



# Love VoIP Usage Policy

This Love VoIP Usage Policy has been developed to ensure the security, reliability and privacy of Love VoIP systems and networks and the Networks and systems of others and to maintain the image and reputation of Love VoIP as a responsible provider.

We expect our Customers to use our services legally and with courtesy and responsibility.

We reserve the right to disable or delete any and all accounts held by users who, in Love VoIP's sole discretion, break this Usage Policy.

## General Conduct

1. Customers are prohibited from transmitting on or through any of Love VoIP's' services, any material that is, in Love VoIP' sole discretion, unlawful, threatening, abusive, libellous, or encourages conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any local, national or international law, statute or regulation.
2. Love VoIP's services may only be used for lawful purposes. Transmission, distribution, or storage of any information, data or material in violation of UK regulation or law is prohibited. This includes, but is not limited to, material protected by copyright, trademark, trade secret, or any other statute. Love VoIP reserves the right to remove such illegal material from its servers.
3. The Customer is responsible for providing and maintaining accurate and up-to-date billing information, contact telephone number(s) and address information. Furnishing false data on the signup form, contract, or online application, including fraudulent use of credit card numbers, is grounds for immediate termination, and may subject the offender to civil or criminal liability.
- 4: The Love VoIP service must not be used for auto-dialling, continuous or extensive call forwarding and call diversion, fax or voicemail broadcasting and continuous or extensive inbound only services. Love VoIP reserves the right to immediately disable or modify your Service if we determine, in our sole and absolute discretion, that your use of the Service is, or at any time was, inconsistent with normal business usage patterns.
- 5: To maintain active service, Love VoIP telephone numbers must remain active. The definition of an active telephone number is one that has had credit added to the account within a 90 day period.



## Security

1. Customers may not attempt to circumvent user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for the Customer, logging into a server or account the Customer is not expressly authorized to access, or probing the security of other networks.
2. Customers may not attempt to interfere with service to any user, host, or network . This includes, but is not limited to, "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.
3. Customers may not use any kind of program/script/command, or send messages of any kind, designed to interfere with a user's terminal session, by any means, locally or by the Internet.
4. Customers must safeguard their account passwords to prevent unauthorized access to their account.
5. Users who violate systems or network security may incur criminal or civil liability. Love VoIP will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.
6. Love VoIP reserves the right to check the security of a customer's equipment or devices used to connect to its network if it reasonably believes that equipment on the customer's network may be at risk from external attack (hacking) or if they believe that its terms and conditions of use are not being followed.

## Cookie Policy

Some cookies are known as essential cookies and are a requirement for the operation of our site and services. For example, these cookies allow users to log in to our user interface and make changes to their service or account, add items to their shopping cart and provide web-based customer services via live chat applications.

Users of our website and services have the option to disable these cookies in their browser but will no longer be able to access their account or configure their services.

These cookies will remain on your device after you have left our website. These cookies help us identify you as a unique visitor; these cookies do not contain personal information, and cannot be used to identify you in any way.

We use Google Analytics to collate statistical information about our website. Google Analytics uses cookies to help us to analyse how users use the site. For more information about Analytics cookies, please click on the following link:

<http://www.google.com/analytics/learn/privacy.html>



## Removing Or Blocking Cookies

Iceyset Ltd will not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies on this or any other website, you can do this by making changes to your browser settings.

For more information about removing or blocking cookies visit [http:// www.aboutcookies.org](http://www.aboutcookies.org) this site contains information on how to block or remove cookies from most web browsers.

## Privacy

1. Love VoIP will not sell or knowingly disclose its customer data and we will attempt to protect the privacy of our Customers and their information that is stored on our network. Love VoIP will only access and disclose information as necessary to comply with applicable laws and government requests, to operate and maintain our systems and services, to operate a 999/911 Emergency Services service or to protect ourselves or our Customers.

2. Love VoIP will not monitor or disclose a Customer's private email messages unless required by court order or law. We will cooperate with the authorities and will notify such authorities if it suspects that a Customer is engaged in illegal activities.

PLEASE NOTE: THE EXAMPLES SET FORTH IN THIS POLICY ARE NON-EXCLUSIVE, AND ARE PROVIDED SOLELY FOR GUIDANCE TO CUSTOMERS.

If you are unsure whether any contemplated use or activity is prohibited, please contact us. Please note that the activities set forth above are also not permitted from other Internet Service Providers on behalf of, or to advertise, any service hosted by Love VoIP, or connected via our network.

Furthermore, such services may not be advertised via deceptive marketing policies. Love VoIP must further limit any exceptions made to the Usage Policy as secondary in regards to server and network security, performance and integrity.

Any user, regardless of exception status, may have his or her service disabled if it is interfering with our servers or network.

For specific questions about this policy please contact us using the contact information provided below

Love VoIP  
2nd Floor  
34 Severn Street  
Welshpool  
SY21 7AD



Registered Number: 09530374

Telephone: 03333 39 49 59

Web: <https://lovevoip.co.uk>