

## Acceptable Use & Fair Use Policy

**Acefone reserves the right to change this policy at any time. Changes become effective when a revised policy is posted on our website.**

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### Acceptable Use Policy

#### A. The service must not be used:

1. in any way that is unlawful or in contravention of any licence, code of practice, instructions or guidelines issued by a regulatory authority, third person's rights or Acefone's Terms of Service located on their website; or
2. to send, communicate, knowingly receive, upload, download or use any material or make any calls that are offensive, abusive, indecent, defamatory, obscene, menacing, cause annoyance, inconvenience, needless anxiety or are intended to deceive; or
3. to establish, install, operate or use a gateway; or to participate in any other activity or conduct which may result in Artificially Inflated Traffic; or
4. to distribute child pornography or any material for the purpose of harming or attempting to harm minors in any way; or
5. to knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware; or
6. in any way which threatens the integrity and/or security of any network or computer system; or
7. in any way which degrades or interferes with other users' utilisation of any of our services or may, in our opinion, do so; or
8. to send or procure any chain letters or unsolicited advertising or promotional material ('spamming'); or
9. in any manner Acefone considers or is likely to be detrimental to the provision of the Service to the Customer or service to any of Acefone's other customers.

#### B. The Customer will comply with Acefone's reasonable instructions regarding health, security, safety or the quality of the Service.

## Fair Use Policy

(applicable to Premium – unlimited plan)

### A. Unlimited FUP plan

This Fair Use Policy is applicable to our **Hosted Phones/ VoIP** Services:

1. Unlimited and inclusive calling applies to UK landline numbers starting with 01, 02, and 03; UK mobiles on all major UK mobile networks (Vodafone, O2, EE, Three, Virgin Mobile (EE), Asda Mobile (EE) and Tesco Mobile (O2)); and international geographic landline numbers and mobiles where specified. (See *Annexure 1* for list of included countries)
2. In the unlimited plan, outgoing calls to UK landline and mobile numbers (specified above) are capped at 3000 minutes per user per month.
3. In the unlimited plan, outgoing calls to included countries (Refer Annexure 1) will be capped at 200 minutes per user per month.
4. For all other UK mobile operators (not mentioned above), a flat rate of 10p/min will be charged.
5. After consumption of the specified minutes in points 2 and 3, the user will be charged as per the standard rates defined in *Annexure 2*.

### B. Calls to other international destinations

(destinations that are not covered in Annexure 1)

The calling rates to other destinations will vary depending on the geography and the mobile/landline number being dialled. Please consult Acefone's product consultants for the latest tariff plans at [contact@acefone.com](mailto:contact@acefone.com) or call at (+44) 0800-084-3663.

## Annexure -1

Major countries served by us for international calling

Landline and Mobile numbers

|  |   |
|--|---|
| Brunei<br>Canada<br>China<br>Guam<br>Hong Kong<br>India<br>Macau<br>Malaysia | Puerto Rico<br>Saipan<br>San Marino<br>Singapore<br>South Korea<br>Thailand<br>US Virgin Islands<br>United States |
|--|---|

Landline Numbers Only\*\*

|  |  |
|--|--|
| Andorra<br>Argentina<br>Australia<br>Austria<br>Bahrain<br>Belgium<br>Brazil<br>Bulgaria<br>Chile<br>Colombia<br>Croatia<br>Cyprus<br>Czech Republic<br>Denmark<br>Estonia<br>Finland<br>France<br>Germany<br>Greece<br>Guadeloupe<br>Hungary<br>Iceland<br>Indonesia<br>Ireland<br>Israel | Italy<br>Japan<br>Latvia<br>Luxembourg<br>Malta<br>Mexico<br>Monaco<br>Netherlands<br>New Zealand<br>Norway<br>Panama<br>Peru<br>Poland<br>Portugal<br>Romania<br>Russia<br>Slovakia<br>Slovenia<br>South Africa<br>Spain<br>Sweden<br>Switzerland<br>Taiwan<br>Turkey<br>United Kingdom |
|--|--|

\*\*Calls to mobile numbers in these countries are charged per-minute rates.

## Annexure-2

Calling rates for additional usage over included minutes – Premium plan.

| Type of Calls   | Rate per minute |
|---|-----------------|
| UK Landline   | 5p              |
| UK Mobile (Major Operators)   | 5p              |
| UK Mobile (All Others)  | 10p             |
| International Calls (As per Annexure 1)   | 8p              |
| <i>Note: <b>Major Operators</b> are Vodafone, O2, EE, Three, Virgin Mobile (EE), Asda Mobile (EE) and Tesco Mobile (O2)</i> |                 |