

Voice and UC Service Provision

[managed solutions voice](#) is a brand owned by Managed Solutions Pty Ltd ATF the K&R Harm Management Services Trust (ABN 69845054705), presenting voice and unified communications solutions to Managed Solutions' customers.

The provision of voice and unified communications solutions through the [managed solutions voice](#) range of services is subject to this Acceptable Use Policy which may change from time to time without notice.

This Acceptable Use Policy is available on our website at voice.mansol.net.au

Acceptable Use Policy

[managed solutions voice](#) Managed Voice End (MVE) packages are bundled call packs to be used in conjunction with our Voice and UC (Unified Communications) services for normal commercial use by businesses. SIP Call Packs are for each SIP channel trunk.

They are not designed to be resold or aggregated or contented and must be purchased on a one to one basis, ie one call pack per user in the business, not concurrent users.

The following [managed solutions voice](#) Voice Call Packs cannot be used with contact centres:

- Managed Voice Call Pack: 2 (Local and National Fixed Calls Included)
- Managed Voice Call Pack: 3 (Fixed, National and Mobile Calls Included)
- Managed Cloud SIP Call Pack: 2 (Local and National Fixed Calls Included)
- Managed Cloud SIP Call Pack: 3 (Fixed, National and Mobile Calls Included)

If you wish to use [managed solutions voice](#) Voice Products in your contact centre, alternative Call Packs are available through Sales (sales@mansol.net.au / 1300 626 765).

Normal business usage for user call packs is approximately 1,000 minutes of national calls and 500 minutes of fixed to mobiles – Not roaming mobiles. These normal business usage amounts are aggregated across all uses in an enterprise.

[managed solutions voice](#) does not bill excess usage or place physical limits on call access. If an enterprise consistently exceeds the total aggregate amount over a period of 3 or more months, then we reserve the right to charge an additional premium or additional user call packs.

Enterprises found to be breaching the acceptable use policy by aggregating or contenting users, on-selling voice minutes, or hosting a contact centre (Call Centre) will have their services terminated.