

## Crazy Enterprise 5 "Business SIP Trunk" Call Plan Fair Use Policy

Crazytel offers a number of plans that are covered by the Fair Use Policy.

Crazytel 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 Crazytel's network and applies to plans that incorporate 'included' flat rate or included calls as part of the plan.

### Fair Use for plans that have "Included" Calls

*A Reasonable Business Use:* Crazytel Service Plans that offer included minutes of calls ("Crazy Enterprise 5") are for reasonable business use of Customer only. Such use shall not include certain activities including, but not limited to, any of the following ("Reasonable Business Use"): a) Autodialing, continuous or extensive call forwarding, use of virtual extensions for regular business use, 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 seat are in excess of 90% of all Crazytel customers.

If Crazytel determines, in its sole discretion, that Customer is not using the Crazy Enterprise 5 for Reasonable Business Use, Crazytel 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 do we will revise the updated date at the bottom of this page. Continued use of the Website after any such changes shall constitute your consent to such changes.