

VoIPcloud Wholesale Call Plans and Services

The Fair Use Policy is designed to protect the quality and integrity of VoIPcloud Wholesale's network.

The Fair Use Policy applies to all VoIPcloud Wholesale call plans and services on the VoIPcloud Wholesale network.

VoIPcloud Wholesale offers a range of call plans, each call plan is designed for reasonable use only.

VoIPcloud Wholesale may vary the terms of the Fair Use Policy from time to time and the customer must comply with the current version of the Fair Use Policy.

Reasonable Use

Reasonable use of VoIPcloud Wholesale call plans and services shall not include certain activities including but not limited to, any of the following; auto-dialling, continuous or extensive call forwarding, continuous connectivity, fax broadcast, fax blasting, telemarketing (including without limitation charitable or political solicitation or polling), call centre operations or volumes under business call plans, Low answer seizure ratio (ASR) a minimum of 40% is required and/or Low average length of call (ALOC) of not less than 15 seconds is required, junk faxing, fax spamming, calling/faxing any person (through the use of distribution lists or otherwise) who has not given specific permission to be included in such a process or any other activity that would be inconsistent with reasonable usage.

Any other use resulting in improper usage patterns, including but not limited to dialling patterns wherein the customer's inbound or outbound minutes exceed 80% of the aggregate usage and/or average minutes per call, are more than 90% of all VoIPcloud Wholesale customers.

If VoIPcloud Wholesale determines, in its sole discretion, that a customer is not using call plans or services for reasonable use, VoIPcloud Wholesale reserves the right to immediately suspend outbound calls, immediately terminate or modify the terms of the product for that customer without notice.

We reserve the right to modify this policy relating to our call plans and services at any time. Effective upon posting an updated version of this policy on the website. When we publish an updated policy on our website, we will revise the updated date at the bottom of this text. Continued use of our call plans and services after any such changes shall constitute your consent to such changes.