

This Fair Use Policy ("FUP") is a supplemental policy incorporated into and governed by the ProSupport Squad Platform Terms of Service. It applies to all Client plans that include a US business phone number ("US Number") add-on. By activating a US Number or proceeding with a hiring contract that includes one, you agree to this policy.

## 1. Purpose

The US Number add-on is designed to support standard day-to-day business communications between your Virtual Assistant (VA) and your clients, customers, and contacts within the United States. This policy ensures fair and sustainable access to calling resources for all ProSupport Squad clients.

## 2. Included Usage Limit

**240 min**

**Per Scheduled Shift**

Combined inbound + outbound calling · Resets each shift

Each US Number add-on includes up to **240 minutes (4 hours)** of combined inbound and outbound calling per scheduled shift. This allowance:

- Applies per shift, not per day or per month.
- Resets at the start of each new scheduled shift.
- Is not cumulative — unused minutes do not carry over.
- Counts both inbound and outbound call duration toward the limit.

## 3. Acceptable Use

The following activities are considered acceptable use under this policy:

- Client follow-up calls and relationship management.
- Appointment scheduling and calendar coordination.
- Customer support and inbound inquiry handling.
- Outbound sales calls directly related to the Client's products or services.
- Internal coordination calls within the Client's business.
- Any other standard business communication within the VA's agreed duties.

## 4. Prohibited Use

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The following activities are **not permitted** under any plan:

- Bulk auto-dialing or robocalling campaigns.
- Telemarketing activities that violate the Telephone Consumer Protection Act (TCPA).
- Calls unrelated to the Client's business operations.
- Personal calls by the VA or any other individual.
- Reselling or sub-licensing the US Number to third parties.
- Any use that violates applicable law or the Platform's Acceptable Use Policy.

**Note:** Violations of the prohibited use section may result in immediate suspension of calling functionality and/or account termination, regardless of whether the 240-minute limit has been reached.

## 5. Automatic Limit Enforcement

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The 240-minute per-shift limit is enforced automatically by the Platform. When a VA's combined inbound and outbound call time reaches 240 minutes within a shift, calling is **automatically disabled** for the remainder of that shift. No manual action or notification is required — the system handles this instantly.

Calls in progress at the moment the limit is reached will be ended automatically. The VA will not be able to place or receive further calls until the next scheduled shift begins.

## 6. Upgrade Option

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Clients who require more than 240 minutes of calling per shift may subscribe to the **VA Unlimited Calling** add-on at **\$49/month**. This add-on:

- Removes the 240-minute per-shift cap entirely.
- Permits unlimited standard business calls for the full duration of each scheduled shift.
- Replaces — not supplements — the standard fair-use allowance.
- Is subject to the same acceptable and prohibited use rules in Sections 3 and 4 above.
- Is billed monthly and may be cancelled at the end of any billing cycle.

## 7. Changes to This Policy

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ProSupport Squad reserves the right to update this Fair Use Policy at any time. Material changes will be communicated via email or prominent notice on the Platform at least 14 days before taking effect. Continued use of the US Number add-on after the effective date of any update constitutes acceptance of the revised policy.

## 8. Questions & Contact

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If you have questions about this Fair Use Policy or your current usage, please contact the ProSupport Squad support team through the Platform's built-in support system or by writing to:

JMV Support Inc.  
767 Broadway #1466  
Manhattan, NY 10003  
United States

This document is a supplemental policy to the ProSupport Squad Terms of Service.