

OURIPTEL FAIR USE POLICY

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1 ABOUT THIS POLICY

This is the Ouriptel Fair Use Policy. It applies to the Ouriptel PSTN, GSM, VoIP Service and the Ouriptel Pre-Paid Service. So in this Policy, 'service' or 'services' means the Ouriptel Post paid Service and the Ouriptel Pre-Paid Service as applicable to *you*, the individual user.

2 GENERAL

- (a) This policy aims to ensure *we* are able to provide quality services to all of *our* customers, and no customers are disadvantageded by the behaviour of others.
- (b) This policy applies where:
 - (i) there is a:
 - (A) level of free VoIP time on calls, or
 - (B) flat charge for part or all of a call, whether in connection with a specific promotion or pricing plan, or a generally available pricing plan.
 - (ii) *you* may send or receive text or multimedia messages, for example, with limitation, SMS, MMS, (SMS), (see clause 5 below),
 - (iii) *you* may connect to and use information services on Ouriptel (via Website or your customer pages) (see clause 5 below),
 - (iv) *you* may connect to the Internet using Wireless Internet and use a Sip client to connect to our VoIP network(see clause 5 below),
 - (v) *you* use Ouriptel Web SMS, Ouriptel Web MMS, Ouriptel

3 FREE TIME OR FLAT CHARGE ON CALLS - EXCESSIVE USE

- (a) If *you* are an excessive user of free VoIP or flat charge call offers *we* may ask *you* to reduce *your* use of these calls (outgoing or incoming). If usage continues at an excessive level following this request and *you* are a:
 - (i) Ouriptel VoIP Service customer, *we* may refuse *you* access to these offers. *You* will then be charged *our* standard rates for calls, and
 - (ii) Ouriptel Pre-Paid Service customer, the *service* may be cancelled, or *we* may suspend *your* access to a free time or move *you* to a different call rate plan, at *our* discretion.
- (b) *We* consider 'excessive' use to be usage of more than 2000 minutes free per month per *service*, except for Multi-Path Gateway office to office users where no limitations are applicable.

4 FREE TIME OR FLAT CHARGE ON CALLS - UNREASONABLE USE

- (a) In addition, and without limiting *our* rights under the *general terms*, or the relevant *service description*, where *we* consider *your* use of a free time or flat charge offer is unreasonable, then *we* may:

- (i) suspend *your* access to that or any other free time or flat charge plan, or
- (ii) suspend or *cancel the service* or *your* access to a *value added service feature*,

in each case immediately and without notice to *you*.

- (b) Without limiting the meaning of 'unreasonable', we supply the *service* and each of the value added services for the purpose of *you*:

- (i) making calls from and receiving calls to *your VoIP phone*, and
- (ii) sending *content* from and receiving *content* to *your VoIP phone* or *customer page interface*

on *our network* for *your* own personal or business use.

- (c) We consider *your* use of the *service* or a *value added service feature*, to be unreasonable if *you*:

- (i) make or receive calls or send or receive *content* on *our network* other than for *your* own personal or business use, as described in paragraph (b) above,
- (ii) wholesale any service (including transit, refile or aggregate domestic or international traffic) on *our network*, or

without obtaining *our* written consent first. We may give or withhold *our* consent, or make *our* consent subject to conditions, in *our* discretion.

- (d) We also consider *your* use of the *service* or a *value added service feature* to be unreasonable if *you* set up switch devices which overcome the prepaid time or free or flat call rates, thus keeping a line open potentially for hours and limiting the ability for other customers to access *our network*.

5 SMS, MMS, OURIPTEL , WIRELESS INTERNET - EXCESSIVE AND UNREASONABLE USE

- (a) As set out above, this policy applies to:
 - (i) the sending and receiving of SMS text messages by Ouriptel Post Paid Service customers and Ouriptel Pre-Paid Service customers,
 - (ii) the sending and receiving of MMS multimedia messages by Ouriptel Service customers and Ouriptel Pre-Paid Service customers, and
 - (iii) the use of Ouriptel via Wireless Internet.
- (b) To ensure the availability of these *value added service features* to all eligible customers, if *you* are an excessive user of these *value added service features* we may request *you* reduce *your* use (outgoing or incoming messages, or uploading or downloading of data, as the case may be) of these *value added service features*. If usage continues at an excessive level, we may suspend *your* access to these *value added service features*.

- (c) Further, for any *specials* relating to these *value added service features*, if *you* are an excessive user of these *value added service features* under the *special* we may request *you* to reduce *your* use (outgoing or incoming messages, or uploading or downloading of data, as the case may be) of these *value added service features*. For the period of the *special*, if usage continues at an excessive level, we may bill *you* the standard rates for all messages or usage above the number or amount we consider as excessive usage.
- (d) We consider 'excessive' use of:
- (i) SMS to be usage of more than 1000 SMS text message sent per month per *service*,
 - (ii) MMS to be usage of more than 1000 MMS messages sent per month per *service*,
 - (iii) MMS Video to be usage of more than 300 MMS Video messages requested per month per *service*,
 - (iv) SMS limitations do not apply to business customers who have arrangements to send bulk SMS or email
- (e) Additionally, we may suspend *your* access to these *value added service features* without notice where we deem *your* use to be unreasonable. Without limiting the meaning of 'unreasonable', we supply the *service* and each of the value added services for the purpose of *you*:
- (i) making calls from and receiving calls to *your VoIP phone*, and
 - (ii) sending *content* from and receiving *content* to *your VoIP phone* on *our network* for *your* own personal or business use.
- (f) We consider *your* use of the *service* or a *value added service feature*, to be unreasonable if *you*:
- (i) make or receive calls or send or receive *content* on *our network* other than for *your* own personal or business use, as described in paragraph (b) above,
 - (ii) wholesale any service (including transit, refile or aggregate domestic or international traffic) on *our network*, or
 - (iii) use the *service* in connection with a device that switches or reroutes calls to or from *our network* or the *network* of any *supplier*,
- without obtaining *our* written consent first. We may give or withhold *our* consent, or make *our* consent subject to conditions, in *our* discretion.
- (g) We also consider *your* use of the *service* or a *value added service feature* to be unreasonable if *you* set up switch devices which overcome the time cap on free or flat call rates, thus keeping a line open potentially for hours and limiting the ability for other customers to access *our network*.
- (h) Where we deem *your* use unreasonable, we may bill *you* at the standard rates for all messages above the number defined as excessive usage.

6 OURIPTEL WEB SMS, OURIPTEL WEB MMS, OURIPTEL WIRELESS INTERNET, EMAIL ALERTS, - ACCEPTABLE USE

- (a) If *you* use Ouriptel Web SMS, Ouriptel Web MMS, Ouriptel Wireless Internet, Email Alerts, *you* must comply with this policy, which is designed to ensure *your* use of the *service* does not break any laws or interfere with the right of *our* other customers to use the *service*. If *you* fail to comply, *we* may suspend or cancel *your* use of the *service* or *value added service feature*.
- (b) To the extent that *your* use of the *service* provides *you* with access to the Internet, *you* must be over the age of 18 years of age, or if *you* are not over 18 years of age, *you* must obtain the consent of a parent, teacher or other responsible adult prior to accessing the *service*.
- (c) *You* must not use the *service* in a manner which interferes with the rights of other users. For example, *you* must not:
- (i) provide false user information to *us* or other users,
 - (ii) send large amounts of unsolicited or unwanted emails or message to individuals or individual business accounts, or
 - (iii) gain access to a person's private information (or attempt to do so).
- (d) In using the *service*, *you* must not break any laws or infringe the rights of other persons. For example, *you* must not:
- (i) distribute or make available indecent, obscene, offensive, pornographic, illegal or confidential material,
 - (ii) defame, harass or abuse anyone or violate their privacy,
 - (iii) contravene any applicable laws,
 - (iv) distribute or make available material that is misleading or deceptive as to *your* identity,
 - (v) infringe any person's *intellectual property rights*,
 - (vi) monitor data or traffic on any *network* or system if *you* do not have the authorisation of the owner of the *network* or system to do so, or
 - (vii) interfere or disrupt the *service*, any computer system access through it or any other person's use of it.
- (e) *You* must comply with any rules imposed by any third party whose *content* or *service you* access using the *service*.
- (f) *You* may only use any *content* accessible through the *service* for personal and non-commercial purposes. *You* may not otherwise copy, publish, re-publish, re-distribute, re-communicate or otherwise commercially exploit such *content* in any form or by any method whatsoever. For the avoidance of doubt, this prohibition includes framing, linking, posting in news groups and any other form of copying by persons other than as approved by the content provider.

- (g) To detect and deal with breaches of this policy and to ensure compliance with any relevant industry code of practice, notification or direction by any relevant regulatory authority, *we*:
- (i) will co-operate with other *carriage service providers* to control unacceptable user behaviour,
 - (ii) may give *your* details to the police and to other law enforcement agencies if *you* are suspected of breaking any laws in connection with the use of the *service*,
 - (iii) may implement technical mechanisms to prevent behaviour which breaches this policy (for example, which block multiple postings before they are forwarded to their intended recipients),
 - (iv) may exercise any rights *we* have under the *general terms*, or relevant *service description*, including suspending or *cancelling use of the service*,
 - (v) may remove any *content* from *our* servers,
 - (vi) may filter the *content* made available to *you* via the *service* or restrict *your* access to a particular site,
 - (vii) may take any other action *we* deem appropriate, including taking action against offenders to recover costs and expenses of identifying them.