

Acceptable Use Policy

1. Purpose

This Acceptable Use Policy (“AUP”) governs the use of voice communication services (“Service”) provided by Fireline Communications. This AUP is designed to protect the integrity, security, reliability, and lawful operation of our network and services.

By using our Service, you agree to comply with this AUP.

2. Definitions

2.1 “Service” means Fireline Communications voice services provided under the pricing plan selected by the Customer.

2.2 “Device” means any hardware or equipment provided or approved for use in accessing the Service.

2.3 “Customer” means any individual or entity purchasing or using Services under a contractual agreement with Fireline Communications.

2.4 “Unlimited Plan” means any service offering marketed as including unlimited voice minutes.

2.5 “AUP” means this Acceptable Use Policy.

3. Unlimited Voice Service Usage

Unlimited Plans are intended for ordinary business voice communications consistent with typical small-to-medium business usage patterns.

Fireline Communications reserves the right to review usage

patterns periodically. If usage is determined, in our sole discretion, to be excessive, abusive, unreasonable, fraudulent, or inconsistent with normal business voice usage, we may:

- Modify the service plan;
- Apply additional charges;
- Suspend or terminate Service; and/or
- Require migration to a metered or alternative plan.

3.1 Prohibited Uses of Unlimited Plans

Unlimited Plans may not be used for:

- Resale, rebranding, or traffic aggregation without written consent;
- Conference bridging services;
- Call center traffic pumping schemes;
- Traffic stimulation or access arbitrage;
- Auto-dialing, predictive dialing, or robo-dialing;
- Telemarketing (including political or charitable solicitation);
- Fax broadcasting or fax blasting;
- Continuous call forwarding designed to concentrate outbound long-distance traffic;
- Artificial traffic generation;
- Transmission of recorded messages without proper consent;
- Monitoring services;
- Continuous or extensive chat line participation;
- Any use generating disproportionate network load or congestion.

3.2 Abusive or Unreasonable Use

The following activities are considered abusive and may result in immediate suspension or termination:

- Repetitive or continuous calling to the same destination;
- Long-duration calls exceeding four (4) continuous hours or cumulative four (4) hours within a 24-hour period to the same number;
- Calls not consisting of live human voice dialogue;
- Excessive short-duration calls;
- Traffic designed to generate compensation or fees from third parties;
- Harassing, threatening, abusive, fraudulent, or deceptive communications;
- Use that results in network degradation or customer complaints.

Fireline Communications reserves sole discretion in determining whether usage is abusive or unreasonable.

4. Short Duration Calls and Incomplete Calls

Calls under ten (10) seconds in duration may be subject to a \$0.10 per-call charge if such calls exceed ten percent (10%) of total monthly call volume.

For billing purposes, calls are considered billable when accepted for termination by Fireline Communications or its underlying carriers, regardless of completion status ("incomplete calls"). Customers are responsible for all call traffic delivered to our network facilities.

5. Lawful Use Requirement

Customers may use the Service only for lawful purposes. Prohibited activities include, but are not limited to:

- Violating any local, state, federal, or international law or regulation;
- Violating telecommunications regulations, including robocall or caller ID spoofing laws;
- Threatening, harassing, defaming, deceiving, or defrauding others;
- Impersonating another individual or entity;
- Infringing intellectual property or privacy rights;
- Using automated means to manipulate or disrupt Service functionality;
- Avoiding payment obligations;
- Transmitting material that gives rise to civil or criminal liability.

6. Fraud Prevention and Network Protection

Customers may not:

- Attempt to hack, disrupt, or interfere with the Service;
- Modify or alter Device firmware to bypass safeguards;
- Engage in toll fraud or traffic pumping;
- Obtain Service through deceptive or unauthorized means.

Customers must notify Fireline Communications immediately in writing of suspected theft, fraud, or unauthorized use. Until written notice is received, Customers remain responsible for all usage associated with their account.

7. Monitoring and Enforcement

Fireline Communications reserves the right to monitor Service usage for compliance with this AUP and applicable law.

We may, without liability:

- Investigate suspected violations;

- Suspend or block communications;
- Remove content;
- Terminate Service immediately.

8. Cooperation with Authorities

Fireline Communications may disclose account information, call records, IP addresses, registered E911 addresses, and related data:

- In response to lawful subpoenas, court orders, or regulatory requirements;
- To law enforcement agencies;
- To protect our rights, network, customers, or the public;
- In emergency situations involving risk of harm.

Customers consent to such disclosures as required by law.

9. Service Use Outside the United States

Fireline Communications Services are intended for Customers whose primary residence or place of business is within the United States.

Use of the Service outside the United States is at the Customer's sole risk. Customers are responsible for compliance with all local laws and ISP restrictions in any jurisdiction where the Service is used. Fireline Communications reserves the right to disconnect Service if such use violates applicable laws.

10. No Resale or Transfer

Customers may not resell, transfer, sublicense, or provide

Service to third parties without prior written consent.

11. Right of Termination

In addition to termination for non-payment, Fireline Communications may immediately suspend or terminate Service, without prior notice, for violations of this AUP.

Upon termination due to violation:

- All outstanding charges become immediately due;
- Early termination fees may apply;
- The Customer remains liable for the remainder of the billing term.

12. Reporting Violations

Violations of this AUP may be reported to:

Email: support@firelinecommunications.com

Phone: +1 (877) 347-3147

13. Changes to This Policy

Fireline Communications reserves the right to update or modify this AUP at any time. Continued use of the Service after changes constitutes acceptance of the revised policy.

Version 3

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