

CSU FAIR USAGE POLICY

The use of the telephone Compliance Support Unit ('CSU') is restricted to queries which can be resolved quickly by telephone in a single call.

Average usage should not exceed calls lasting for more than a total of 15 minutes per calendar month.

Additional calls or queries which require a greater amount of time to be resolved will be charge for by the Service Provider at it's prevailing rate from time to time. You will be advised in advance of this in due course.