

## 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

#### **Illegal activity.**

Violate any applicable law or regulation applicable to the use of the Services provided by Volli Communication.

#### **Resale Prohibited.**

Engage in resale activities. Customer may not sell, resell, sublicense, assign, license, or sublicense the Service or any component thereof or use or offer the same on a service-bureau or time-sharing basis.

#### **NO HIGH RISK USE.**

Engage in high risk use of the Services provided by Volli Communication. The Services may not be available in the event of a loss of power or internet connectivity, or network congestion. The Services are not designed, intended, or recommended for use in any situation where, in the normal course of use, service disruption could result in personal injury or death (“high-risk use”). High-risk use is prohibited except to the extent you have fail-safe alternatives in place at all times.

#### **Infringing activity.**

Infringe, misappropriate, or otherwise violate Volli Communication's or anyone's rights (including intellectual property, privacy, personality, publicity, or otherwise; or display or use Volli Communication's marks without consent or in violation of Volli Communication's policies. Minors. Exploit or harm minors (e.g., expose them to inappropriate content; ask for personally identifiable information without parental consent).

#### **Malicious activity.**

Transmit any material that contains viruses, time or logic bombs, Trojan horses, worms, malware, spyware, or any other programs that may be harmful or dangerous.  
Objectionable activity.

Act in an indecent, offensive, threatening, harassing, defamatory, libelous, fraudulent, malicious, disruptive, tortious, or other objectionable manner, including making calls or sending messages that contain phishing or spam content, or otherwise violates Volli Communication's SMS/MMS Content Guidelines.

Misrepresenting origin and/or identity. Misplead recipients as to Customer's identity. Create a false caller ID (e.g., ID spoofing), forge addresses or headers, or fraudulently undertake other technical measures to misrepresent the origin or identity of the sender.

Harvest information; spam; bulk messages. Without consent: harvest or collect information about third parties or End Users, or send bulk communications.

**Excessive or unauthorized use.**

Use any device, system, network, account, plan, or the Services in an unauthorized manner or in excess of reasonable business use (e.g. interfere, inhibit, compromise, or otherwise harm the Services or the Volli Communication Network (regardless of intent or knowledge)).

Circumvent compliance or security. Take advantage of, bypass, exploit, defeat, disable, or otherwise circumvent limitations of the Services, security mechanisms, or compliance with this AUP or any law.

**Interception.**

Intercept, capture, sniff, monitor, modify, emulate, decrypt, or redirect any communication or data for any purpose.

B. Volli Communication Services are intended for regular business use between individuals and not for high-volume commercial messaging or call center calling. In addition to the prohibitions described in (A) above, Volli Communication Services, (including any device, system, network, or account used in connection with the Services, or the Volli Communication Network) may not be used to:

**Auto-dialing; Trunking; Automated Use:**

Perform auto-dialing or "predictive dialing";  
Trunk or forward your Volli Communication phone or fax number to other numbers that handle multiple simultaneous calls or to a private branch exchange (PBX) or a key system;  
Use the Services in any way that is inconsistent with typical human operation, including automated use of the Volli Communication Services (e.g. use of desktop automation software or similar tools), violate the SMS/MMS Content Policy, or send voice calls or text messages indicative of phishing or spam.

## **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.

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.