

VoIPcloud Wholesale Call Plans and Services

The Acceptable Use Policy is designed to protect the quality and integrity of VoIPcloud Wholesale's network.

The Acceptable Use Policy applies to all VoIPcloud Wholesale call plans and services on the VoIPcloud Wholesale network.

VoIPcloud Wholesale offers a range of call plans, each call plan is designed for reasonable use only.

VoIPcloud Wholesale may vary the terms of the Acceptable Use Policy from time to time and the customer must comply with the current version of the Acceptable Use Policy.

Reasonable Use

Reasonable use of VoIPcloud Wholesale call plans and services shall not include certain activities including but not limited to, any of the following; auto-dialling, continuous or extensive call forwarding, continuous connectivity, fax broadcast, fax blasting, telemarketing (including without limitation charitable or political solicitation or polling), call centre operations or volumes under business call plans, junk faxing, fax spamming, calling/faxing any person (through the use of distribution lists or otherwise) who has not given specific permission to be included in such a process or any other activity that would be inconsistent with reasonable usage.

Any other use resulting in improper usage patterns, including but not limited to dialling patterns wherein the customer's inbound or outbound minutes exceed 80% of the aggregate usage and/or average minutes per call, are more than 90% of all VoIPcloud Wholesale customers.

If VoIPcloud Wholesale determines, in its sole discretion, that a customer is not using call plans or services for reasonable use, VoIPcloud Wholesale reserves the right to immediately terminate or modify the terms of the product for that customer.

The Customer must comply with the provisions of the Communications Act 2003, the Privacy and Electronic Communications (EC Directive) Regulations 2003, and any other relevant legislation.

Caller Line Identity (CLI) Presentation

VoIPcloud allows you to pass on a Caller Line Identity (CLI) number which we pass out onto the UK and international PSTN telephone networks. Valid Caller ID must be presented by the customer on all calls. Moreover, the number presented must have been directly allocated to the customer, or express permission has been granted to the customer from the person or entity that has been allocated to the number.

Call Centre Dialler Traffic

Call centre dialler traffic is strictly prohibited on the VoIPcloud network without the express permission of VoIPcloud. VoIPcloud reserves the right to suspend their service without any warning in case the customer tries to send traffic of this nature without prior agreement. The following additional terms and conditions will apply in case where permission has been granted for the customer to send dialler traffic:

1. Valid UK CLI must be presented, with the number not being one that generates an excessive call charge.
2. Before the call has been terminated, any call must ring for a minimum of 15 seconds.
3. The abandoned call rate must be no more than 3% of live calls over 24 hours, including a reasonable estimate of false positives where Answering Machine Detection (AMD) is used.

4. A short recording must be played, in the case when the customer abandons the call, however, no later than two seconds after the call has been answered in which the company that is responsible for the call is identified, and offers the called person the option of opting out of further calls by contacting an 0800, 01, 02, or 03 number only.
5. Any repeat calls to a number that has received an abandoned call within the previous 72 hours must only be made with a guaranteed live operator.
6. Customers with a Low answer seizure ratio (ASR) a minimum of 40% is required and/or Low average length of call (ALOC) of not less than 15 seconds is required, will be considered as a suspect, and indicative of a possible breach of VoIPcloud's regulatory standards.

If VoIPcloud Wholesale determines, in its sole discretion, that a customer is not using call plans or services for reasonable use, VoIPcloud Wholesale reserves the right to immediately suspend outbound calls, immediately terminate or modify the terms of the product for that customer without notice.

We reserve the right to modify this policy relating to our call plans and services at any time. Effective upon posting an updated version of this policy on the website. When we publish an updated policy on our website, we will revise the updated date at the bottom of this text. Continued use of our call plans and services after any such changes shall constitute your consent to such changes.