



KCOM eSIM – Fair Usage Policy (Residential Consumer)

1. Purpose of this Fair Usage Policy

Our KCOM eSIM Unlimited UK plan is designed to give you generous, reliable mobile data, calls and texts for your everyday needs.

This Fair Usage Policy explains how you can use your KCOM eSIM, the types of use we don't allow, and what we may do if usage is excessive, unusual or could affect our network or other customers.

This policy forms part of the Terms and Conditions that apply to your KCOM eSIM service. For a copy of the Terms and Conditions, see kcom.com/home/legal.

2. Using your KCOM eSIM

You must use the service responsibly and in accordance with your contract, applicable laws and this Fair Usage Policy. You must also comply with our Acceptable Use Policy, which contains further requirements relating to lawful use, network security, prohibited content, misuse of our network and other unacceptable activities, see kcom.com/home/legal.

You must not use your KCOM eSIM in a way that is unlawful, fraudulent, abusive or that could cause harm to our network, services or other customers.

Your KCOM eSIM is intended for normal personal use, including but not limited to browsing the internet, using social media, streaming content, messaging and making calls.

Your KCOM account may include multiple eSIMs where this is permitted by your plan. Each eSIM must be used in accordance with the arrangements permitted under your contract and the Acceptable Use Policy, see kcom.com/home/legal.

3. Uses we don't allow

You must not use your KCOM eSIM:

- For , re-selling, re-supply or sub-licensing of our services to another person or organisation.
- To provide mobile connectivity or services to third parties as a commercial service, except where expressly permitted under your contract.
- For call centres, telemarketing, traffic pumping, gateways or similar high-volume calling activity.
- For bulk, automated or unsolicited communications.
- For automated, machine-to-machine (M2M) or programmatic communications, or in 5G routers, or IoT hardware or similar equipment, unless expressly permitted under your contract.
- To operate servers or other systems that are intended to provide services to multiple users.
- To use multiple accounts, subscriptions or identities to avoid usage restrictions or other limits that apply to your service.
- To share, transfer or otherwise allow another person to use your account or subscription where this is not permitted under your contract.
- In a way that replaces a fixed broadband connection, where this is inconsistent with the intended use of the service.
- In a gateway device, SIM box or similar equipment to originate, terminate, route or facilitate automated or high-volume calls or messages.

Tethering and hotspot use

You may use your KCOM eSIM's mobile hotspot or tethering functionality for normal personal use.



Tethering is intended for personal use and must not be used to provide mobile connectivity or internet access to third parties as a commercial service, to resell or otherwise re-supply our services, or to operate servers, gateways or other systems intended to provide services to multiple users.

Regular or continuous tethering, particularly where a large number of devices are connected or where the use generate unusually high levels of traffic, may place additional demand on the network and affect service performance. Where necessary to protect network performance, capacity or other customers, we may apply reasonable network management measures in accordance with this policy.

4. Unlimited UK data and fair usage

Our Unlimited UK plan includes unlimited UK mobile data, subject to this Fair Usage Policy and the Acceptable Use Policy, see kcom.com/home/legal.

“Unlimited” means that we do not apply a fixed monthly data allowance to your plan. However, your use must remain consistent with this Fair Usage Policy and the intended personal use of the service.

We monitor usage to help protect the performance, security and availability of our network for all customers.

How we assess data usage

For the purposes of this policy, data usage will be assessed during each billing cycle. Your billing cycle starts on your Plan start date and renews on the same date each month, where that date occurs. Your data usage resets at the start of each new billing cycle. For example, if your Plan starts on 11th January, your billing cycle will run until your renewal date on 11th February. For further information on how your renewal date is calculated, please refer to the Terms and Conditions.

A monthly data usage threshold of 450GB applies to Unlimited plans. This is a fair-use threshold and is not a fixed data allowance. Reaching or exceeding 450GB does not automatically mean that your service will be restricted.

If your data usage exceeds 450GB during a billing cycle, we may take reasonable measures in accordance with this Fair Usage Policy, including contacting you about your usage or applying reasonable restrictions to your service where necessary to protect the quality and availability of the service for all customers.

We may also take action where usage is exceptionally high, excessive or significantly outside the pattern we would reasonably expect from an individual customer, particularly where it could affect network performance or other customers.

The 450GB threshold does not apply to Travel eSIMs unless the Travel eSIM is stated to be unlimited. Where a Travel eSIM is unlimited, the applicable data usage threshold will be confirmed to you.

Network management

We, or our third-party suppliers and mobile network operators we use to provide elements of the service may monitor traffic and usage patterns and take reasonable steps to protect the performance, capacity, security and availability of our network and services

Where necessary to manage network congestion, protect network performance or security, or prevent a customer's use from materially affecting other customers, we may apply reasonable network management measures. Any measure we apply will be transparent, proportionate, non-discriminatory and consistent with applicable law and published information.

5. Calls and texts



Calls and texts are intended for reasonable and typical individual, personal use. No specific call-minute or SMS threshold applies. We assess usage based on the overall nature, volume and pattern of calls and texts to determine whether the service is being used in a manner consistent with normal personal use.

You must not use your service for high-volume, automated or commercial calling or messaging activity, including call centres, telemarketing, bulk messaging, traffic pumping or similar activity.

Where we identify usage that is materially outside reasonable and typical individual use, or that is inconsistent with the intended personal use of the service, we may contact you and take reasonable steps to prevent misuse, including restricting or suspending the service or ending your service in accordance with our Terms and Conditions and applicable law.

6. Using your KCOM eSIM abroad

The KCOM Unlimited UK plan is intended for use in the UK and does not include international roaming.

If you want mobile data when travelling abroad, you can purchase a Travel eSIM through the KCOM eSIM app, where available.

Travel eSIMs are separate products and their available destinations, data allowances, and validity periods may differ from the Unlimited UK plan. This Fair Use Policy applies to Travel eSIMs except where otherwise stated.

7. Protecting our service and preventing fraud

We may monitor account activity and usage patterns to help identify fraud, misuse and activity that could negatively affect our services or customers.

Where we reasonably suspect fraud, deliberate misuse or activity that presents a significant risk to our services or network, we may take action, including suspending your service, to protect our customers and services. Where reasonably practicable and lawful, we will give advance notice of any action and explain the reason. If advance notice is not practicable, we will provide information afterwards unless prohibited.

We may also take reasonable steps to investigate suspected misuse and prevent further misuse of our services.

8. What happens if your use falls outside this policy?

If we identify usage that appears to be excessive, unusual or inconsistent with this Fair Usage Policy, we may contact you and ask you to change the way you use your service.

Depending on the circumstances, we may:

1. Contact you about your usage and ask you to moderate or stop the relevant activity.
2. Apply reasonable network management measures where necessary to protect the network.
3. Restrict or suspend the specific service affected, such as mobile data, calls or texts.
4. Take further action if the issue continues, including suspending or terminating your KCOM eSIM service.

Where possible, any restriction will be limited to the service or activity giving rise to the issue.

Emergency calls



Any restriction applied under this Fair Usage Policy will not prevent you from making emergency calls, such as 999 or 112, where emergency calling is otherwise available on the device and network.

9. Complaints and support

If you have a complaint about your KCOM eSIM, including any restriction, suspension or other action under this Fair Usage Policy, you can make a complaint to us in accordance with our Complaints Code of Practice.

You can find details of how to make a complaint, our complaints process and how to escalate your complaint on our website at kcom.com/home/complaints/

If we are unable to resolve your complaint, you may have the right to refer it to an independent Alternative Dispute Resolution (ADR) service in accordance with our Complaints Code of Practice.

Our Complaints Code of Practice contains the current contact details and information about the applicable ADR scheme and is available at kcom.com/home/complaints/

10. Changes to this policy

We may update this Fair Usage Policy from time to time where necessary, including to reflect changes to our services, network, legal requirements or regulatory obligations.

Where required, we will provide notice of changes in accordance with the terms of your contract.