

Unlimited Call Bundle

Additional Terms and Conditions of Service

Last Updated: Tuesday, 7 April 2026

These additional terms and conditions (the "Additional Terms") apply to all Customers who have purchased or activated an Unlimited Call Bundle and supplement the Standard Terms and Conditions of Service (the "Agreement"). In the event of any conflict between these Additional Terms and the Agreement, these Additional Terms shall prevail in respect of the Unlimited Call Bundle only. Capitalised terms used but not defined in these Additional Terms have the meanings given to them in the Agreement.

By activating or using an Unlimited Call Bundle, the Customer agrees to be bound by these Additional Terms in addition to the Agreement.

1. Additional Definitions

- 1.1. "Automated Dialling" means any method of initiating outbound calls in which each individual call is not initiated by a deliberate manual action of a human user immediately prior to that call being made, including without limitation predictive diallers, progressive diallers, power diallers, robocalling systems, and any call initiated by software or script without immediate human instruction.
- 1.2. "Indefinitely Connected Call" means any call which is established and maintained in a connected state for a period which, having regard to the nature and content of the call, is not consistent with normal business voice communication, including without limitation any call used as a permanent or persistent channel for audio, data, monitoring, or signalling purposes.
- 1.3. "Permitted Device" means a regular telephone handset, a software telephone client (softphone), a mobile telephone, or a WebRTC-based voice client, in each case configured to operate as a single-user device.
- 1.4. "Unlimited Call Bundle" has the meaning given to "Call Bundle" in the Agreement, as applied to any bundle which provides an unlimited or substantially unlimited number of minutes to a pre-determined set of destination numbers for a fixed monthly charge.

2. Scope and Purpose

- 2.1. An Unlimited Call Bundle is intended solely to enable a single named human user to make normal day-to-day business voice calls without incurring per-minute charges. The bundle is not intended to support high-volume, automated, or non-conversational call activity of any kind.
- 2.2. Each Unlimited Call Bundle is licensed to a single Extension. One Unlimited Call Bundle must be purchased for each individual user who makes calls under this arrangement.

2.3. For the avoidance of doubt, clause 4.6 of the Agreement applies to all Call Bundles including Unlimited Call Bundles. These Additional Terms supplement and particularise those obligations.

3. Permitted Use

3.1. The Customer shall only use an Unlimited Call Bundle in a manner that satisfies all of the following conditions:

3.1.1. each call is a voice call;

3.1.2. each call is initiated by a human user by deliberate manual action;

3.1.3. each call is made from a Permitted Device registered to the relevant Extension;

3.1.4. each call involves active human participation for its duration, or is a reasonable attempt to reach a human recipient (including calls that result in voicemail or are unanswered); and

3.1.5. the overall pattern of usage is consistent with the normal calling activity of a single person engaged in lawful business activity.

4. Prohibited Uses

4.1. The following uses are expressly prohibited. The Customer shall not, and shall ensure that no third party does, use an Unlimited Call Bundle for any of the following purposes:

4.1.1. Automated Dialling of any kind;

4.1.2. telemarketing, outbound sales campaigns, or any activity involving the systematic or sequential dialling of lists of telephone numbers;

4.1.3. any repetitive dialling activity in which the same number or group of numbers is called at high frequency without a legitimate conversational purpose for each call;

4.1.4. use within a call centre environment or as part of any operation involving multiple agents handling inbound or outbound calls through a shared or pooled arrangement;

4.1.5. routing calls through a PBX, SIP proxy, softswitch, or any similar mechanism in a manner that enables more than one person to originate calls using a single Unlimited Call Bundle or a single Extension;

4.1.6. establishing or maintaining any Indefinitely Connected Call, including without limitation alarm monitoring lines, live audio feeds, data transport channels, or any connection maintained in an open state otherwise than for the purpose of active voice communication;

- 4.1.7. permanent or persistent call forwarding, where calls are forwarded to an External Number as a primary or habitual routing arrangement rather than on an occasional basis;
 - 4.1.8. fax transmission or any call where a fax tone or protocol is used;
 - 4.1.9. modem calls or any other call where the primary purpose is the transmission of data rather than voice;
 - 4.1.10. calls which are unsolicited, harassing, nuisance, or otherwise unlawful;
 - 4.1.11. calls that breach clause 4.12 of the Agreement; and
 - 4.1.12. resale, sublicensing, or any other provision of the benefit of the Unlimited Call Bundle to any third party, save where the Customer is a Wholesale Customer acting in accordance with clause 23 of the Agreement and these Additional Terms.
- 4.2. The list of prohibited uses in clause 4.1 is not exhaustive. The Company may determine, acting reasonably, that a use not expressly listed is nonetheless inconsistent with the purpose of the Unlimited Call Bundle as described in clause 2.1.

5. Fair Use and Monitoring

- 5.1. The Company reserves the right to monitor and analyse the Customer's calling patterns at any time for the purpose of assessing compliance with these Additional Terms and the Agreement.
- 5.2. Where the Company, acting reasonably, determines or suspects that a Customer's usage does not comply with these Additional Terms, the Company may suspend the Unlimited Call Bundle pending investigation.
- 5.3. Suspension of the Unlimited Call Bundle under clause 5.2 means that the bundle benefit is withdrawn for the duration of the suspension. It does not prevent the Customer from making calls from the relevant Extension. During any period of suspension, outbound calls will be charged at the standard Call Charges applicable to the Customer's account as if no bundle were in place. Subscription Fees applicable to the Unlimited Call Bundle shall continue to accrue and shall remain payable during the period of suspension.
- 5.4. The Company shall investigate any suspected non-compliance as soon as reasonably practicable and shall notify the Customer of the outcome on conclusion of the investigation.
- 5.5. Where the Company concludes that no breach of these Additional Terms has occurred, the Company shall credit the Customer's account with any Call Charges incurred during the period of suspension in respect of calls that would have been covered by the Unlimited Call Bundle had it remained active. No refund of Subscription Fees shall be due.
- 5.6. The Company shall, where reasonably practicable and where doing so would not prejudice an ongoing investigation, provide the Customer with notice of suspension

and the reasons for it. Nothing in this clause 5.6 requires the Company to give advance notice where immediate suspension is necessary to protect the Network or other customers.

5.7. Where the Company concludes that a breach has occurred, it may terminate the Unlimited Call Bundle in accordance with clause 12 of the Agreement. On such termination, the Customer shall pay the full monthly Subscription Fee applicable to the Unlimited Call Bundle for the billing period in which termination occurs, regardless of the date of termination within that period. Call Charges incurred during the period of suspension shall remain payable and no credit shall be due.

5.8. The Customer acknowledges that the volume of calls which a single person can reasonably make in a working day is inherently limited. Usage that materially and consistently exceeds what a single person could reasonably be expected to originate by deliberate manual action will be treated as prima facie evidence of a breach of these Additional Terms.

6. Modifications to these Additional Terms

6.1. The Company may modify these Additional Terms from time to time in accordance with clause 17 of the Agreement. For the avoidance of doubt, modifications to these Additional Terms constitute modifications to the Agreement for the purposes of clause 17.

7. Governing Law

7.1. These Additional Terms are subject to the laws of England in accordance with clause 19.1 of the Agreement.