

TERMS OF SERVICE FOR UNLIMITED VOIP

Definitions:

“RELATED PARTIES” shall mean;

- in respect of individual subscribers, any person cohabiting with the subscriber at their designated physical address; and
- in respect of juristic subscribers any employee, director, trustee or principal of the subscriber and/or any subsidiaries of the subscriber that the subscriber has controlling interest in.

1. Unlimited VoIP Line Lite

- 1.1. Unlimited VoIP Line Lite is a personal service and may not be used for business purposes.
- 1.2. Unlimited VoIP Line Lite is restricted to one personal device (VoIP phone or softphone) only and may not be used with switchboards, gateways, trunking systems or any other device intended for sharing of the service.
- 1.3. Unlimited VoIP Line Lite does not include any international destinations in the package.

2. Unlimited VoIP Line Premium

- 2.1 Unlimited VoIP Line Premium may be used with up to three personal devices (VoIP phones or softphones) and may not be used with switchboards, gateways, trunking systems or any other device intended for sharing of the service.

3. Outbound call centres are excluded from the all Unlimited services.
4. Unlimited services may not be used for the aggregation of calls pertaining to parties that are not RELATED PARTIES.
5. SWITCH reserves the right to monitor usage for abuse and will cease providing the Unlimited VoIP service if abuse is detected.
6. SWITCH reserves the right to discontinue the Unlimited VoIP service to CLIENT if, and at its sole discretion, it determines usage to be abusive or excessive. In such event CLIENT will have the option to migrate to a usage based package.
7. Where there is a materially disproportionate duration of outbound calls relative to inbound calls, this may be regarded as abusive and/or excessive usage.

Note:

- If CLIENT has subscribed for a Toll-Free (0800) number, calls received on the Toll-Free service will remain separate and billable in accordance with the applicable Toll-Free tariffs; such calls will not form part of the Unlimited VoIP offering.
- Calls to all South African networks are included in the Unlimited VoIP service.
- A section of international destinations are also included (excluding the Unlimited VoIP Line Lite service).
- A list of these international destinations is available on the SWITCH website and may change from time to time.
- International destinations that are not part of the package shall be billed in accordance with SWITCH's published Package 1 call rate tariff (also available on the SWITCH website).