

Vision Cloud PBX - NFON Fair Usage Policy

powered by NFON



Fair Usage Limits

NFON UK unlimited calling plans are subject at all times to a limit of 2500 minutes to UK Landline numbers and 2000 minutes to UK Mobile numbers (included in the bundle) in aggregate during each monthly billing cycle for outgoing calls per extension. This includes local, national and mobile calls in the UK. Calls to international numbers, non-geographic UK numbers, special UK numbers and premium UK numbers are excluded from these plans and will be charged at normal rates. NFON to NFON calls are excluded from this policy.

Fair Usage & NFON EU Zone 1 calling plans

NFON EU Zone 1 calling plans are subject at all times to a limit of 1000 minutes to EU zone 1 countries in aggregate during each monthly billing cycle for outgoing calls per extension. Countries included in EU Zone 1 are:

Czech Republic, Cyprus, Denmark, France, Germany, Greece, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Sweden, Switzerland, Slovakia
Calls to other EU countries not listed above and other International destinations are excluded

All Other Calls & Out of Bundle Rates

All Other calls & charges not included in your "unlimited allowance" will be charged our standard call rates. Once you exceed your fair usage limits before the end of your bill period, you will be charged out of bundle standard call rates. For Standard Call Rates please see: Cloud PBX Standard Calls doc for prices.

Fair Usage Policy

We reserve the right to immediately disconnect, modify or suspend your Service and offer you an alternative calling plan if we determine, in our sole and absolute discretion, that your use of the Service at any time was inconsistent with normal business usage patterns or you exceed the fair usage limits set out below. In addition, you will be required to pay our higher rates for commercial service for all periods in which your use of the Service was inconsistent with normal business use (as described more fully in our Terms and Conditions) or the fair usage limits set out below.