

# SIP Inclusive Calls Fair Use Policy

V2.0

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These Terms of Service are set out by AMS IT Support Ltd to cover Bundle Products (SIP Trunks with Inclusive calls, supplied via Voiceflex™ and include Voiceflex™ products with inclusive minutes only).

1. Calls to numbers beginning with 01, 02 & 03 and headline mobile carriers, such as Vodafone, EE, 3, O2 (Telefonica) covered by charge codes fm1, fm3, fm4, fm5 and fm6 are inclusive in the Bundle tariff for calls delivered in the United Kingdom subject to fair use. Calls to redirect services, Wi Fi services (fw charge codes), Channel Islands, the Isle of Man, other UK mobile dial strings that fall into charge codes that are not specified above are not included in any bundled minutes.
2. The inclusive calls bundle is subject to a Fair Use Policy (FUP). The combined number of minutes to UK 01, 02 & 03 and UK Headline mobile (fm1, fm3, fm4, fm5 and fm6) is 5,000 minutes in each calendar month per channel, any unused minutes will not be rolled over to the next calendar month and 03 minutes must not exceed 10% of the total outbound minutes used for that Company.
3. The ratio of outbound to inbound calls does not exceed 75% of outbound calls to the total calls made and received on each customer SIP Trunk. Exceptions will apply when:
  - a. Awaiting number porting.
  - b. Customer has been using the service for less than 4 weeks.
  - c. Calls per channel are less than 15 minutes per day.
4. Inclusive calls are provided on the basis that service is to be used by the end user customers and will not be used by automated and non-human operators, which includes all types of diallers. AMS IT Support reserve the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of the FUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.
5. Calls forwarded or diverted will be charged at the agreed pence per minute rate and are not included in the bundle.
6. Should a company exceed the usage limits defined in the FUP, it is the reseller responsibility to check use remains within the fair use policy. Should any company breach the FUP, AMS IT Support reserve right to suspend the inclusive calls offer without prior notice and ALL USAGE for the customer from the suspension date will be rated at the call tariff assigned to the customer for future whole months.
7. AMS IT Support Ltd reserves the right to review the Inclusive calls offer at any time giving 30 days' notice of any change.