



Fair Usage Policies

HV Hosted Seats

HV Select seat licenses include free calls to UK 01/02 and 03 numbers and UK Mobile Networks (FM1, FM3, FM4, FM5 and FM6).

Our inclusive FREE Calls Offer is subject to a Fair Use Policy (FUP). The combined number of minutes to UK 01/02 and UK Mobile Destinations (FM1, FM3, FM4, FM5 and FM6) is 5,000 minutes in each calendar month per seat, 03 minutes must not exceed 15% of the total minutes used for that seat and the duration of each call must not exceed 60 minutes. VS Group reserve the right to charge for the total duration of any call type above, with a duration in excess of 60 minutes. Minutes are aggregate across the combined seats on a customers site. For example: if a customers site has 10 seats the combined number of minutes is 50,000 for the site. The 03 allowance applies on a per-seat basis.

The HV Select service is provided on the basis that service is to be used or resold to end-user customers and will not be used by automated and non-human operators. VS Group reserve the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of the FUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.

Should a seat/site exceed the usage limits defined in the FUP, the customer or reseller will be notified and be given the opportunity to rectify the usage within the FUP limits. Should any seat or site exceed the FUP in a future month, the FREE calls offer will be suspended and ALL USAGE for the customer site will be rated at the call tariff assigned to the customer for future whole months until the usage falls within the FUP.

VS Group reserves the right to review the Inclusive calls offer at any time giving 30 days' notice of any change to the reseller or customer.

HV Hosted SIP Channels

HV Select SIP chargeable channels include free calls to UK 01/02 and 03 numbers and UK Mobile Networks (FM1, FM3, FM4, FM5 and FM6).

Our inclusive FREE Calls Offer is subject to a Fair Use Policy (FUP). The combined number of minutes to UK 01/02 destinations is 5,000 minutes in each calendar month per chargeable channel, 03 minutes must not exceed 15% of the total minutes used for that channel and 2000 UK Mobile Destinations (FM1, FM3, FM4, FM5 and FM6) per chargeable channel. The duration of each call must not exceed 60 minutes. VS Group reserve the right to charge for the total duration of any call type above, with a duration in excess of 60 minutes. Minutes are aggregate across the combined chargeable channels against each company. Example: if a Company has 10 chargeable channels the combined number of minutes is 50,000 across the company for UK 01,02 destinations and 20,000 FM1, FM3, FM4, FM5 and FM6 minutes. The 03 allowance applies per chargeable Channel.

The HV Select service is provided on the basis that service is to be used or resold to end-user customers and will not be used by automated and non-human operators. VS Group reserve the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of the FUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.

Should a channel exceed the usage limits defined in the FUP, the customer or reseller will be notified and be given the opportunity to rectify the usage within the FUP limits. Should any seat or site exceed the FUP in a future month, the FREE calls offer will be suspended and ALL USAGE for the customer site will be rated at the call tariff assigned to the customer for future whole months until the usage falls within the FUP.

VS Group reserves the right to review the Inclusive calls offer at any time giving 30 days' notice of any change to the reseller or customer.



Fair Usage Policies

Mobile Bundles

Unlimited bundles are truly unlimited where usage is appropriate to subscription type. Inappropriate usage would be considered as the following:

- Any usage outside normal commercial practice
- Any usage made via automated means (also see Gateway/AIT FUP)
- Any usage that damages or impairs the hosting network
- Any usage considered fraudulent, abusive, illegal or a nuisance
- Data usage where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6 month period
- Data usage where roaming outside of the UK and exceeding more than 25GB within a single billing period

We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse.

Our tariffs are subject to change. We will ensure at least 30 days' notice is given before any changes take effect.