

Fair Usage Policy (FUP)

We know that most customers use our services in a reasonable manner to meet their medical needs. We also know that there are some customers who are excessive and abusive users of our services, and as such we have some fair usage guidelines, which are designed to ensure that the quality of service and reliability, are maintained at all times.

These guidelines give an indication of what we believe is normal and reasonable for a user, and are designed to prevent fraud and abuse of our services.

MyGP&Me is for individual registered users only.

Usage Cap (UC)

Usage caps are very different to fair usage policy. These are the limits set by MyGP&Me or by the contracting company, and may result in you being charged for these services should you exceed the cap.

Traffic Management Policy (TMP)

At peak traffic times the server(s) outside of our control may reduce or cease their throughput, as such delays in communication may result to which we cannot be

In addition, at peak times, users are queued and the time taken to initiate and resolve your enquiry may be protracted. No user is able to queue jump, and the GP will respond at the earliest opportunity, however this may on occasion be outside the contracted service period.

At these times you might notice a reduction in the service provision, however, this network and traffic management is to avoid congestion of users.

Investigation of your online activities

We reserve the right to investigate any suspected violation of the FUP, UC and TMP. MyGP&Me reserves the right to take any unlawful, prohibited, abnormal or unusual activity into account in making its determination.

MyGP&Me may at its option, terminate or suspend its relationship with you, and your use of any Skype product immediately if it determines you are using the product contrary to this FUP.