

General Information – Mobile

Fair Usage Policies - Unlimited Allowances

Artemis unlimited bundles are truly unlimited where usage is appropriate to subscription type. Inappropriate usage would be considered as the following:

- Any usage outside normal commercial practice
- Any usage made via automated means (also see Gateway/AIT FUP)
- Any usage that damages or impairs the hosting network
- Any usage considered fraudulent, abusive, illegal or a nuisance
- Data usage where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6-month period
- Data usage when roaming outside of the UK exceeding more than 25GB within a single billing period is subject to standard roaming rates.

We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse.

Fair Usage Policies - Roaming

Inclusive roaming services on our mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis. If a customer uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and/or legislation such as Roam Like At Home), and they have spent more time abroad than at home with their roaming use exceeding their domestic use, we will consider them a permanent roamer and charges will apply in line with our standard roaming out of bundle costs. Please be aware that roaming activity will continue to be measured over a four month period.

Please note, Artemis reserve the right to disconnect subscriptions and apply a standard £40 Cease Fee per subscription, in instances where terminations occur due to breach of listed policies.

Gateways/Artificially Inflated Traffic (AIT)

Artemis does not allow SIMs to be used in any equipment which enables the routing of calls or data (including, without limitation, text or picture messages) from fixed apparatus or standard devices to mobile equipment, by establishing a mobile to mobile call or transmission. Nor does it allow the use of any equipment which enables the sending of bulk SMS, voice or data services. Artemis reserves the right to suspend without notice should we believe that such equipment is being used. During suspension, the liability for any access charges or calls will rest with the customer.

Subject to change

Our tariffs are subject to change. Artemis will ensure at least 30 days' notice is given before any changes take effect.

Miscellaneous Charges

Manual payment (non DD) £10/month

Direct Debit representation £10.00

Late payment fee £25.00

Early termination fee per SIM £30.00