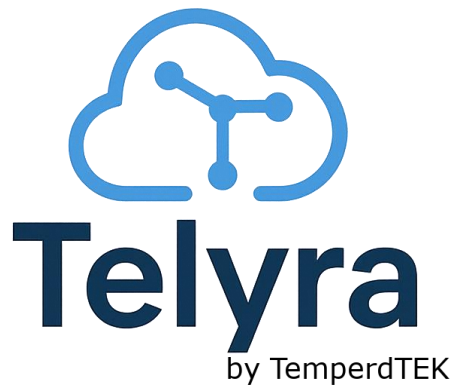




Telyra Reasonable Use Policy

Our “Unlimited” calling plans are designed for typical small business communications. To protect service quality, Telyra applies this Reasonable Use Policy to prevent abuse and ensure all customers enjoy reliable and consistent service.

1. Reasonable Use

Unlimited calling is intended for normal business use. Telyra may review accounts when calling patterns suggest abnormal or excessive usage, including but not limited to:

- Calling an unusually high number of unique numbers
- Extended or excessive call lengths beyond typical business use
- High frequency of call forwarding, transferring, or conferencing
- Significant numbers of short duration calls
- Predominantly outbound usage inconsistent with typical business needs
- Patterns resembling auto-dialing, call center traffic, or resale of service

2. Prohibited Use

The following are considered misuse of service:

- Auto-dialers, robocalls, or mass marketing campaigns
- Resale or sharing of service with third parties
- Conference bridging or contact center traffic unless explicitly authorized
- Any use that violates applicable law or Telyra’s Terms of Service

3. Enforcement

If your usage materially exceeds what Telyra deems reasonable, we may:

- Require purchase of additional minute bundles
- Convert your account to a metered plan
- Suspend or terminate service

4. Review and Appeals

Customers may contact Telyra Support to request a review if their account is flagged for unreasonable use.

By using our “Unlimited” plans, you agree to this Reasonable Use Policy.