

## **Fair use policy terms**

Last updated: 7 January 2025

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. The current limit is **2,000 call minutes** per user per month. 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 **+44(0) 333 070 4000** 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. Making large numbers 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. Rinkel B.V. has the right to take measures to limit or prevent abuse.