

Conterra has prepared this Acceptable Use Policy ("Policy") as a guide for its customers to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of its unlimited calling plans and features. This Policy is applicable to all our services.

### **Normal, Reasonable Business Use**

Conterra's unlimited business service plans and features are for normal business use. Normal, reasonable use on Conterra's unlimited business plans must be in accordance with this Policy, our General Terms and Conditions and consistent with the types and levels of usage by typical customers on the same business calling plan. Unauthorized or excessive use beyond that normally experienced by typical business customers may create network congestion that will manifest itself in increased busy signals for themselves and others and may result in service termination.

### **Impermissible Business Use(s)**

Conterra evaluates customer usage in comparison to typical levels of permissible usage engaged in by legitimate customers (residential use under residential service plans, business use under business service plans, or Affiliate use under co-branded service offers or plans).

Each of the following is impermissible under Conterra's business unlimited plans and considered outside of normal single (and not extended or multi-) family residential (or personal, non-commercial) or co-branded use:

- operating a call center,
- resale of telecommunications service to others,
- auto-dialing or fax/voice blasts,
- telemarketing,
- operating or connecting to multi-party conference calling,
- operating or connecting to multi-party "chat" lines,
- engaging in activities that generate minutes that result in revenue-sharing by customer,
- traffic without live dialog, including use as a monitor, intercom or for transcription purposes.

A customer's aggregate usage may be considered outside of normal use if it exceeds 3,000 minutes per month in combination with one or more of the following, including, but not limited to, excessive:

- unique numbers called;
- call lengths;
- call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month,
- number of calls made to a conference calling service during a month;
- number of calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other abnormal calling patterns indicative of an attempt to evade enforcement of this Policy.

Based on such a combination, Conterra may determine that abnormal, unreasonable or impermissible usage is occurring when compared to typical customers on the same calling plan and may take appropriate steps described below to enforce this Policy and the General Terms and Conditions ("Conterra's Rights").

Conterra may also determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below even if the number of minutes used is not excessive when a customer's calling patterns during more than one month reflect excessive:

- unique numbers called;
- call lengths;
- frequency of call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month;
- number of calls made to a conference calling service during a month;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other calling patterns indicative of an attempt to evade enforcement of this Policy

**For Lawful and Appropriate Purposes Only; Conterra's Rights**

Customer may not use our service or devices in any way that is illegal, fraudulent, improper or inappropriate. Customer may not use any automated means to manipulate our service or use our service to violate any law, rule, regulation or any third party's intellectual property or personal rights.

We reserve the right to review Customer's account and take further action, including, but not limited to, suspension of Customer's Conterra service if account usage is beyond normal standards for typical customers on the same calling plan, impermissible or detrimental to other customers' ability to use the service or adversely affects our operations. We may assess abnormal usage based on comparisons to the usage patterns and levels of our other customers on the same plan(s). If we determine that Customer is engaging in abnormal or impermissible usage, we will use commercially reasonable efforts to inform Customer and may provide Customer with the opportunity to correct the improper usage. If we afford Customer the opportunity to correct Customer's abnormal usage patterns and Customer fails to immediately conform to normal use, we may exercise our right to transfer Customer's service to a more appropriate plan, charge applicable rates for that plan, implement other limitations or suspend or terminate Customer's service with or without notice. If we believe that our service has been used for an unlawful purpose or in violation of this acceptable use policy, we may immediately terminate Customer's service with or without notice and/or forward the relevant communication and other information to the appropriate authorities for investigation and prosecution. We reserve all of our legal rights.

**Changes**

Conterra reserves the right to change this Policy at any time. Changes shall become effective when a revised Policy is posted to Conterra's websites.