



## **Acceptable Use Policy (AUP) for Enovvo Tel**

### **1. Introduction**

This Acceptable Use Policy ("AUP") outlines the rules and guidelines for using the Voice over IP (VoIP) services provided by Enovvo Tel. All customers, end-users, and organizations accessing or using our VoIP services ("Users") must comply with this policy. By using Enovvo Tel's services, you agree to abide by this AUP and acknowledge that any violation may result in suspension or termination of your service.

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### **2. Prohibited Activities**

Users of Enovvo Tel's VoIP services are prohibited from engaging in the following activities:

#### **2.1 Illegal Activities**

Users must not use Enovvo Tel's services for any illegal, fraudulent, or malicious activities, including but not limited to:

- Making or distributing fraudulent or deceptive calls.
- Engaging in any activity that violates local, state, national, or international laws, including but not limited to laws governing telecommunications, data privacy, fraud, and telecommunications fraud (e.g., wire fraud, identity theft, phishing).

#### **2.2 Spam and Unsolicited Communication**

Users must not use the VoIP service to send or facilitate the sending of unsolicited communications, including:

- Robocalls (automated or pre-recorded voice messages).
- Unsolicited telemarketing calls.
- Mass marketing calls to individuals who have not explicitly consented to receive such calls.
- Any form of spam or "junk" communication, including voice, fax, or messaging spam.

#### **2.3 Fraudulent or Malicious Activity**

Users must not use Enovvo Tel's services to engage in activities that:

- Impersonate or spoof any individual, organization, or entity with the intent to defraud or deceive.



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- Disrupt or interfere with the proper functioning of the network, services, or the devices of other users, including through denial-of-service attacks, malware, or unauthorized access.
- Engage in or promote any form of cybercrime, including hacking, exploiting system vulnerabilities, or accessing systems or networks without permission.

### **2.4 Interference with Service**

Users must not use Enovvo Tel's services to:

- Disrupt, disable, or degrade the operation of the VoIP network or any other associated services.
- Cause excessive network traffic or resource consumption that affects the performance of the services for other customers.

### **2.5 Fraudulent Billing and Account Abuse**

Users must not engage in activities designed to defraud Enovvo Tel or others, including:

- Falsifying personal information or using false identities for fraudulent purposes.
- Using the service to create false accounts for the purpose of exploiting free trials, discounts, or similar offers.
- Any activity that leads to an excessive number of billable minutes or usage that is disproportionate to the intended use of the service.

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## **3. Service Usage Restrictions**

### **3.1 Fair Use**

While Enovvo Tel provides services to all users, we expect fair and reasonable use of our network resources. Excessive or abusive use of our services may result in a review of your account and potential limitations or suspension of services. Users are prohibited from:

- Consuming excessive bandwidth or resources that disrupt the service for other users.
- Using services in a manner that is inconsistent with typical consumer or business use.

### **3.2 Restrictions on Equipment and Devices**

Users may only connect compatible devices to Enovvo Tel's services. Unauthorized devices, including those that may harm or disrupt the service, may not be connected to our network.

### **3.3 Service Modifications**

Users may not modify, reverse engineer, or otherwise attempt to alter the operation of Enovvo Tel's services or infrastructure, unless explicitly authorized by Enovvo Tel.



## 4. Security and Privacy

### 4.1 User Account Responsibility

Users are responsible for maintaining the security of their account, including usernames, passwords, and other login credentials. Enovvo Tel recommends using strong passwords and promptly notifying us if you believe your account has been compromised.

### 4.2 Data Protection

Enovvo Tel takes privacy and data security seriously. Users must not:

- Access or attempt to access the personal information or communications of others without consent.
- Violate privacy rights or laws governing the use of communication services.
- Use the service to store or transmit illegal content or malicious software.

### 4.3 Monitoring and Enforcement

Enovvo Tel reserves the right to monitor network traffic, logs, and user activities in order to ensure compliance with this policy. We may take action against users who violate this policy, including suspension, termination, or legal action if necessary.

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## 5. Compliance with Applicable Laws

Users must comply with all applicable laws, regulations, and guidelines, including but not limited to:

- The **TRACED Act** and **STIR/SHAKEN** protocols related to robocall mitigation and caller ID authentication.
  - The **Telephone Consumer Protection Act (TCPA)**, **Truth in Caller ID Act**, and any other federal or state laws governing telemarketing, robocalls, or telecommunications fraud.
  - Local regulations governing the use of voice services, including those related to privacy and consent.
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## 6. Enforcement and Termination



## **6.1 Violations**

Enovvo Tel reserves the right to take immediate action, including but not limited to the following, upon detecting a violation of this AUP:

- Issuance of a warning or suspension of services.
- Termination of service, either temporarily or permanently.
- Reporting to regulatory authorities or law enforcement agencies if the violation constitutes illegal or malicious activity.

## **6.2 Reporting Violations**

Users are encouraged to report any violations of this AUP to Enovvo Tel's Customer Support or Security Team at [email address/phone number]. Reports will be reviewed and addressed in accordance with our policies.

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## **7. Changes to the Acceptable Use Policy**

Enovvo Tel reserves the right to modify or update this AUP at any time. Any changes will be communicated to users via email or through an update posted on our website. Continued use of the services after such changes will constitute acceptance of the modified AUP.

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## **8. Limitation of Liability**

Enovvo Tel will not be liable for any damages or losses resulting from the violation of this AUP, including but not limited to service interruptions, data loss, or legal issues arising from misuse of the service.

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## **9. Conclusion**

By using Enovvo Tel's VoIP services, you agree to adhere to this Acceptable Use Policy. Compliance with this policy ensures a positive experience for all users and helps maintain the integrity and security of our network and services.