

## Reasonable Use Policy (End User)

Volli Communications presents this Reasonable Use Policy ("Policy") to its customers as a guide to understand the intended and permissible use of our services and to prevent exploitation, fraud and abuse of our services.

This policy may be subject to change from time to time and the revised copy is effective immediately upon posting to [www.vollicomm.com/legal](http://www.vollicomm.com/legal).

### Prohibited Use

The customer agrees to use Volli Communications' services solely for lawful purposes. Our services cannot be used for transmitting or receiving any illegal, harmful, threatening, abusive, harassing, defamatory, obscene, sexually explicit, profane, racially or ethnically disparaging remarks or otherwise objectionable material of any kind. This includes, but is not limited to, any material that encourages conduct that would constitute a criminal offense, give rise to a civil liability, or otherwise violate any applicable local, state, provincial, national or international law.

Volli Communications reserves the right to terminate service immediately and without advance notice if the Customer violates the above restrictions.

### Overage Charges

Volli Communications services may be subject to additional charges if usage exceeds the limits included in your service plan. If you exceed your allotted usage, we will charge you additional fees for the overage at the rate specified in your service plan. These overage charges will be billed to the payment method on file for your account.

It is your responsibility to monitor your usage and ensure that you do not exceed your allotted usage. We will make reasonable efforts to notify you if you approach or exceed your usage limits, but we shall not be liable for any overage charges incurred by you.

You can view your usage and purchase additional usage at any time by logging into your account on our website. Any additional usage purchased will be applied to your next billing cycle.

Please note that any usage of our services while roaming may be subject to additional charges. It is your responsibility to check with your carrier for any roaming charges that may apply.

Please be aware that any services that are marketed as "unlimited" such as unlimited SIP trunking, will be considered to be 4000 minutes per trunk. Any usage that exceeds the 4000 minutes per trunk will be subject to overage charges.

We reserve the right to suspend or terminate your service if you incur excessive overage charges or if your usage is deemed to be excessive or unreasonable.

### **Termination for Excessive Use**

Volli Communications reserves the right to take immediate action, including but not limited to billing for overages at prevailing rates, suspension or termination of service, if it determines in sole discretion that the use of its service is at any time over the Acceptable Usage Pattern and it adversely affects the Volli Communications network and/or other Customers. Such action does not waive responsibility of any service or usage charges incurred by Customer up to and including the date of suspension or termination.