

Fair Use Policy for User Calls or Emails (the contact) – e.g. a *quick bit of advice*

1. **Frequency of contact:**
 - Users are allowed a maximum contact of:
 - Each call should not exceed **20 minutes** in duration.
 - Emails should not exceed 4 in total and are assumed to be 5 minutes each in duration.
 - WhatsApp and other Messenger contact will be counted as email
2. **Monthly Limit:**
 - Users are restricted to a total of **20 minutes** of call time or 4 emails or messenger contacts within a single month.
3. **Compliance:**
 - Users must adhere to these limits to ensure fair access for all seeking low-cost advice.
 - Excessive usage may result in restrictions or limitations or no reply to requests for advice.
4. **VIP Subscription for Breach:**
 - If fair use is breached, users will be required to subscribe to our **VIP subscription plan** to continue using our services.
 - The VIP plan offers extended call durations and additional benefits.
5. **Applicability to Emails and Calls:**
 - This fair use policy applies to both **emails and calls**.
 - Users must manage their communication within the specified limits.
6. **Contact:**
 - For any issues or queries related to this policy, users can reach out to our support team at support@pubs.expert

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