

Fair Use Policy for Services sold by Technology and Company Pty Ltd trading as Kloud & Co

Introduction

This Fair Use Policy ("Policy") outlines the guidelines and limitations for the use of Voice over Internet Protocol (VOIP) services provided by Technology and Company Pty Ltd, trading as Kloud & Co ("Provider"), within the jurisdiction of Australia. The purpose of this Policy is to ensure equitable and responsible usage of our VOIP services while maintaining network integrity and quality of service for all users.

Acceptable Use

Users of Kloud & Co's VOIP services are expected to adhere to the following principles of acceptable use:

2.1. Personal and Business Use: Our VOIP services are designed for both personal and business communications. Users are welcome to use the service for any legal and legitimate purpose.

2.2. Compliance with Australian Laws: Users must comply with all applicable laws, regulations, and guidelines within Australia, including but not limited to the Telecommunications Act 1997 (Cth) and the Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth).

2.3. No Harmful Activities: Users shall not engage in any activity that harms, disrupts, or interferes with the Provider's network, other users' services, or the internet at large. Prohibited activities include but are not limited to:

- a. Sending spam messages or unsolicited communications.
- b. Engaging in denial-of-service attacks.
- c. Transmitting malware or engaging in hacking activities.
- d. Violating copyright, trademark, or intellectual property rights.

Usage Limits

3.1. Fair Usage: Kloud & Co reserves the right to implement reasonable network management practices to ensure a high-quality service experience for all users. Excessive or abusive use of bandwidth or services, including unlimited plans offered, as determined by Kloud & Co, may result in temporary service throttling or suspension. Fair usage guidelines still apply.

3.2. Commercial Use: Commercial or business users who expect to have high bandwidth requirements are encouraged to discuss their specific needs with Kloud & Co to explore tailored solutions.

Termination of Service

4.1. Violation of Policy: Kloud & Co may, at its sole discretion, suspend or terminate service for users found to be in violation of this Fair Use Policy. Prior notice will be provided whenever feasible, except in cases of egregious violations or illegal activities.

4.2. Repeated Violations: Repeated violations of this Policy may result in the permanent termination of the user's account without notice.

Monitoring and Enforcement

5.1. Kloud & Co may employ reasonable measures to monitor network traffic and usage patterns to ensure compliance with this Policy. User privacy will be respected and protected in accordance with applicable privacy laws.

Amendments to Policy

6.1. Kloud & Co reserves the right to amend this Fair Use Policy at any time. Notice of changes will be provided to users through appropriate channels, such as email notifications or updates on Kloud & Co's website.

Contact Information

For questions, concerns, or to report violations of this Fair Use Policy, please contact:

Technology and Company Pty Ltd

Trading as Kloud & Co

Email: service.desk@kloudandco.com.au

Tel: (03) 7018 9550

By using Kloud & Co's VOIP services, you acknowledge that you have read, understood, and agreed to comply with this Fair Use Policy.

Kloud & Co reserves the right to take necessary actions, including suspension or termination of services, to enforce this Policy in the best interests of all users and to maintain the quality and integrity of its network.

Kloud & Co will make every effort to ensure the equitable and responsible use of its VOIP services while adhering to applicable laws and regulations in Australia.