

Fair Use Policy

1. We are committed to keeping the cost of our policies affordable for everyone and therefore we have a responsibility to ensure that Roadside services are distributed in a manner that benefits all customers equally.
2. Part of this responsibility is ensuring that customers are not using Roadside Assistance services in lieu of proper mechanical maintenance, or regularly requesting Roadside Assistance for the same recurring incidents.
3. Roadside Assistance provides “unlimited” service call-outs, however we reserve the right to apply the terms of our Fair Use Policy when defining “unlimited”.
4. The Fair Use Policy is used to identify, monitor and assist those customers who we deem have requested Roadside Assistance more frequently than we consider reasonable or in a manner we consider excessive, over a given period of time.
5. Under this Fair Use Policy, we reserve the right to refuse or restrict the Service to you, or charge you an additional fee to provide the Service, where we determine in our sole discretion that you have reached or exceeded the guidelines of this Fair Use Policy.
6. Examples of reaching or exceeding the Fair Use Policy, include but are not limited to:
 - More than 1 callout request for a specific mechanical breakdown where the root cause of the breakdown previously identified, communicated to you and this has not been repaired;
 - More than 1 callout request where it is identified and communicated to you that the vehicle is missing parts or equipment, that are required to provide basic Roadside Assistance (such as a missing or unroadworthy spare tyre, keys for locknuts or any tool or piece of equipment specific to the vehicle being attended to);
 - A third or subsequent callout for any “out of fuel” situations within the policy period;
 - Any callout (or subsequent callout) where we determine that the driver of the vehicle has acted in a manner that is dishonest or deceptive.
7. Our Fair Use Policy states that reaching or exceeding a callout request limit as described in items 4, 5 and 6 above, does not effect a request for a callout, where the Vehicle has become immobilised for an unrelated reason. Callouts of nature will remain eligible within the Service Limits, unless at some point in the future, their use also reach or exceed the guidelines within the Fair Use Policy.
8. Customers will receive a notification letter once the fair use provisions of this policy have been reached or exceeded. This letter will provide information about the policy and what steps need to be taken in order to reduce the breakdown frequency of the vehicle. This letter will serve as formal notification of unreasonable or excessive use.
9. If reasonable action is not taken to reduce breakdown frequency by completing any repairs or comply with any other reasonable requests made by us within the formal notification, future service may be suspended or additional charges applied, at our sole discretion.

10. Without limiting the circumstances in which we may apply the fair use policy, we will apply this policy if any use of services or entitlements by any customer is considered by us to be fraudulent or adversely affecting the provision of services or entitlements to other customers.