](#).