

FAIR & ACCEPTABLE USE POLICY

UPDATED: 20/2/24



- 1 Formation of Agreement:** This Policy applies to all customers who sign up for our Services. It is important to CloudX that all eligible customers are able to access our services. For this reason, and to ensure the provision of a quality service, a Fair and Acceptable use policy applies to some of our services.
- 2 Fair and Acceptable Use Policy:**
 - a.** For services that are subject to our Fair and Acceptable Use Policy. We may apply our Fair and Acceptable Use policy where in our reasonable opinion your usage of services is excessive and/or unreasonable as detailed in this policy.
 - b.** We have deployed our Fair and Acceptable Use Policy by reference to average customer profiles and estimated customer usage of our services.
 - c.** If your usage of our Services materially exceeds estimated use patterns over any month, or is inconsistent with normal usage patterns, then your usage will be excessive and/or unreasonable.
 - d.** Fair use excludes activities such as auto dialling, continuous calling, robo-calling, continuous call forwarding, tele marketing, call centres, and use of cellular tracking units (CTU's) also known as SIM boxes. Excluded activities may result in instant suspension or termination of our Services without notice.
 - e.** If your usage is excessive and/or unreasonable we may contact you to advise you that your usage is in breach of our Fair Use and Acceptable Policy.
 - f.** We may then request that you stop or alter your usage to come within our Fair And Acceptable Use Policy.
 - g.** If your excessive or unreasonable usage continues after a request to stop or alter the nature of such usage, we may without further notice, apply charges to your account for the excessive and/or unreasonable element of your usage; suspend, modify, or restrict your use of the Service or terminate your access to the Services.