

Livewire Telecom LLC

Telephony Acceptable Use Policy

Livewire Telecom may use various tools and techniques, including proprietary methods to monitor and ensure your compliance with the Livewire's Telephony Acceptable Use Policy (AUP). When an account holder or user of Livewire's Telephony/Voice Services exhibits calling patterns indicating potentially inappropriate use, such as excessive call volumes or abnormal usage patterns, or anomalies consistent with illegal robocalling we may review the account's calling patterns to assess whether a violation of this AUP has occurred. However, we will not monitor your telephone conversations for the purpose of determining whether you are complying with this policy.

In accordance with this policy and your Livewire Telecom MSA, we reserve the right to suspend or terminate Telephony/Voice Services immediately at any time if you violate this AUP or your Livewire Telecom Terms and Conditions including any incorporated documents or policies. Except in exigent circumstances, we will contact you before taking action to discuss the cause of any unusual calling patterns or other activity giving rise to our concerns and to resolve the matter with you. However, if your use of the Telephony/Voice Services continues to violate this policy, then your Service will be suspended in whole or in part and you will be sent a disconnection notice. During any such service suspension, you may continue to make calls to reach 911 emergency services if offered. Additionally, you will be permitted to port your current telephone number(s) to a new service provider provided that you do so prior to the disconnection date contained in your suspension letter.

The following activities are not permitted on the Livewire voice network and may result in account actions as stated above. Any specific activities not listed below but still reasonably deemed to be harmful to Livewire's network, the PSTN, Livewire's Customers, Partners, Vendors, Employees, or Contractors or the General Public and solely at Livewire's discretion will constitute a violation of this AUP.

Some harmful activities include:

- Traffic Stimulation
- Harassment and Bullying
- Excessive call volumes
- Illegal Robocalling
- Violence
- Violating child safety
- Illegal use of Robodialers
- Impersonation
- Racketeering
- Violating intellectual property rights
- Invading personal privacy including CPNI
- Engaging or conducting illegal activities

- Transmitting malicious objects
- System interference and abuse including
 - Mining phone numbers, CNAM or other information.
 - Illegally automating a telephone system to place phone calls or send messages via the Livewire Network
 - Forward phone numbers that aren't your own or under your control.
 - Creating accounts under false or fraudulent pretenses.
 - Selling, trading, reselling or otherwise exploiting Livewire's Telephony Services for any unauthorized purpose.
 - Modifying, adapting, translating, or reverse engineering any portion of the Livewire Telephony Service.
 - Removing any copyright, trademark, or other proprietary rights notices contained in or on the Livewire Network.

Livewire Telecom retains the right to modify the Acceptable Use Policy at any time, with or without any notification, and any such modification shall be automatically effective as to all customers when adopted by Livewire Telecom.

Questions or comments regarding the Acceptable Use Policy should be forwarded to:

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