

CUSTOMER POLICY

Fair Use Policy

DOCUMENT VERSION

DATE	NOTES
22/06/2026	ZB – Document Creation & Publication
17/08/2026	ZB - Reformatting for print documents, and added interactive Contents for PDF

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Purpose

This Fair Use Policy defines acceptable usage of FlexrUC services to ensure fair access, service quality, and network integrity for all customers.

This policy is designed to:

- Promote responsible and reasonable use of FlexrUC services
- Prevent misuse that may negatively impact other users or network performance
- Align with supplier and carrier requirements, including upstream network providers
- Support compliance with applicable telecommunications laws and regulations

This policy applies to all services identified as subject to Fair Use, including Teams Calling and related voice services.

Compliance

Customers must ensure that their use of the services, and that of their users, complies with:

- All applicable laws and regulations
- Telecommunications legislation and regulatory obligations
- This Fair Use Policy and any applicable service terms

Customers are responsible for the use of services by their users, including any unauthorised use.

Unacceptable Use

The services must not be used:

- For any unlawful or fraudulent activity
- To misrepresent identity, impersonate others, or conduct phishing or spoofing
- To send or facilitate unsolicited communications, spam, or bulk messaging
- In a way that breaches privacy or data protection obligations
- To interfere with or disrupt the integrity of any network, system, or service
- In a way that may harm or negatively impact other users

Customers must not attempt to:

- Access systems or data without authorisation
- Bypass security controls
- Modify or interfere with the operation of the network or services
- Generate excessive or artificial traffic loads

Voice and Calling Usage

Voice services, including any included call allowances, are intended for standard business use.

Typical monthly usage per channel is expected to fall within the following ranges:

- Fixed-to-national calls: approximately 1,000 to 2,000 minutes
- Fixed-to-mobile calls: approximately 500 to 1,000 minutes

These ranges are provided as a guide to typical business usage only and are not strict limits.

Use of the Services outside these ranges may be considered excessive or inconsistent with the intended use of the product, particularly where such usage:

- Is continuous or automated in nature
- Reflects contact centre, telemarketing, or bulk calling activity
- Generates unusually high call volumes or durations
- Suggests attempts to bypass billing or usage controls

The Services must not be used for:

- Auto-dialling, predictive dialling, or call broadcasting
- High-volume outbound calling campaigns
- Call forwarding loops or traffic manipulation
- Resale or aggregation without written approval

Additional usage indicators that may be considered excessive include:

- Individual call durations exceeding 8 hours
- High-frequency outbound calling patterns
- Sustained or abnormal traffic volumes inconsistent with standard business use

FlexrUC will assess usage based on overall call patterns, duration, frequency, and network impact, rather than a single metric.

Supplier and Carrier Requirements

FlexrUC relies on third-party carriers and platform providers to deliver services. Customers must comply with any applicable acceptable use requirements imposed by these providers.

Service availability and permitted usage may be subject to upstream carrier policies. FlexrUC may take action where reasonably necessary to comply with supplier or carrier obligations.

Security and Fraud

Customers must take reasonable steps to secure their systems and accounts, including:

- Using strong passwords and authentication controls
- Enabling multi-factor authentication where available
- Restricting access to authorised users only

Customers are responsible for all usage, including fraudulent or unauthorised usage, regardless of whether such usage was authorised.

FlexrUC does not guarantee the prevention or detection of fraud.

Monitoring

FlexrUC may monitor service usage where reasonably necessary to:

- Ensure compliance with this policy
- Protect network performance and integrity
- Detect fraud or misuse

FlexrUC is not obligated to proactively monitor usage.

Actions for Breach

If FlexrUC reasonably believes that usage breaches this policy, it may take appropriate action, including:

- Notifying the customer of the issue
- Restricting or suspending affected services
- Removing access to included call allowances
- Charging for usage at standard rates
- Requiring migration to a more suitable service plan
- Terminating services in serious or repeated cases

FlexrUC may take action immediately where necessary to protect the network, other users, or to comply with supplier or carrier requirements.

Changes to Policy

FlexrUC may update this Fair Use Policy from time to time. Any changes will be made in accordance with the General Terms.

Continued use of the services after an update constitutes acceptance of the revised policy.