

Fair use policy terms

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Plans: Professional & Expert

Fair use: 2,000 call minutes per user per month.

fair use

For the Professional & Expert unlimited calling plans, your calling behaviour must remain within the limits of the Fair Use Policy. Fair use simply means: your use compared to the average use of other Rinkel users. While there is no strict limit, we consider 2,000 call minutes per month as a guideline for average usage. If your monthly usage exceeds this threshold, we may render a note of warning. You will then be advised to either upgrade your subscription or consider alternatives for your service. This applies to both incoming and outgoing calls.

temporary increased use

Are you expecting a temporary increase in call traffic, or is there a legitimate reason why you are calling more than an average user? No problem at all! Whatever your reason, please call **+49 322 12 28 65 00** to explore your options.

how to increase the fair use limit

If you already know that the number of call minutes (2,000 per user per month) will not be enough, then you always have the option to purchase an additional user. You can do this quite easily in the My Rinkel app. It's not important which user calls more. For example, if you have two users and 1 user calls 4,000 minutes and the other 0, that's no problem at all!

legal talk

Commercial use of our service is permitted only in accordance with your regular business activities. If any calling behaviour must be regarded as unreasonable or excessive use or abuse based on objective standards, Rinkel B.V. may impose additional charges and/or render the service inoperable (wholly or in part) or unilaterally terminate the agreement. Of course, the user will still bear any costs incurred (through call minutes or other purchases).

Abuse occurs if the consequences of using the Professional or Expert service cannot reasonably be regarded as normal personal use (3x normal use) or if such use is in violation of the law or generally accepted standards

of care. This includes, but is not limited to, making an unusually large number of calls within a short space of time, domestically or abroad, or any other situation in which such use causes nuisance to Rinkel B.V. or a third party, also constitutes abuse. For example, usage exceeding 2,000 minutes per month – considered the threshold for typical use – may be subject to review. Rinkel B.V. has the right to take measures to limit or prevent abuse.