

Sundog has prepared this Reasonable Use Policy ("Policy") as a guide for its clients to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of its unlimited calling plans and features. This Policy is based upon the relevant provisions in our Terms of Service and is applicable to all our services. Our Terms of Service are located on our website.

### *Normal, Reasonable Business Use*

Sundog's unlimited business service plans and features are for normal small business use. Normal, reasonable use on Sundog's unlimited business plans must be in accordance with this Reasonable Use Policy, our Terms of Service and consistent with the types and levels of usage by typical clients on the same small business calling plan. Unauthorized or excessive use beyond that normally experienced by typical small business clients may create network congestion that will manifest itself in increased busy signals for themselves and others, and may result in service termination.

### *Impermissible Use(s)*

Sundog evaluates client usage in comparison to typical levels of permissible usage engaged in by legitimate clients.

Over 95% of Sundog's business unlimited calling plan clients use less than 250 minutes per extension per month and do not have any unusual usage patterns in terms of unique numbers called, high call forwarding/transferring usage and so on. A client's aggregate usage may be considered outside of normal use if it exceeds 250 minutes per extension per month IN COMBINATION with one or more of the following, including, but not limited to, excessive:

- unique numbers called;
- call lengths;
- call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month,
- number of calls made to a conference calling service during a month;
- number of calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other abnormal calling patterns indicative of an attempt to evade enforcement of this Reasonable Use Policy

Based on such a combination, Sundog may determine that abnormal, unreasonable or impermissible usage is occurring when compared to typical clients on the same calling plan, and may take appropriate steps described below to enforce this Policy and the Terms of Service ("Sundog's Rights").

Sundog may also determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below even if the number of minutes used is not excessive, when a client's calling patterns during more than one month reflect excessive:

- unique numbers called;
- call lengths;
- frequency of call forwarding/transferring;
- conference calling;
- short duration calls;

- number of calls made during a month;
- number of calls made to a conference calling service during a month;
- calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other calling patterns indicative of an attempt to evade enforcement of this Reasonable Use Policy

***For Lawful and Appropriate Purposes Only; Sundog's Rights***

You may not use our service or devices in any way that is illegal, fraudulent, improper or inappropriate. You may not use any automated means to manipulate our service or use our service to violate any law, rule, regulation or any third party's intellectual property or personal rights.

We reserve the right to review your account and take further action, including, but not limited to, immediate suspension of your Sundog service if account usage is beyond normal standards for typical clients on the same calling plan, impermissible or detrimental to other clients' ability to use the service or adversely affects our operations. We may assess abnormal usage based on comparisons to the usage patterns and levels of our other clients on the same plan(s). If we determine that you are engaging in abnormal or impermissible usage, we will use commercially reasonable efforts to inform you and may provide you with the opportunity to correct the improper usage. If we afford you the opportunity to correct your abnormal usage patterns and you fail to immediately conform to normal use, we may exercise our right to transfer your service to a more appropriate plan, charge applicable rates for that plan, implement other limitations or suspend or terminate your service with or without notice. If we believe that our service has been used for an unlawful purpose, we may immediately terminate your service with or without notice and/or forward the relevant communication and other information to the appropriate authorities for investigation and prosecution. We reserve all of our legal rights.

***Changes***

Sundog reserves the right to change this Policy at any time. Changes shall become effective when a revised Policy is posted to Sundog's websites.