

Unlimited Calls Fair Usage Policy

Cloud Phone subscriptions (not Microsoft Teams)

easyNetworks include free calls to UK 01/02 and 03 numbers and UK Mobile Networks (FM1, FM3, FM4, FM5 and FM6).

Our Unlimited Calls offer is subject to this Fair Usage Policy (FUP). The combined number of minutes to UK 01/02 and UK Mobile Destinations (FM1, FM3, FM4, FM5 and FM6) is 5,000 minutes in each calendar month per subscription, 03 minutes must not exceed 15% of the total minutes used for that subscription and the duration of each call must not exceed 60 minutes. easyNetworks reserve the right to charge for the total duration of any call type above, with a duration in excess of 60 minutes. Minutes are aggregated across the combined subscriptions for each customer. For example: if you have 10 subscriptions the combined number of minutes is 50,000. The 03 allowance applies on a per subscription basis.

easyNetworks Cloud Phone System is provided on the basis that it will not be used by automated and non-human operators. easyNetworks reserve the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of this FUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.

Should a subscription or aggregated subscriptions exceed the usage limits defined in this FUP, the customer will be notified and be given the opportunity to rectify the usage within the FUP limits. Should any subscription or aggregated subscriptions exceed the FUP in a future month, the FREE calls offer will be suspended and ALL USAGE will be rated at the call tariff assigned for future whole months until the usage falls within this FUP.

easyNetworks reserves the right to review the Unlimited Calls offer at any time giving 30 days' notice of any change to the customer.

SIP Channels (for Microsoft Teams and other systems) and VoIP Line

easyNetworks SIP channels include free calls to UK 01/02 and 03 numbers and UK Mobile Networks (FM1, FM3, FM4, FM5 and FM6).

Our Unlimited Calls offer is subject to this Fair Usage Policy (FUP). The combined number of minutes to UK 01/02 destinations is 5,000 minutes in each calendar month per chargeable channel, 03 minutes must not exceed 15% of the total minutes used for that channel and 2000 UK Mobile Destinations (FM1, FM3, FM4, FM5 and FM6) per chargeable channel. The duration of each call must not exceed 60 minutes. easyNetworks reserve the right to charge for the total duration of any call type above, with a duration in excess of 60 minutes. Minutes are aggregated across the combined chargeable channels for each customer. Example: if you have 10 chargeable channels the combined number of minutes is 50,000 for UK 01,02 destinations and 20,000 FM1, FM3, FM4, FM5 and FM6 minutes. The 03 allowance applies per chargeable Channel.

easyNetworks SIP channels are provided on the basis they will not be used by automated and non-human operators. easyNetworks reserve the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of the FUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.

Should a channel exceed the usage limits defined in this FUP, the customer will be notified and be given the opportunity to rectify the usage within the FUP limits. Should any channel or aggregated channels exceed the FUP in a future month, the FREE calls offer will be suspended and ALL USAGE will be rated at the call tariff assigned for future whole months until the usage falls within this FUP.

easyNetworks reserves the right to review the Unlimited Calls offer at any time giving 30 days' notice of any change to the customer.