

## Fair User Policy

Vocaltone Network Australia Pty. Ltd's fair user policy has been designed such that all customers receive fair and equitable access to our network benefit, the flat rate or free calls in calling plans designed for residential users. The terms of this policy can be changed from time to time without notice or without consultation of service users.

Using following residential plans for business purposes is a violation of service

- Plan 14.99
- Plan 19.99

Upon noticing your use of above plans is excessive and unreasonable, we will follow following procedure

- 1). Contact you using the contact details provided to us.
- 2). Remind you of the contract and this policy. Vocaltone will collect data again after a week
- 3). If after our request your usage continues at a similar level, we may change your plan to our standard plan which is

Monthly charge = 9.99

Calls to fixed phones in Australia=4 cents/min

Calls to mobiles in Australia=26.5 cents/min

International calls will be billed based on rates Plan9.99

Excessive use includes more than 300 calls a month with monthly average call duration of 15 mins where a flat rate applies and regularity of calling which indicates the service is not being used for residential purposes

Unreasonable use of service has one or all of following meanings;

- a). using a residential calling plan for business purposes
- b). wholesaling service on our network
- c). using a device that reroutes calls to/from our network or network of another supplier
- d). Engage in bridging of conference calls
- e). using our service for any other purposes than designed purposes of person to person voice communications

Vocaltone Networks Australia Pty. Ltd

Updated 01 March 2006