

ACCEPTABLE AND FAIR USE POLICY

1 Introduction

This Acceptable and Fair Use Policy is referenced in our agreement with you. It sets out what use of our system and Services is acceptable and/or fair and what is not.

2 Acceptable use

- 1) You may use our systems and Services to send switching and wholesale messages in accordance with the applicable Industry Process.
- 2) You may not use our systems and Services:
 - a) to send any message other than switching or wholesale messages;
 - b) for any criminal, illegal or unlawful activities or purpose, including but not limited to:
 - i) slamming or other forms of unauthorised switching/wholesale;
 - ii) unlawful collection, harvesting or processing of personal data;
 - iii) sending spam, unsolicited messages;
 - iv) engaging in harassment or cyberbullying;
 - v) transmitting viruses or other malicious code;
 - c) to infringe third party Rights; and/or
 - d) other than in accordance with our reasonable instructions.
- 3) You should try your best to ensure that neither you, we nor anyone else suffer a security compromise (as defined in applicable law). You should ensure that your networks, servers, software and systems are secure and properly configured to prevent unauthorised use such as:
 - a) servers that can be exploited to conduct a denial-of-service attack;
 - b) mail servers that permit the distribution of spam i.e. open mail relay; and/or
 - c) file servers that may be used by others to illegally distribute licensed software.

3 Fair use

- 4) You may:
 - a) send switching or wholesale messages at a volume and rate required to meet genuine switching or wholesale requests from your customers; and
 - b) use the directory API to download the directory no more than once a day.
- 5) You may not send switching or wholesale messages at a volume and rate exceeding that required to meet genuine switching or wholesale requests. You may not:

- a) send switching/wholesale messages at rate exceeding 50 per second;
 - b) use loops, code or bots to resend switching/wholesale messages repeatedly;
 - c) download the directory more frequently than once a day; and/or
 - d) undertake other actions which may impact the overall operation of our systems, the experience of other systems users or could lead to an adverse consumer or business impact.
- 6) We** may take appropriate demand management measures (including rate throttling) in order to manage our **systems** for the benefit of all **CPs**.

v1.0 - Effective from 1 May 2026