FAIR USAGE POLICY – SIP TRUNK SERVICE

INTRODUCTION

This document is the Fair Use Policy of Ebbe Fone Galleria ("EBBE") on SIP Trunk Services. It will apply to you if you receive any SIP Trunk services from EBBE and this policy forms part of our agreement with you for such services.

LIMITS AND ALLOWANCES

- Limits and allowances are applied per SIP Trunk calculated on a pro-rata basis.
- Call bundles do not include calls to non-geographic numbers (08xx including 0845 and 0870) premium rate numbers (09xx), internet access numbers or calls to the Channel Islands. These will be charged at the standard, or existing rate card associated with the account.
- Unused allowances do not rollover from one month to the next.
- EBBE have no obligation to monitor your usage to ensure that you do not exceed the fair usage limits or any applicable bundle limits.

UNLIMITED CALL BUNDLE to UK STANDARD LANDLINES ONLY

Landline Calls

- The total number of calls per channel from an endpoint shall not exceed 5,000 minutes per month to UK landlines beginning 01, 02, and 03.
- Should any endpoint exceed this amount in any month, you will be notified of the breach and given an opportunity to increase the number of channels to incorporate the additional minutes. If this is opportunity is not taken, EBBE reserve the right to charge a per minute price for the total volume of calls generated from that endpoint according to the standard, or existing rate card associated with the account.
- For example; 10 channels will have an allowance of 10 x 5000 = 50,000 mins/month to UK landlines beginning 01, 02, and 03. If that endpoint generated 50,001 minutes in a single month, then all 50,001 mins would be subject to the per minute price for that month.
- Calls to numbers beginning 03 shall not exceed 15% of the total calls on that channel

UNLIMITED CALL BUNDLE to UK STANDARD LANDLINES AND MOBILES

(only applicable to contract with minimum 3 Year term)

Landline Calls

- The total number of calls per channel from an endpoint shall not exceed 5,000 minutes per month to UK landlines beginning 01, 02, and 03.
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- For example; 10 channels will have an allowance of 10 x 5000 = 50,000 mins/month to UK landlines beginning 01, 02, and 03. If that endpoint generated 50,001 minutes in a single month, then all 50,001 mins would be subject to the per minute price for that month.
- Calls to numbers beginning 03 shall not exceed 15% of the total calls on that channel

Mobile Calls

- The total number of calls per channel from an endpoint shall not exceed 2,000 minutes per month to UK Mobile networks.
- Should any endpoint exceed this amount in any month, you will be notified of the breach and given an opportunity to increase the number of channels to incorporate the additional minutes. If this is opportunity is not taken, EBBE reserve the right to charge a per minute price for the total volume of calls generated from that endpoint according to the standard, or existing rate card associated with the account.
- For example; 10 channels will have an allowance of 10 x 2000 = 20,000 mins/month to UK Mobile networks. If that endpoint generated 20,001 minutes in a single month, then all 20,001 mins would be subject to the per minute price for that month.
- Calls to numbers beginning 03 shall not exceed 15% of the total calls on that channel.

Subject to changes with prior notice