



Fair and Acceptable Use Policy

The Reason for This Policy

The Acceptable Use Policy aims to ensure the enjoyment and availability of our services to all our eligible customers in an equal and fair manner. Furthermore this policy is in place to ensure that no customer or user of our services is disadvantaged by the behaviour of others.

This policy ONLY applies to the following services:

1. PBX-UC
2. Business Duo-Line
3. Silver Biz
4. Platinum Biz
5. Cloud PBX Business+
6. SIP Trunk Business+
7. All other call included plans
8. Cloud PBX Services

What MondoTalk Considers to be Acceptable Call Use

Acceptable use is when we see your usage of our services is less than double the average usage as measured across all our clients with similar plans. If this is exceeded for three consecutive months then we deem acceptable use to be violated. The result of this is that excessive use charges will be applied.

Excessive Use Charges

If excessive call usage has been detected then you will be charged as if you were on a cost per call plan. Costs will be calculated using the following rates:

- Calls to AU landlines: 10 cents per call.
- Calls to Mobile: 16.5 cents per minute

- Calls to 13/1300 numbers: 27.5 cents per call

Regular excess usage will result in your service being changed to a cost per call based plan. You will be given notice once this has occurred and a \$88 processing fee will be charged.

If excessive extension usage has been detected i.e. multiple people using a single extension then you will incur charges equivalent to the cost of an additional extension(s) in your plan depending on how many people are using the same extension.

Additionally a processing fee of \$88 will be charged to create the needed number of extensions to accommodate your usage.

Unacceptable Uses

You may not use services subject to this Acceptable Use Policy for any of the following:

- Running a call centre or telemarketing business
- Wholesale, re-billing, re-supplying or reselling
- In conjunction with devices which overcome subscription and/or pricing charges
- In conjunction with devices which overcome channel use limitations
- Utilising 1 PBX extension for multiple end users / people. 1 extension is intended for 1 person only.
- Any other activity which would not be reasonably regarded as ordinary use

If the service is used in such an unacceptable way then excess use charges will be applied as described above.