

# TUNSTALL RESPONSE FAIR USAGE POLICY



## Introduction

Tunstall Response Fair Usage Policy ('the Policy') seeks to ensure customers should be able to use the service in an appropriate manner to meet their reasonable needs.

A very small number of customer's service users (i.e. those in whose home customer TEC equipment is installed) make an excessive amount of calls to the extent that it can impair the performance of the overall service to others. The Policy is designed to provide the most effective service to all customers' service users. The Policy does not and should not prevent customer's service users contacting Tunstall Response. The Policy is concerned only with unjustified excessive calls.

The Policy will identify the very small number of cases where calls are considered both excessive and unjustified. We will communicate with our customers to try to establish what is driving the high usage and how with the involvement of the customer, including their appropriate care professionals, call activity levels can be modified to the benefit of all. In extreme cases, Tunstall may be required to formally request the intervention by the customer of its social services or other appropriate care organisations to reduce the impact the customer's service user have on the service performance to others.

## What Level of usage is allowed?

Only customers consistently in excess of the agreed calculated calls levels on a per month basis are likely to be impacted by the Policy.

## How do I know if I am likely to be affected by the Fair Usage Policy?

Our statistics tell us the average usage of the service which can be expected. If these averages are exceeded, Tunstall may contact you to request that a review be undertaken of the excessive calls made by your service user. Tunstall will take into consideration the circumstances of the individual service user concerned and the total calls made by all service users associated with a particular customer prior to initiating a formal review request. Tunstall may request from the customer an action plan to address the excessive usage.

## What happens if you are affected by the Fair Usage Policy?

If you are affected, we will contact you to let you know that your usage is excessive and is affecting other service users and request an action plan to reduce excessive calls or where appropriate advise the customer of the revised pricing associated with the abnormally high usage.

