



## Fair Usage Policy

September 2019

### Unlimited Calling Plans and Single Number Reach Plans

We (Burns & Associates Inc. / BURNS) 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 is, or 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 call center service for all periods in which your use of the Service was inconsistent with normal business use or the fair usage limits set out below.

Fair Usage Limits Calls included in unlimited calling plans have a maximum call duration of four (4) hours per call, after which time the call will be disconnected. BURNS unlimited calling plans and Single Number Reach plans are subject at all times to a limit of 3000 minutes (50 Hours) in aggregate during each monthly billing cycle for calls (combined in and out) This includes local and long-distance calls anywhere in Canada and the US.

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