

Acceptable Use Policy for Included Call Bundles

Definitions

Us, We, KTGL means KIPCOM Limited T/as Kingston Technologies Group
You means a reseller, dealer, customer or subscriber of the service.
Calls are the telephone calls made by customers and subscribers of KIPCOM Limited.
Facility is the use of included call bundles by the customer or subscriber.
Extension is an individual VoIP account and includes the user of that account.

Calls

Unless specified otherwise in the contract the bundle will contain a maximum of the following minutes:

2,000 minutes to UK Local and National geographic numbers.
1,000 minutes to standard UK mobiles.

Local and National UK geographic numbers are UK phone numbers beginning 01, 02, 030 and 033. They do not include calls to the Isle of Man and Channel Islands.

Standard UK mobiles includes normal voice calls to numbers on the networks of O2, Vodafone, EE, Three and Virgin mobile.

They do not include calls to personal numbers or any other number which provides a service other than a voice call.

They do not include mobile calls to the networks operated in the Isle of Man and Channel Islands.

The monthly term is a calendar month starting on the first of the month.

Acceptable users

This service is only available to users in normal administration and business functions. It is expressly not available to users whose role it is to make high volumes of calls via automated or computer controlled or other forms of phone dialling systems. It is not available to call centre staff and agents. Any usage that is incurred in contravention of this understanding will be terminated and charged at standard reseller tariff rate for all calls made. Any failure by KIPCOM to terminate this usage does not prevent enforcement of the other provisions including per minute charges.

Remedies

KIPCOM have a responsibility to ensure fair and acceptable usage of this facility to ensure its continued availability for other users, accordingly;

KIPCOM reserve the right to withdraw this facility from any customer or subscriber in the event that the usage is deemed unacceptable by KIPCOM in their sole discretion;

If the maximum allowable minutes in the bundle are exceeded by any extension in any month the calls costs for all calls made from all extensions will be re-calculated at the standard published tariff.