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Technology problem? Solved.

Fair Use Policy

Logical Solutions 2020 Limited

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Voice Services

Our flat rate voice services are designed to give your business generous calling for normal business use. We want to make sure that this is true for everyone. As much as we can, we'll let you do whatever you want on our network as fast as you can, but sometimes there's a chance that very high usage will start to affect our ability to deliver the service.

We are happy to work with you to help identify why/how you are achieving such high usage pattern and make recommendations on how to help, but sometimes the numbers are the numbers.

Flat Rate Voice (VoIP) Services

Flat Rate calling is ONLY for calls from extensions. The use of any system-created calls is excluded from the flat rate and may be charged at a standard call rate for the customer.

Guidelines for "Fair use calculations" are as follows:

Based on the account in question, we are primarily only concerned with the landline to mobile calling.

If you multiply your total extension count by two hundred and fifty minutes of cell phone calling per month, usage up to that total is considered fair usage.

If you exceed this measure once, we have no concern. But on the second consecutive month, this will activate (from that point forward) the fair usage clause on the account for all following billing months as below.

Fair usage allowance = Site Extension Count × 250 minutes

Overage charge = (Monthly Cell Call Minutes – Fair usage allowance) × Account Landline to Mobile Rate

Example:

Calculating the FUP cell calling for a 20-extension customer:

20 extensions × 250 minutes = 5000 minutes of FUP cell calling

If the customer calls 4050 minutes for the month:

5000 – 4050 = 950 (which is within the FUP)

If the result is a negative number, it indicates an overage on the account. For example, if the same customer calls 5400 minutes: 5000 – 5400 = –400, so 400 minutes are charged as overage.

The overage will be charged at standard calling rates for the account.