



Fair Usage Policy

Gazelle Communication has implemented a Fair Usage Policy to ensure the continued low rates for all customers for SIP Trunk.

Fair Usage Allowance

All outbound calls* except those to other Gazelle customers are subject to a limit of 5000 minutes within Canada and the United States, each month (per channel). Excess minutes cannot be carried over.

We reserve the right to offer you an alternate service plan, suspend or terminate services, if at any time we deem your usage to exceed normal business use or fair usage limits. In addition, you may be requested to a per minute surcharge, if your usage exceeds normal business use or our fair usage allowance limits (you are never automatically billed over-usage without your prior knowledge and acceptance).

As a fraud and security measure, calls exceeding 12 hours in length may be subject to disconnection.

While most reasonable uses of our Services in connection with the terms of this Agreement are permitted, there are certain uses that cause extreme network capacity issues and interference with the network. Any use of the Services or any other action that causes a disruption in the network integrity of Gazelle Communication services or its vendors, whether directly or indirectly, is strictly prohibited and could result in termination of the Services. Examples of such prohibited uses include, but are not limited to, any autodialing, continuous or extensive call forwarding, continuous connectivity, constant dialing, iterative dialing, fax broadcast, fax blasting, telemarketing or any other activity that are considered short duration call that would be inconsistent with small business usage. You agree that you will NOT use the Services in ways that violate laws, infringe the rights of others, or interfere with the users, services, or equipment of the Services. You agree and represent that you are purchasing the Services and/or the equipment for your own internal use only, and shall not resell, transfer or make a charge for the Services or the equipment without the advance express written permission of Gazelle Communications.

Gazelle Communication reserves the right to review usage of unlimited minute usage plans to ensure that you are not abusing such plans. You agree to use unlimited minute plans for normal voice or fax calls and will not employ methods or devices to take advantage of unlimited plans by using the voice or fax services excessively or for means not intended by Gazelle Communication. You may not use unlimited minute usage plans to aggregate traffic across multiple businesses or customers or to resell service to other customers. Service Providers or ITSPs are prohibited from using unlimited minute usage

plans. Gazelle Communications may terminate service immediately if it determines, in its sole discretion, you are abusing the unlimited minute plan.

For purposes of this policy and your plan, “unlimited usage” means the combined number of inbound and outbound voice minutes and fax pages but excluding all advertising and informational messages sent to you directly by Gazelle Communication as determined by us in our sole discretion. We reserve the right to at any time to enforce this policy in accordance with its terms. You agree that your level of usage of Gazelle Communications unlimited service plans will be comparable to that of the average small business customer utilizing such plans. Gazelle Communications deems usage that substantially exceeds the average volume of its other unlimited usage plan customers as abusive. You agree that Gazelle Communications has the right to terminate your service or charge you additional fees if your usage is considered abusive in the sole discretion of Gazelle Communications. If it is determined that your usage is abusive, your service may, at Gazelle Communications sole discretion, be moved to a metered per-minute rate plan at the currently published rates on the Gazelle Communications website. Gazelle Communications will alert you via email if your unlimited rate plan has been switched to the per-minute rate plan.