Alltel Acceptable Use Policy

alltel AUSTRALIA'S BEST BUSINESS TELCO

About this Policy

Alltel's Acceptable Use Policy applies to all Alltel Services, Products and Customer Accounts.

This Policy is intended to ensure that our Customers do not use our Services in an excessive, unreasonable or fraudulent manner (or in connection with equipment that has not been approved by us).

Such usage may impact the reliable operation of our network and/or the quality or reliability of our Services. Generally, legitimate use of our Services for their intended purposes for which they are supplied to You will not breach our Acceptable Use Policy.

Alltel reserves the right to vary terms of the Acceptable Use Policy from time to time.

Services

Services and Products mean the services and products that Alltel supplies to a customer.

Alltel provides services to business consumers at heavily discounted rates.

Our services and plans are suggested in good faith according to information that you supply to us regarding expected or anticipated volumes of transactions.

Applying this Policy

This policy will apply if Alltel deems that a Customer's use of its Services or Products is unlawful or unreasonable.

Unreasonable Use

Unreasonable use may be deemed but not limited where:

- Alltel believes a customer is reselling, resupplying or using Alltel Services in a manner that falls outside the intent of original agreement (e.g. setting up a call centre using our Hosted Phone System).
- Alltel believes a customer to be using Alltel Services and Products in an unlawful or fraudulent manner.
- Alltel believes a customer is using a device that reroutes calls to/from our network or the network of another supplier.
- A customer's usage and volumes consistently exceeds the original intent of the agreement.
- A customer's usage of the Service affects other customers' access to the network.

Determination of unreasonable use by a customer is solely the discretion of Alltel.

Excessive Use

Excessive use is a continuing and unreasonably disproportionate use of the Service when compared to other customers. For example, Alltel may consider excessive use to be

- a call duration of more than 180 minutes where a flat rate applies OR
- more than 5% of calls being in excess of 60 minutes duration OR
- more than 3,000 minutes of talk time per month

Our Rights

Where Alltel feels a Customer has breached the Alltel Acceptable Use Policy, Alltel may contact the Customer to discuss changing services or plans to better conform to our Acceptable Use Policy.

If after Alltel has contacted the Customer, they continue to be in breach of the Acceptable Use Policy, Alltel may, without further notice

- change the offending Service and/or Plan to one that conforms to the Acceptable Use Policy; and/or
- suspend or limit the Service (or any feature of it) for any period Alltel determines in its sole discretion to be reasonable or necessary; and/or
- terminate the Agreement.

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