

Unlimited PBX Call Plans, Unlimited SIP Trunk Call Plans, and Call Centre Plans

Phonecloud offers a number of unlimited SIP trunks, unlimited hosted PBX call plans, and unlimited call centre plans that are covered by the Fair Use Policy and are designed for 'reasonable business use'. The unlimited hosted PBX call plans are including but not limited to; Unlimited Australia, and Unlimited Australia Plus. The unlimited SIP trunk call plans are including but not limited to; SIP Line Unlimited and SIP Line Unlimited Plus.

Phonecloud Wholesale may vary the terms of the Fair Use Policy from time to time and the customer must comply with the current version of the Fair Use Policy.

The Fair Use Policy is designed to protect the quality and integrity of Phonecloud Wholesale's network and applies to plans that incorporate 'unlimited' for flat rate or included calls as part of the call plan.

Fair Use plans that have Unlimited calls

Any of Phonecloud SIP trunks, hosted PBX call plans, and call centre plans that offer unlimited calls (Unlimited Australia, Unlimited Australia Plus, SIP Line Unlimited, SIP Line Unlimited Plus) are for reasonable business use only.

Reasonable business use: such use shall not include certain activities including, but not limited to, any of the following; autodialing, continuous or extensive call forwarding, continuous connectivity, fax broadcast, fax blasting, telemarketing (including without limitation charitable or political solicitation or polling), call centre operations, junk faxing, fax spamming, calling/faxing any person (through the use of distribution lists or otherwise) who has not given specific permission to be included in such a process or any other activity that would be inconsistent with reasonable business usage.

Any other use resulting in improper usage patterns, including but not limited to dialing patterns wherein the customer's inbound or outbound minutes exceeds 80% of the aggregate usage and/or average minutes per unlimited SIP trunks, unlimited hosted PBX call plans, and unlimited call centre plans, are in excess of 90% of all Phonecloud customers.

If Phonecloud determines, in its sole discretion, that a customer is not using the unlimited call plans for reasonable business use, Phonecloud reserves the right to immediately terminate or modify the terms of the product for that customer.

We reserve the right to modify this policy relating to the website or services at any time, effective upon posting of an updated version of this policy on the website. When we publish an updated policy on our website, we will revise the updated date at the bottom of this text. Continued use of the website after any such changes shall constitute your consent to such changes.

Policy version release date: 18th August 2021