

## **FAIR USE POLICY - ConnectTel Business SIP, vPBX & Hosted Mitel**

This policy is designed to protect the quality and integrity of the ConnectTel VoIP services and in doing so ensure all customers receive fair and equitable access.

The policy specifically relates to usage of un-timed ("flat rate") calls and "included" calls on all VOIP plans that have these type of call inclusions provided to its subscribers. Examples include but are non limited to Business SIP, vPBX & Hosted Mitel plans.

We retain the right to vary the terms of the Fair Use policy at our discretion from time to time.

### **EXCESSIVE USE**

The objective of the excessive use provisions of the Fair Use Policy is to identify those customers likely to be using ConnectTel VoIP services telemarketing, call centre function, outbound diallers and similar uses. This is likely to place unsustainable demands on the system.

ConnectTel considers a call duration of more than 100 minutes per call where a 'flat rate' applies, and or more than 3000 minutes of talk time per VoIP trunk/user per month as potentially indicative of non-ordinary commercial usage. ConnectTel may also consider a regularity of calling that indicates that the service is not being used for normal business use only.

If your use of the prescribed VOIP plans is excessive we will contact you by phone or email, using the contact details you have provided advising that you may be in breach of the Fair Use Policy. If for the next billing period usage continues at a similar level and frequency you will receive formal notification from ConnectTel, advising that you have 14 days to provide a Statutory Declaration to ConnectTel, in which you swear or affirm that the service is used for normal business purposes only. If after 14 days, ConnectTel has not received a completed Statutory Declaration or you have not requested (and been granted) an extension within which to provide that Statutory Declaration, ConnectTel may:

- \* Change your plan to a pay as you go without further notice and you will be billed accordingly
- \* Suspend your service without further notice

### **UNREASONABLE USE**

Without restricting what is meant by "unreasonable" ConnectTel will supply the service for the purpose of you making and receiving calls on our network for your personal use.

ConnectTel will consider unreasonable use of the service to be:

- \* Using the service for telemarketing, call centre function, outbound diallers and similar uses
- \* If you use a device that reroutes calls to/from our network or the network of another supplier or wholesale any service on our network

In contrast to the above sub-clauses we may in our absolute discretion give our consent to this type of behaviour, subject to conditions and in writing. We further consider your use of the service to be unreasonable if you reduce or limit the ability of other customers to access our network as you:

- \* Engage in the bridging of conference calls
- \* Use the ConnectTel service to link two or more communication devices together for the purposes of providing a permanent or semi-permanent circuit
- \* Use the ConnectTel service for any other purpose than the predominant function of person-to-person voice communication.



POWERFUL COMMUNICATIONS, SIMPLY

Without reducing or restricting our rights under the Terms of Service, where we consider your use unreasonable ConnectTel may contact you by phone or email, using the contact details you have provided advising that you are in breach of the Fair Use Policy and to cease unreasonable use immediately otherwise your service may be subjected to suspension or cancellation without further notice or choose to suspend or cancel your service immediately and without any prior notice if the breach is considered seriously detrimental to the network.

## Connect Tel Customer Support

We strive to provide our clients with the best possible customer service and are here to help. For all queries please pick up the phone and call our friendly support team or lodge a request via email.

Email: [support@connecttel.com.au](mailto:support@connecttel.com.au)

Phone: 1300 780 433

### **What should I do if I have a complaint?**

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).