

Uncapped Voice Acceptable and Fair Use Policy

To ensure the quality and availability of our Uncapped Voice services BitCo has implemented several systems to ensure fair use on all uncapped Voice products.

In the event of abusive customer behaviour being detected, BitCo reserves the right to immediately suspend the account of a customer whose usage is affecting BitCo's network.

If found that the same user continuously effects the user experience of other customers on the BitCo network or continues to bypass warnings or systems put in place by BitCo to stop abusive behaviour, then BitCo reserves the right to immediately terminate the account of that customer and the customer agrees to pay any and all applicable fees that may be due on termination (normal

cancellation fees will apply if the customer abuses the link). It is the responsibility of the customer to ensure they have the appropriate uncapped voice package for their type of use.

We reserve the right to establish policies, rules and limitations, from time to time, concerning the use of any service. You must comply with any limitations we may impose, in our reasonable discretion. Failure to comply with these rules may result in your service being restricted, suspended or terminated, in our reasonable discretion.

Please note the following fair usage table will apply to all uncapped voice usage:

UNCAPPED VOICE MINUTES TABLE

Uncapped Voice Package	Minutes Included (Local and Local Mobile Only)
Uncapped 2 Channels	2150
Uncapped 4 Channels	4350
Uncapped 8 Channels	9550
Uncapped 15 Channels	17550
Uncapped 30 Channels	33250
Uncapped per single user or per Extension	400

*Voice billing is calculated based on per second billing and will be billed from the first second.

Should you exceed the total included minutes (based on the above uncapped voice minutes table) you will be billed at our standard call rates (which may be requested by you at any time from BitCo) for any minutes that exceed the fair usage table above.

Please note that all uncapped voice services exclude all international telephone calls and/or premium rated telephone calls. Should you choose to call any of these telephone numbers you will be billed for this according to our prevailing standard call rates which can be requested from BitCo at any time.

Notwithstanding anything else contained in this policy or any other BitCo agreement, BitCo may at its sole discretion change the Uncapped Voice Minutes Table on 14 (fourteen) days written notice.