



UCSaaS Acceptable Use Policy

Introduction UCSAAS (Unified Communication and Collaboration Software as a Service) is a platform designed to facilitate communication and collaboration among users within an organization. This Acceptable Use Policy (AUP) outlines the guidelines and acceptable behavior when using UCSAAS to ensure a safe, secure, and productive environment for all users.

1. Compliance with Laws Users of UCSAAS must comply with all applicable laws and regulations while using the platform. This includes, but is not limited to, laws relating to data privacy, intellectual property rights, and online conduct.
2. Prohibited Activities The following activities are strictly prohibited when using UCSAAS:

- Violating any local, national, or international law or regulation.
- Transmitting or sharing material that is unlawful, threatening, abusive, harassing, defamatory, obscene, or otherwise objectionable.
- Engaging in any form of harassment, including but not limited to, discrimination, bullying, or intimidation.
- Uploading or distributing viruses, malware, or any other malicious software that may disrupt the operation of UCSAAS or harm other users.
- Unauthorized access to accounts, systems, or networks connected to UCSAAS.
- Sharing or distributing sensitive information, including passwords or access credentials, without proper authorization.
- Impersonating another individual or entity.
- Engaging in any activity that may disrupt the normal operation of UCSAAS or interfere with the experience of other users.
- Using UCSAAS for any illegal or unauthorized purpose.

4. User Responsibilities Users of UCSAAS have the following responsibilities:

- Protecting their account credentials and ensuring that unauthorized access does not occur.
- Reporting any suspected security breaches or violations of this AUP to the appropriate authorities.
- Using UCSAAS in a manner that respects the rights and privacy of other users.
- Refraining from engaging in any activity that may degrade the performance of UCSAAS or impact its availability to other users.
- Complying with any additional guidelines or policies provided by the organization or UCSAAS provider.

5. Consequences of Violation

Violation of this AUP may result in the following consequences:

- Suspension or termination of access to UCSAAS.
- Legal action and prosecution, where applicable.
- Loss of privileges or access to other organizational resources.
- Other disciplinary actions deemed appropriate by the organization or UCSAAS provider.

6. Reporting Violations Users who become aware of any violations of this AUP are encouraged to report them immediately to the organization's IT department or UCSAAS administrator.



7. Review and Updates This AUP may be reviewed and updated periodically to ensure its effectiveness and relevance. Users will be notified of any changes to this policy, and continued use of UCSAAS implies acceptance of the revised terms.

By using UCSAAS, users agree to abide by the terms outlined in this AUP. Failure to comply with these guidelines may result in disciplinary action, including the termination of access to UCSAAS and other organizational resources.

8. Normal Business Usage Limits

UCSAAS is intended for normal business communication and collaboration purposes. Users are expected to adhere to the following usage limits:

- Calls: Users are permitted to make and receive calls within reasonable limits for business-related purposes. Excessive use of calling features may result in temporary restrictions to ensure fair usage for all users.
- Messaging: Users may send messages, including instant messages and emails, for work-related communication. Spamming or mass messaging unrelated to business activities is prohibited.
- Meetings: Users are encouraged to schedule and participate in virtual meetings and conferences as necessary for work-related discussions. Hosting large-scale events that exceed the intended capacity of UCSAAS may require special arrangements and should be coordinated with the organization's IT department.
- File Sharing: Users may share files and documents within UCSAAS for collaborative purposes. However, sharing copyrighted material without proper authorization is prohibited.

9. Prohibition on Call Center Operations and Robotic Dialing

UCSAAS may not be used for call center operations or Robotic/Automated dialing activities. Users are prohibited from engaging in automated calling campaigns, telemarketing, or any activity that involves the systematic and unsolicited calling of individuals or entities. This includes the use of automated scripts or software to initiate calls in bulk without human intervention.

Violation of these usage limits may result in the suspension or termination of access to UCSAAS, as outlined in Section 5 of this Acceptable Use Policy.

Users are responsible for ensuring that their usage of UCSAAS aligns with these guidelines and does not violate any applicable laws or regulations regarding telecommunications and privacy.

By using UCSAAS, users acknowledge and agree to abide by the normal business usage limits and the prohibition on call center operations and Robotic dialing activities outlined in this AUP.