

Fair Use Policy

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[Teams Direct Connect Fair Use Policy.](#)

All Channels ordered on HV.Select Direct Connect are chargeable and credited back in arrears the following month subject to the User to Channel Contention Ratios. This applies per Microsoft Tenant/ Company and Users exclude Teams Direct Connect Group Feature Licences.

Teams Direct Connect User Licence	User to Channel Contention Ratios
7 or less users	1 Channel per Teams Direct Connect User
8 to 19 users	1 Channel per every 2 Teams Direct Connect User
20 or more	1 Channel per every 3 Teams Direct Connect User

Partner Responsibilities

The nature of the proposition does not change, current recommended channel to user ratio:

- 4:1 ratio for small deployments (Average for small business)
- 6:1 for medium deployments (250 to 999 Users)
- 10:1 on large deployments (1000 user plus+)

You should only provide the channels needed for the customer and do not exceed the maximum stated in the table above, As such Giacom reserve the right to reduce channel Capacity in the event they are not used, giving not less than 30 days notice.

Exclusions

- Mixed SIPT or Hosted Users (Fixed, Function and Mobile) and SIP Direct Connect Estates are not eligible for this offer, this includes SIP2teams estates.
- Part Month Credits will not apply, this means you will only be credited from the first whole billing month.
- Teams Direct Connect Group Feature Licences are not considered Teams Users.

Frequently Asked Questions

What if my I exceed the use stated in the table?

We will only provide credits for channels within the tables Fair Use Policy. This means that we will not credit the full amount if the channels exceed the user ratio stated.

What is the difference between the Policy Fair Use and Recommended?

The policy is governed by the table allowances, meaning we will continue charge for channels that do not meet the minimum Contention Rate. The recommended channels sets our expectation for general use of the product ensuring we can remain competitive and offer channels where we need to. The recommended sets our expectations for use which we will review and reduce where channels are not being used.

What time frame do you use to police channel use?

Where usage over a 3-month period shows the End Customer does not need the Channel Licence provisioned, BT and Giacom reserves the right to reduce the Channel Licence used automatically to those required based on the calling profile of that customer.

Do I still get a call bundle?

Yes, there is no change to your calling allowance on HV.Select SIP.

Will I get credits for channels where I have Teams Users and PBX Users?

No, where we have both Teams Users and SIPT Users (on PBX) the offer does not apply.

Will I get credits for channels where I have Teams Users and Hosted Voice Users?

No, where we have both Teams Users and HV.Select Hosted Users the offer does not apply.

Does the offer apply for SIP2teams?

No, this only applies for Direct Connect only deployments.

I've been charged for channels but not received a credit?

Credits are provided on whole months only and 1 month in arrears. Meaning if you add 4 channels on the 12th of September, you will be charged from the 12th Sept and for Octobers rental but will only receive a credit for October rental (not the part

Links: N/A

Glossary: N/A