

AMVIA Voice Acceptable Use Policy

This Acceptable Use Policy forms part of the Agreement between Amvia and the Customer and applies to any Voice Inclusive Minutes service made available by Amvia in connection with CallSwitch One, SIP Trunking and Operator Connect services.

The purpose of this Policy is to ensure fair, lawful and commercially reasonable use of voice services so that network performance, service quality and platform stability are protected for all customers.

Introduction

This Policy applies where the Customer receives a bundled, inclusive, or uncapped calling allowance as part of a voice service provided by Amvia.

For the purposes of this Policy, the relevant services include CallSwitch One, SIP Trunking and Operator Connect, together with any associated voice calling features, routing arrangements or service plans under which inclusive minutes are made available by Amvia.

This Policy is supplementary to the Agreement, Order and any applicable service schedule. Where there is any inconsistency, the Agreement and Order take precedence unless they expressly state that this Policy overrides them.

Acceptable Use

The Customer must use the services in good faith for normal business communications and must ensure that its users, end users, employees, contractors and anyone using the services through the Customer do the same.

Use of inclusive minutes must remain consistent with reasonable business usage. The services must not be used in a way that is excessive, abusive, artificial, non-commercial in nature or inconsistent with the intended purpose of a business voice service.

Without limitation, the following constitute prohibited or unacceptable use under this Policy:

- Use beyond reasonable business usage or for any form of arbitrage.
- High-volume or excessive call forwarding, auto-dialling, call blasting, campaign dialling or similar automated traffic generation.
- Sending or receiving voice or data traffic in a way, pattern or volume that adversely affects the underlying network, any supplier platform, other customers or customers of upstream providers.

- Artificial inflation of traffic, deliberate manipulation of call profiles, deliberate aggregation of calls to a particular dial string or destination, or similar conduct designed to exploit commercial charging arrangements rather than support genuine business communications.
- Use of inclusive minutes for wholesale, resale, contact-centre style bulk traffic, persistent broadcast traffic, machine-generated traffic or other high-intensity use cases unless expressly agreed in writing by Amvia.

For the avoidance of doubt, Amvia's standard service usage terms, charging terms and any call tariff exclusions contained in the Agreement or Order continue to apply in addition to this Policy.

Amvia Rights

If Amvia reasonably suspects that the Customer or any user has engaged in unacceptable use, the Customer must provide all reasonable assistance and information requested by Amvia so that the nature, extent and cause of the usage can be assessed.

Where Amvia reasonably considers that unacceptable use has occurred or is likely to occur, Amvia may take proportionate protective action in relation to the affected service or usage pattern.

Such action may include one or more of the following:

- Suspension, restriction or termination of access to the affected service, in whole or in part, with or without notice where reasonably necessary to protect the service, network or other customers.
- Removal of inclusive minute treatment from the affected service or tariff and conversion of usage to a fully metered or alternative charging basis, including pro rata charging where appropriate.
- Charging for traffic, conveyance or related network costs incurred as a result of excessive, artificial, manipulated or non-commercial traffic patterns.
- Requiring the Customer to migrate to a different package, call plan or service configuration more appropriate to the observed usage profile.

Where emergency calling capability is maintained during any restriction or suspension, any applicable charges may continue to apply at the prevailing rate.

Investigation and Cooperation

Amvia and the Customer will work together in good faith to review unusual usage patterns and determine whether the traffic is legitimate, accidental, misconfigured, security-related or otherwise outside normal expectations.

The Customer must, on request and subject to any lawful confidentiality obligations, promptly provide such information as Amvia may reasonably require to verify compliance with this Policy, including details

of call flows, user behaviour, routing arrangements, applications or configurations that may be generating the traffic.

Failure to cooperate with a reasonable investigation, or continued unacceptable use after notification, may be treated as a material breach of the Agreement.

Service-Specific Application

For CallSwitch One, this Policy applies to any bundled or inclusive calling element provided as part of the hosted voice service.

For SIP Trunking, this Policy applies to any inclusive minute bundle, call package or voice usage arrangement attached to the trunking service, whether used directly through a PBX, SBC or other customer telephony platform.

For Operator Connect, this Policy applies to any inclusive or bundled calling arrangement made available through the service, including use through Microsoft Teams or related calling endpoints.

Nothing in this Policy obliges Amvia to provide inclusive call treatment for call categories, destinations, traffic types or usage profiles that are excluded under the Agreement, supplier terms or applicable tariff documentation.

General

Capitalised terms used in this Policy but not defined in it have the meanings given in the Agreement or applicable Order.

Amvia may review and amend this Policy from time to time on written notice where reasonably necessary to reflect supplier rules, regulatory obligations, fraud trends, misuse patterns, product changes or operational requirements.

This Policy should be read together with the relevant Amvia service schedule, tariff documentation and the main Agreement.