

Unlimited Voice Calling Fair Use Policy

1. Purpose

This Fair Use Policy outlines the terms and conditions for the usage of unlimited voice calling plans provided by Onyx Telecom. The purpose of this policy is to ensure fair and responsible usage of the unlimited voice calling service while preventing misuse that could adversely impact the quality of service for other users.

2. Eligibility

Unlimited voice calling plans are available to Onyx Telecom customers who have subscribed to eligible plans that include unlimited voice calling as a feature.

3. Fair Use Limits

While the term "unlimited" implies unrestricted usage, there are reasonable limits that ensure the quality of service for all users. Excessive usage beyond these limits may result in service limitations or account review and or termination of your account.

4. Acceptable Usage

Onyx Telecom Plans that include Unlimited Calling rates and are designed for use by standard small to medium sized businesses operating within Australia.

A standard small to medium sized business is defined as a business that engages in normal trading activities, during standard business hours applicable to businesses located within their geographic region.

5. Unacceptable Usage

Unlimited voice calling plans are not intended for abusive, fraudulent, or excessive usage, including but not limited to:

- Telemarketing and cold-calling activities
- Continuous call forwarding or conferencing
- re-supplying or reselling any service on our network
- Auto-dialing or robocalls
- Commercial use, call centres, or business-related, telephone-based marketing business activities
- Telehealth

6. Excessive Usage

Onyx Telecom reserves the right to monitor and identify excessive usage patterns. Excessive usage is determined at the sole discretion of Onyx Telecom and may result in actions such as:

- Warning notifications
- Temporary suspension of service
- Termination of service
- Review and modification of the customer's plan

7. Compliance

Customers are expected to comply with this Fair Use Policy to ensure a positive experience for all users. Onyx Telecom may periodically review and update this policy as needed to reflect changing circumstances and usage patterns.

If we believe on reasonable grounds that you are in breach of this Fair Use Policy, you must pay us the standard applicable retail rate calculated from the date of the breach. If you have already paid us for such Services, you must pay us the difference between the standard applicable retail rate and the amount you have paid to us.

8. Customer Responsibility

Customers are responsible for their usage of the unlimited voice calling service. Misuse of the service can impact other users' ability to make quality calls. Customers should promptly report any suspicious or unauthorized activities related to their account.

9. Contact Information

For inquiries, concerns, or reporting violations related to this Fair Use Policy, customers can contact Onyx Telecom customer service through the provided channels.

10. Conclusion

By using the unlimited voice calling service provided by Onyx Telecom, customers agree to abide by this Fair Use Policy. The aim is to ensure fair and equitable usage that benefits all users and maintains the quality of service.

Onyx Telecom reserves the right to take appropriate actions against users who violate this policy. You agree that Onyx Telecom may use its sole discretion to determine whether your use of the service is unreasonable.

This policy is subject to change without prior notice, and any updates will be communicated through Onyx Telecom's official communication channels.